File #: 23-1402, **Version:** 1

CITY COUNCIL AGENDA ITEM

ACTION REQUESTED:
Approve the award of Cooperative Procurement 24-038, Rapid7 Managed Detection and Response (MDR) Solution, to Carahsoft Technology Corporation, for an amount not to exceed $116,062.21 and for a 12-month term

DEPARTMENT: Information Technology

SUBMITTED BY: Jacqueline Nguyen, Director

BOARD/COMMISSION REVIEW:
N/A

BACKGROUND:
Technology is constantly evolving, as are the cybersecurity challenges facing organizations. According to an article published by Microsoft, the top five cybersecurity challenges facing organizations are:

1. Managing the increased risk of ransomware/cyber-extortion
2. Ensuring cloud resources, workloads, and apps are securely configured
3. Gaps in protection across hybrid, multi-cloud, and multi-platform environment
4. Challenges in recruiting qualified security professionals
5. Enabling end-user productivity without sacrificing security

While the IT Department has made great strides in the past few years to address many areas of cybersecurity, the City would benefit from additional assistance from industry experts on cybersecurity issues as well as having these experts available on-call to address certain cybersecurity issues as they arise.

Prior to this year, the amount of this procurement did not rise to City Council level approval. This year, with price increase and the addition of vulnerability management features, it now must be approved by the City Council.

DISCUSSION:
The purpose of this procurement is to renew Managed Detection Response (MDR) services from Rapid7.

Rapid7's MDR service brings the technology and experience needed to detect and respond to targeted interactive threats using leading threat detection methodologies. Once a potential threat is identified through technology or analysis, Rapid7's 24/7 Security Operations Center (SOC) performs validation of the event before generating an alert detailing the event in the City's environment. When

the event is an interactive breach, the Rapid7 Incident Escalation team is ready to investigate immediately.

Additionally, the City gains access to Rapid7's experts for day-to-day activities, and staff can benefit from collaborating with these experts on issues and potential threats. This is where MDR differs from the City's Incident Response Retainer (IRR) with Cisco. MDR is designed primarily to support and address the day-to-day security operations with third-party experts. The IRR is designed primarily to enable an overwhelming response of third-party experts to a known security incident.

The City will partner with a Rapid7 Customer Advisor team who will learn about the environment, sensitive data, and incident response processes. This will enable Rapid7's team to better operate as an extension of the City's security team.

Staff has identified an approved cooperative contract, OMNIA EDU contract R191902, through Carahsoft Technology Corporation for this purchase.

The term of contract is from date of award to October 18, 2024. This includes a grace period extended by the vendor since October 19, 2023 awaiting the completion of this renewal procurement.

FISCAL IMPACT:
CIP#: N/A

Support services for the detection and response solution is budgeted in the account number listed below. A total of $150,000 is approved for these services as part of the 2024 budget. The requested award is within budget.

Account Number	Fund Description	Total Budget Amount
16101100-531309	General Fund	$1,071,557