



REQUEST FOR PROPOSAL



Request for Proposal

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| RFP reference | FY22-162 Managed Cyber Security Services |
| RFP launch date | 08/04/2022 |
| Contract Manager | Gareth Evans |
| Deadline for submission of offers | 09/05/2022 , 23:59 BST |

Submission of Proposals to

procurement@plan-international.org

Please include the RFP reference number above in all correspondence.

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Successful Tenderers will be expected to enter into a formal contract with Plan International
This contract will be a Long Term Agreement (LTA) for a Period of 3 years..... 15

PART 1 – INSTRUCTIONS TO PROPOSERS AND PROPOSAL CONDITIONS

1.1 Definitions

For the purposes of this Request for Proposal (RFP) and any subsequent contract the following definitions, unless otherwise noted, apply.

| | |
|--------------------|--|
| Company | Means Plan Limited, hereafter know as Plan |
| Contract | Means any contract that results from this Request for Proposal |
| Contractor | Means the entity that forms a Contract with the Company for provision of the requirement. |
| Proposal | Means a written offer submitted in response to this Request for Proposal |
| Proposer | Means an entity that submits, or is invited to submit, a Proposal in response to this Request for Proposal |
| Requirement | Means the supply to be made by the Contractor to the Company in accordance with Part 2 of the RFP. |

1.2 Summary of the Requirement

Plan Limited invites you to submit a Proposal for the provision of Managed Security Services. Further details of the requirement are described in Part 2 of this RFP.

1.3 Structure of this document

This RFP comprises four parts as described below:

| Part | Title | Description |
|------|---|---|
| 1 | Instructions to Proposers and Proposal Conditions | Sets out rules and requirements for participation in the RFP. |
| 2 | The Requirement | Sets out details of the requirement, including scope of works. |
| 3 | Information to be provided by Proposers | Sets out the minimum RFP response requirements to allow due consideration by the Company. |
| 4 | Proposed Contract | Sets out the applicable terms and conditions that will apply to any contract arising from this RFP. |

1.4 RFP key dates

The following key dates apply to this RFP:

| | |
|--|---------------------------------|
| RFP Issue Date | As stated on the RFP Cover Page |
| Date for lodgement of Proposal Acknowledgment | 25 th April 2022 |
| Last Date for supplier Questions | 26 th April 2022 |
| RFP Closing Date and Time | As stated on the RFP Cover Page |

1.5 Company contact

The following individual is the nominated Company contact for this RFP.

| | |
|-----------------------|---|
| Name | Mohammad Anwar |
| Title/Position | Procurement Officer |
| Email address | procurement@plan-international.org |
| Postal address | Block A, Dukes Court, Duke Street, Woking, Surrey GU21 5BH |

1.6 Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 75 years, and are now active in more than 70 countries.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

1.7 Queries and questions during the RFP period

Proposers are to direct any queries and questions regarding the RFP content or process to the Plan contact. No other Plan personnel are to be contacted in relation to this RFP unless directed to do so by the Plan contact. Plan reserves the right to disqualify and reject Proposals that do not comply with this requirement. All questions should be submitted in writing to the nominated email address.

We may choose to convey responses to submitted questions and queries to all Proposers so that each is equally informed.

1.8 Amendments to RFP documents

We may amend the RFP documents by issuing notices to that effect to all Proposers and may extend the RFP closing date and time if deemed appropriate.

1.9 Proposal lodgement methods and requirements

Proposers must submit one copy of their Proposal to us in any of the following methods:

- a) By email to: procurement@plan-international.org. The subject heading of the email shall be “FY22-162 Managed Cyber Security Services” [Proposer Name]]. Electronic copies are to be submitted by PDF and native (e.g. MS Word) format and proposers may submit multiple emails (suitably annotated – e.g. Email 1 of 3), or zipped, if attached files are deemed too large to suit a single email transmission.

Proposals must be prepared in English and in the format requested in Part 3 of this RFP.

1.10 Late Proposals

Proposers are responsible for submitting their Proposals prior to the RFP closing date and time in accordance with the acceptable lodgement requirements described in Clause **Error! Reference source not found.**. There will be no allowance made by us for any delays in transmission of the Proposal from Proposer to Plan. Any Proposal received by Plan later than the stipulated RFP closing date and time may be removed from further consideration by Plan.

1.11 Acceptance of Proposals

Proposal may be for all or part of the Requirement and may be accepted by us either wholly or in part. A Proposal will not be accepted by us unless and until Plan has signed a Contract or sent a 'Notice of Award' in writing to the successful Proposer.

Plan is under no obligation to accept the lowest priced Proposal or any Proposal and reserves the right to reject any Proposal which is incomplete, conditional or not complying with the RFP documents.

1.12 Alternative Proposals

Proposers may submit alternative Proposals if they feel it may offer Plan additional benefits whilst still complying with the Requirement. We reserve the right to accept or reject any proposed alternative either wholly or in part.

1.13 Validity of Proposals

Proposals submitted in response to this RFP are to remain valid for a period of 30 days from the RFP closing date.

1.14 Evaluation of Proposals

The minimum selection criteria to be used in the evaluation of Proposals include, but are not limited to, the following:

| Criteria | Weighting |
|---|-------------------|
| Compliance <ul style="list-style-type: none">Completion of RFP, financial viability, clearly present and answered | Pass/ Fail |
| <ul style="list-style-type: none">Understanding of Tender requirementsClarity of Response | 10% |
| Managed SOC <ul style="list-style-type: none">Expertise/skills, have they demonstrated they have the relevant capabilities and experience | 20% |
| Responding to incidents and breaches <ul style="list-style-type: none">Expertise/skills, have they demonstrated they have the relevant capabilities and experience | 20% |
| CISO as a Service <ul style="list-style-type: none">Expertise/skills, have they demonstrated they have the relevant capabilities and experience | 20% |
| Implementing & ongoing support | 15% |
| Cultural Fit | 10% |
| Commercial Proposal <ul style="list-style-type: none">Pricing structure including proactive creative solutions | 5% |

These criteria are not in any particular order, nor do they necessarily carry equal weight.

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply

Plan may request additional information from Proposers to assist further evaluation of Proposals.

1.15 Withdrawals

Proposals may be withdrawn at any time prior to the RFP closing date and time by written notice to Plan.

1.16 Proposers to inform themselves

We have taken all reasonable care to ensure that the RFP is accurate, however, we give no representation or warranty as to the accuracy or sufficiency of the contained information and that all Proposers will receive the same information. Proposers are required to inform themselves fully of all conditions, risks and other circumstances relating to the proposed contract prior to submitting a Proposal. Proposed prices shall be deemed to cover the cost of complying with all the conditions of the RFP and of all things necessary for the due and proper performance and completion of the Requirement.

1.17 Costs of preparing Proposals

All costs relating to the preparation and submission of a Proposal are the sole responsibility of the Proposer. Plan shall not pay any Proposer, wholly or in part, for its Proposal.

1.18 Confidentiality

Except as required for the preparation of a Proposal, Proposers must not, without Plan's prior written consent, disclose to any third party any of the contents of the RFP documents. Proposers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

1.19 Inconsistencies and omissions

Proposers must promptly advise Plan in writing of any inconsistencies and omissions they discover in the RFP.

1.20 References

As part of this RFP, Proposers will need to supply contact details of three References. Plan will contact the references in order to be assured on competency of Proposer. Please provide contact information to include type of contract, period of performance, company name, contact name, telephone number and email.

1.21 Proposal acknowledgement

By participating in this RFP Proposers are indicating their acceptance to be bound by conditions set out in this Part. Proposers' are to acknowledge this acceptance, and furnish details of their

representative that will be the sole point of contact for all matters relating to the RFP, in writing, to Plan prior to the proposal acknowledgement due date set out in Clause 1.4

Any Proposer choosing to not submit a Proposal is required to acknowledge this intent, in writing, to the Company and return all RFP documentation to the Company prior to the proposal acknowledgement due date.

1.22 Return of RFP documents

Proposers must return to Plan all issued hard copies of the RFP documents within seven (7) days of being notified that their Proposal was unsuccessful. Unsuccessful Proposers are to also permanently delete any electronic copies of RFP documents (either issued by Plan or created by the Proposer).

PART 2 – THE REQUIREMENT

Background Information on Plan International

Plan International is an independent development and humanitarian organisation that advances children's rights and equality for girls.

We believe in the power and potential of every child. But this is often suppressed by poverty, violence, exclusion and discrimination. And its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

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Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

Background information on the project

Plan International's new global strategy has an intent to take action to help 100 million girls learn, lead, decide and thrive.

Putting this new strategy into practice will require significant changes across the organisation as we work towards becoming a global thought leader on girls' rights.

One such change is the need to improve our overall cyber security capability to ensure we support the organisations strategy to improve the lives of the most vulnerable and affect change.

In order to achieve this Plan International has assessed that there are three areas in which externally partnering will help deliver on this strategy and deliver maximum impact.

This Request for proposal separated into three parts below. The expectation is that the parts will be tendered together.

The following section describes the expectations of services Plan International is looking to procure, the list should be seen as a starting point or minimum set of expectations as a result of this tender, however since the approach of this tender is to achieve maximum impact, other services offered by the responder will be considered and should be presented during the response. The final scope of works and solution will be expected to evolve during the tender, discovery and subsequent phases and the contract is expected to develop to continue to adapt to Plan International's needs and the threats posed at any time.

Part A – Managed Security Detect & Protect/Managed Security Operation Centre (SoC)

This section of the work is expected to be fixed price following the project phase of discovery, scoping and implementation.

Plan International is looking for a partner who can provide expertise in management and monitoring of security alerts with proactive and reactive capability to ensure Plan is informed to make appropriate decisions that may impact the organisation's ability to operate as well as to ensure that our reactive security capability is delivered in a timely and responsive manner.

The expectations are:

- Provide monitoring of Plan International's SIEM and logging solutions.
 - Working within the existing toolset – currently Plan International is going through a process to integrate systems into Azure Sentinel – this should be reviewed as appropriately
 - It is expected the user of Azure Lighthouse will be used.
- Provide expertise, process, and resource to integrate and define 'signals' for new and existing systems into Azure Sentinel, these may include but not limited to:
 - Dynamics 365
 - Okta
 - Active Directory
 - Azure Hosting
 - Salesforce
- Provide resource on future projects to help ensure SIEM capability is design from inception to conform with best practices.
- Work with Plan to define 'deep' application integration where appropriate, this may include configuration of ERP's to alter on fraud, or suspicious activity.
- Work with Plan International to define and understand our risk appetite and thresholds.
- Participate in testing and simulations of cyber events.

Relevant information

| Description | Metric |
|------------------------------|---|
| Total Number of Users | Plan currently has around 12,000 users, although these are users of central systems such as email the Global IT team does not managed of monitor the end points. |
| User Turnover | Plan currently has a user turnover of around 30% of user per annum. |
| User Growth | Plan currently has a user growth of around 5-10% per annum. |
| Total Number of Applications | This tender only covers Global Applications as delivered by the Global IT Team, the following list includes all significant global applications for the purpose of completeness but actual monitoring and integration will be considered during the scoping work, these may be phased |

| | |
|------------------------|--|
| | <p>into the system or removed dependent on cost and complexity/status in the application lifecycle:</p> <ul style="list-style-type: none"> • ERP – currently SAP moving to D365 • MERL – Monitoring and Evaluation built on Salesforce • ChildData – Custom developed .net application hosted in Azure • SAP BCP – Business Finance Consolidation platform • O365 – Wide variety of MS365 service inc. Email, SharePoint and Teams. • Workplace by Meta – Global engagement platform • HRIS – SAP Employee Central/SuccessFactors • BI – Currently SAP moving to PowerBI on Azure DW. • Okta – Global IAM • Global Active Directory – current system of record for users. • Plan International also has some smaller point solutions but the above lists contains the most significant. |
| Hosting | Plan International currently has a single hosting capability delivered in Microsoft Azure. |
| Number of Endpoints | For the sake of this tender plan has 0 (zero) endpoints, endpoints are the responsibility of local IT. |
| Locations of Operation | Globally |

Part B – Managed Security Response and Remediation

The following part of the tender is expected to be a mixture of fixed price for repeatable regular activities and variable pricing for example the invocation of cyber response, but costs should be clear and back with a relevant SLA.

The expectations are that as part of the service the tenderer will provide an SLA backed service to respond and remediate cyber incidents, in doing this they will provide the following:

- Providing clear invocation methods and escalation points
- Provide security incident management
- Assist and guide in prioritisation of recovery activities
- Lead on technical recovery activities
- Provide technical resources to repel, resolve and/or restore services

- Work with Plan International to identify and mitigate current and short term threats.
- Provide testing and simulation procedures to ensure both parties are 'kept sharp'.

Part C – Guide and Advise – CISO as a Service

This section of the work is anticipated to be a mixture of fixed price for access to resources on a regular a basis e.g. 2 days per month and then time and materials where additional specific work beyond the available time is needed to be undertaken or additional resources need to be brought in.

The final part of the core service offering is expected to be a 'CISO as a Service', this capability will need to be able to provide security thought leadership as a well as practical guidance, the following is an example of the types of engagement expected:

- Impartiality – the person must be impartial and be considered a trusted advisor to Plan International.
- Perform gap analysis of current and target cyber landscape and Plan International's risk appetite.
- Guidance and assistance in prioritisation of current and future investment including building of business cases
- Guidance and assistance in managing and mitigating InfoSec/CyberSec related risks
- Ensure Plan International's limited resources are as effective and focused as possible.
- Ensure Plan International IT management is aware of compliance or changing external standards regulations.
- Advise on the engagement of third-parties, evaluation of services and contracts, e.g. establishing clear set of evaluation criteria for tenders.
- Provide training and rollout of InfoSec/CyberSec capability and policies.

It is anticipated that this service may be provisioned for a fix time per week/month and decrease or increase over time.

PART 3 – INFORMATION TO BE PROVIDED BY PROPOSERS

This Part details all the information proposers are required to provide to the Company. Submitted information will be used in the evaluation of Proposals

3.1 Pricing information

This clause sets out the information necessary for Proposers to furnish rates and prices as consideration for delivering the Requirement against any resultant Contract.

Prices include all costs

Submitted rates and prices are to deemed include all costs, insurances, taxes, fees, expenses, liabilities, obligations risk and other things necessary for the performance of the requirement. Any charge not stated in the Proposal as being additional, will not be allowed as a charge against any transaction under any resultant contract.

Applicable Goods and Services Taxes

Proposal rates and prices shall be exclusive of United Kingdom Value Added Tax.

Currency of proposed rates and prices

Unless otherwise indicated, all rates and prices submitted by Proposers shall be in GBP £ sterling.

Rates and Prices

Please include all costs into the

PART 4 – PROPOSED CONTRACT

Successful Tenderers will be expected to enter into a formal contract with Plan International
This contract will be a Long Term Agreement (LTA) for a Period of 3 years.

A copy of the standard Plan Terms and Conditions are attached at Appendix ? which will form the basis of this contract.

Annex List

| | | |
|---------|----------------------------|-----------------------------|
| Annex A | Supplier Questionnaire | For all bidders to complete |
| Annex B | Non Staff Code of Conduct | For all bidders to complete |
| Annex C | General Terms & Conditions | For all bidders to review |