

**COUNCIL AUTHORITY FOR CONTRACT AWARDS  
PROPOSAL AWARD**

<b>Project Award</b>	Proposal Award No. 24 – 538 for the selection of a Microsoft Sentinel Vendor to provide Security Operations Monitoring
<b>Recommendation</b>	<p><b>Staff is recommending the award of the proposal for a Microsoft Sentinel Vendor to provide Security Operations Monitoring to Difenda Inc. in the total annual amount of \$70,000 (exclusive of HST).</b></p> <p><b>Staff are also requesting the delegated authority to award up to four (4) one-year optional renewal terms through an internal staff award report, for up to a total five-year contract. If all renewal options are required, the total amount of the five-year contract is estimated to be \$350,000 (exclusive of HST).</b></p>
<b>Purpose of Report</b>	As per Section 10.1 of Purchasing By-law No. 061-2018, Council approval is required for proposal awards over \$100,000.
<b>Background information</b>	<p>The Town of Milton currently utilizes Microsoft Sentinel to provide Security Incident and Event Monitoring (SIEM) services that allow the organization to detect, investigate and remediate potential cyber threats that pose to disrupt critical business services across the organization. The current configuration of the Microsoft Sentinel environment ingests data from a variety of different sources and triggers actionable alerts based on established criticality of the source alert and/or pre-established conditions based on a combination of different signals or data received by the system. These alerts are assigned a criticality rating and are escalated to Milton internal technical staff along with actionable steps to isolate/mitigate/resolve the issue within a defined timeframe.</p> <p>The objective of this request for proposal (RFP) is to select a fully qualified and experienced vendor that can provide 24x7x365 security operations monitoring and incident escalation through continuous alert monitoring and interaction with the Town's existing SIEM solution.</p> <p>The first term of the contract will be on December 1, 2024 to November 30, 2025. All prices are firm for this term. There is an option to renew the contract for up to four (4) additional one-year terms. If all renewals options are required, the total estimated amount of the five-year contract is estimated to be \$350,000 (exclusive of HST).</p>
<b>Purchasing Section: Bid Award Information</b>	
<b>Date bid issued</b>	September 27, 2024
<b>Advertisements</b>	Town of Milton website and Bids&Tenders website
<b>Closing Date</b>	October 11, 2024

<b># of Plan takers</b>	Ten (10)
<b>Proposal Submissions received</b>	<p>Proposals were received from the following companies:</p> <ul style="list-style-type: none"> <li>• Calian Cyber Solutions Ltd.</li> <li>• Difenda Inc.</li> <li>• Softchoice Canada Inc.</li> <li>• Softlanding Solutions Inc.</li> <li>• Sopra Steria Canada Inc</li> <li>• Stratejm Inc.</li> <li>• XenTegra Canada Inc.</li> </ul>
<b>Evaluation Criteria</b>	<p>The proposals were evaluated based on the following criteria:</p> <ul style="list-style-type: none"> <li>• Company Profile / Experience</li> <li>• Project Team / Skillset / References</li> <li>• Project Methods, Onboarding Process, Work Program, Tasks and Deliverables</li> <li>• Value Add</li> <li>• Proposal Costs</li> </ul> <p>An evaluation team with representation from Corporate Services evaluated the proposals received against the established criteria and the following three (3) proponents were invited to an interview on October 18, 2024.</p> <ul style="list-style-type: none"> <li>• Calian Cyber Solutions Ltd.</li> <li>• Difenda Inc.</li> <li>• Stratejm Inc.</li> </ul> <p>Difenda Inc. is the highest ranking overall proponent and is being recommended for this award.</p>
<b>Financial Planning Section: Budget Impact</b> (Note 1)	
<b>Account Number(s)</b> <b>Account Description</b> <b>Project Total Budget</b>	2216-3945 Technology Service Agreements Not Applicable
<b>Contract Budget</b> (note 2) <b>Actual</b> (Net of HST Rebate) <b>Variance</b> (Note 2) <b>Funding Source</b>	\$40,000 \$5,936 \$34,064 (F) Operating Budget

Note 1: Financial impact includes any non-refundable portion of HST

Note 2: Budget and actual presented reflect the prorated cost for the month of December 2024 relative to the budget remaining for the year for the related service and software. Full year cost of \$71,232 (inclusive of net HST) for 2025 will be funded from the operating budget for 2025, once approved, and represents a savings from the pre-tender estimate.