

Date: 2022-05-31

Subject: Request to Begin Procurement – Technology Security Operations Centre Services for a Three (3) Year Period

Contact: Paul Morrison, Interim Chief Information Officer
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Report Number: Corporate Support Services-2022-608

Recommendations:

1. That the report titled: Request to Begin Procurement – Technology Security Operations Centre Services for a Three (3) Year Period to the Committee of Council meeting June 8, 2022 be received; and
2. That the Purchasing Agent be authorized to commence procurement for Technology Operations Centre Services for a three (3) year period.

Overview:

- This report seeks Council approval to commence procurement for Technology Security Operations Centre Services for a three (3) year period with two (2) additional one (1) year optional renewals.
- The City's current contract expires November 28, 2022

Background:

The City entered into its current contract in 2019 and is approaching the end of a three (3) year term with Secure Sense for the provision of Security Operations Centre Services, which includes, a managed Security Incident and Event Management solution to work with City staff to identify and mitigate cybersecurity related issues.
Security Operations Centre (SOC) Services

The City uses a Security Operations Centre to provide IT security operations monitoring and response services both during and outside of business hours. This includes the implementation of Security Incident and Event Management System (SIEM) which logs IT security related information from City applications and infrastructure to identify and alert on potential cybersecurity related issues. For staff to provide internal IT security monitoring, an additional six (6) full time staff would be required to provide 24x7x365 coverage.

The City has used these services for the past three (3) years, at an annual spend of \$197,000 and is seeking to establish a subsequent contract to support its ongoing service needs. The current contract is set to expire on November 28, 2022.

Current Situation:

As the services associated with this contract is set to expire, the cybersecurity landscape of the City has significantly changed over the past 3 years. The City has invested in improved cybersecurity tools including email (SPAM, phishing, etc.), end-point protection (workstations, servers) and identity management (user account protection). This toolset includes access to an integrated Security Incident and Event Management (SIEM) solution that consolidates the diverse security related events providing significantly improved visibility into cyber threats and incidents.

Digital Innovation & IT is seeking to establish a subsequent contract for the services of a SOC provider to assist with management of the SIEM environment and to support cybersecurity incidents and events with 24x7x365 coverage.

If the City does not have appropriate IT cybersecurity services monitoring the environment around the clock, there is a risk of malicious actors targeting the City after hours or on weekends potentially allowing them to breach IT security controls and compromise systems without any response, resulting in the theft of information, disruption of services and potential deployment of ransomware.

Corporate Implications:

Financial Implications:

Sufficient funding for this initiative is available in the Digital Innovation & IT Division's operating budget. Staff will ensure sufficient funding is requested in future budget submissions, subject to Council approval.

Purchasing Comments:

A public Procurement Process will be conducted and the Bid submissions shall be evaluated in accordance with the published evaluation process within the Bid Document.

Purchase approval shall be obtained in accordance with the Purchasing By-law.

All communication with Bidders involved in the procurement must occur formally, through the contact person identified in the Bid Document,

Term of Council Priorities:

The renewal of a Security Operations Centre contract achieves the Strategic Plan of Brampton is a Well-Run City as demonstrated through:

- a) Supporting a modern workforce by providing technologies to assist staff to collaborate, work efficiently, and deliver services efficiently; and
- b) Supporting Stewardship of Assets and Services ensuring proactive, effective management of municipal software assets and services.

Conclusion:

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