

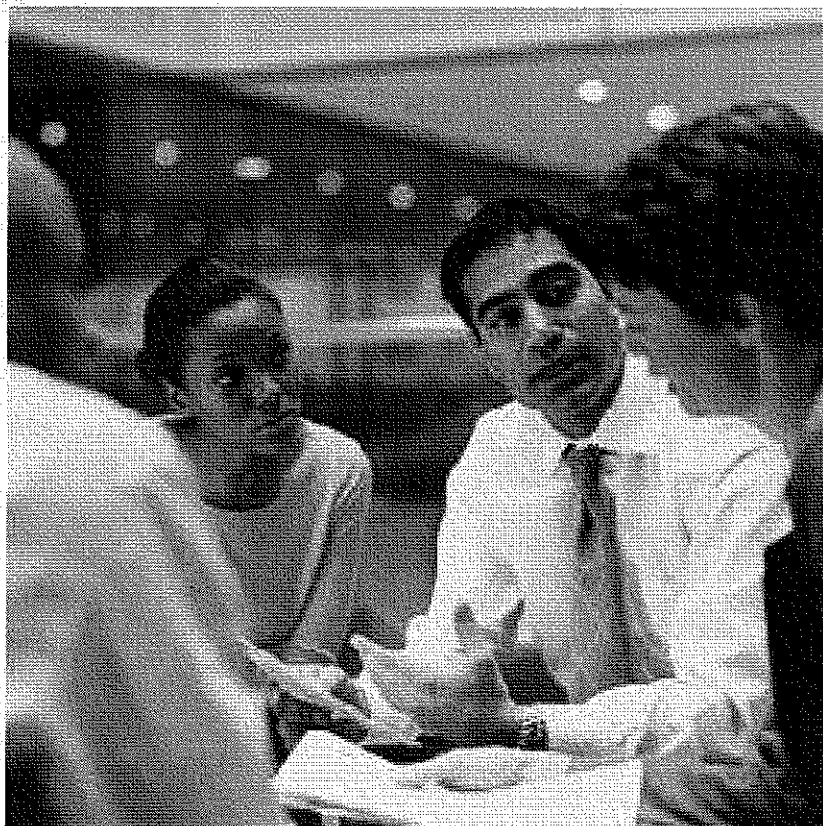


SecureWorks

Proposal for:

City of Columbus

Managed Security Services



# Proposal Cover Letter

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3/30/2011

**Miki Calero**

**City of Columbus**

Dear Miki;

Dell SecureWorks has prepared this proposal for your review. Based on our conversations with you and your team, we are proposing our 24/7 Managed Security Services outlined in the order form that accompanies this document. SecureWorks understands that your organization is seeking formal approval and we are prepared to honor the pricing and terms outlined in this document through July 15<sup>th</sup>, 2011.

In order to begin service, SecureWorks will need to receive fully signed copies of both the Services Order Form and Master Services Agreement.

We are looking forward to meeting with your team and CIO, Gary Calvin, on June 1st. Please let me know how I can help.

Best regards,

**Matt Eberhart, CISSP, PCI-QSA**

**Regional Sales Director**

**Dell SecureWorks**

**O 404-486-4410**

**C 404-368-3811**

**F 404-393-6870**

**E [meberhart@secureworks.com](mailto:meberhart@secureworks.com)**

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# Executive Summary

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## Overview

Dell SecureWorks understands the many information security and compliance requirements placed on organizations today. We serve thousands of customers worldwide, including five of the Fortune 10 and more than 15 percent of the Fortune 500. Dell Inc. listens to customers and delivers worldwide innovative technology and business solutions they trust and value. Recognized as an industry leader by top analysts, Dell SecureWorks provides world-class information security services to help organizations of all sizes protect their IT assets, comply with regulations and reduce security costs. We do that with intelligent defenses that combine our proprietary technology, global threat visibility and deep security expertise. Dell SecureWorks' global threat visibility is reinforced by: our deep and extensive knowledge accumulated over time from monitoring thousands of customer networks comprised of various types of technologies; our world-class Counter Threat Unit research team that is routinely first-to-market with emerging threats; our partnerships and collaborations with security organizations around the world; our Sherlock Security Management Platform that correlates security events across our customer base and various technologies; and our 100 percent focus on providing information security services.

This unmatched global visibility advances our responsiveness to cyber threats, keeping us in step with the most advanced cyber-intelligence. We work 24x7x365 to ensure that our customers' information (and ultimately, your customers' information) is protected. Our five Security Operations Centers (SOCs) operate night and day, which means expert advice is available to our customers at all times, every day of the year. While our GCIA certified security analysts monitor your network, you can, too, in real time, by using our secure web-based Dell SecureWorks Customer Portal. When a customer has a question or request, the appointed IT staff can contact the SOC via phone, email or by submitting a Help Desk ticket in the Customer Portal. The Dell SecureWorks SOC staff response time is always prompt; they must meet firm Service Level Agreements that are part of every service we provide.

The opportunity to join forces with Dell allows Dell SecureWorks to further accelerate our ability to deliver industry-leading information security services. Considering Dell's strategic focus toward IT-as-a-Service solutions, Dell SecureWorks is a great fit for Dell's current and future path. Working together with Dell, Dell SecureWorks is well positioned to further expand our global threat visibility and our ability to help companies of all sizes reduce risk, improve regulatory compliance and lower costs of managing IT security.

## Delivering Business Value

- **Better Protection:** Dell SecureWorks' suite of Managed Security and Security and Risk Consulting Services deliver superior threat protection, leveraging our experience and expertise 24x7 to counter threats before they impact your business. Dell SecureWorks' leverages our industry-leading threat visibility to identify and develop countermeasures to prevent emerging threats from impacting your critical information assets.
- **Improved Operational Efficiency:** Dell SecureWorks removes operational overhead while providing more effective management and monitoring of your security environment. Our team applies the experience and best practices gained from managing and monitoring thousands of devices to your environment, ensuring your security infrastructure operates at peak performance and your critical assets remain safe from harm.

- **Facilitate Compliance:** Dell SecureWorks helps your organization improve compliance with industry regulations. Our Security and Risk Consulting Services team has deep experience helping our customers align their controls with regulations such as PCI, GLBA, SOX, HIPAA and NERC CIP. Our Managed Security Services can provide the effective controls necessary, such as log monitoring and intrusion prevention, to comply with the various regulations. Additionally, Dell SecureWorks' robust reporting capabilities enable you to easily demonstrate control effectiveness to auditors.
- **Cost Savings:** Dell SecureWorks' services reduce the costs associated with securing your assets and complying with industry regulations. Our Managed Security Services identify threats sooner reducing the impact on your business, while providing you with comprehensive visibility into your security program performance for optimal spending. Our services are vendor neutral and make the most of your existing investments. The industry-leading Dell SecureWorks Customer Portal also automates compliance reporting and features workflow tools to save time and resources.

## The Dell SecureWorks Difference

- **Intelligence-Infused Technology:** Dell SecureWorks has spent more than a decade building the technology and infrastructure needed to manage security for thousands of large organizations worldwide. A key component of our purpose-built technology is the ability to leverage the intelligence provided by our global visibility and expert research, and convert it into countermeasures - creating a continuously improving technology that adapts with the changing security landscape. Dell SecureWorks' security management platform analyzes more than 13 billion events each day, comparing information within individual networks, across each enterprise and across our customer base. Tight integration between our Security Operations Centers (SOCs) and the Counter Threat Unit<sup>SM</sup> (CTU<sup>SM</sup>) research team facilitates rapid deployment of custom defenses, so that when an attack occurs on one network, countermeasures are rolled out globally to protect all customers from the same or similar threats.
- **Experts Serving Experts:** Dell SecureWorks customers are served by the most qualified security analysts in the industry. Dell SecureWorks is the only Managed Security Services Provider to require our security analysts to hold the SANS GIAC Certified Intrusion Analyst (GCIA) certification. Every time a customer interacts with our Security Operations Centers, they are being served by a highly qualified professional. Our experts provide unlimited and unmetered support to resolve security incidents and safeguard your assets.
- **Elite Threat Research:** Consisting of some of the most highly regarded security researchers in the world, the Dell SecureWorks Counter Threat Unit research group has a strong reputation for publishing high-quality research on real threats to businesses. CTU researchers are frequently first to market with the identification of new exploit techniques and the analysis of emerging threats, and their expertise is often specifically sought by government agencies, media outlets and large enterprises. They are among the most proficient in the industry, with exceptional talent for malware analysis, reverse engineering and cybercrime investigation. They monitor thousands of information outlets and sources around the world, and our experts leverage hundreds of formal and informal relationships with other security experts and researchers.
- **Flexible Services and Support:** Dell SecureWorks Managed Security Services integrate seamlessly into the most complex enterprise environments. Our service delivery is tailored for each engagement, allowing us to serve as an extension of our customers' security teams. Depending on each organization's needs, these services can be delivered in a full range of options, from full outsourcing to co-management to monitoring to automated correlation and

reporting only, with service levels tailored to each individual device. As a vendor-neutral provider, Dell SecureWorks is able to monitor virtually any security technology or critical information asset, including new technologies and custom applications.

# Service Order Forms



SecureWorks

One Concourse Parkway, Suite 500  
Atlanta, GA 30328  
Fax: (404) 353-8876

## Service Order

Proposal Code:	G027890
Proposal Date:	5/20/2011
Account Manager:	Matt Eberhart
Partner:	None
Association:	None
Payment Terms:	Monthly Billing
Order Type:	New

**Bill To:** City of Columbus  
1111 E. Broad Street, Suite 300  
Columbus, OH 43205  
United States

**Ship To:** City of Columbus  
1111 E. Broad Street, Suite 300  
Columbus, OH 43205  
United States

Contacts:				
Client:	Miki Calero	CISO	(614) 645-2858	amcalero@columbus.gov
SecureWorks:	Matt Eberhart	Business Development Manager	(404) 486-4410	meberhart@secureworks.com
	Paul MacArthur	VP of Sales - EST	(404) 327-6339	pmacarthu@secureworks.com

SKU	Description	Qty	Years	Price
MMIA-HA-500-Tier1	Managed Integrated Appliance - HA ASA Firewall with IPS	1	1	\$27,814.76
SKU	Log Retention	Qty	Years	Price
MLOG-50	Managed Log Retention with LogVault Up to 50 Sources	1	1	\$7,351.52
SKU	Infrastructure	Qty	Years	Price
SM-Tier3	Server / Network Infrastructure Monitoring up to 50 devices	1	1	\$43,241.63
SKU	Vulnerability Scanning	Qty	Years	Price
VA-OS-000256	Base Host OS Scanning (Up to 256 Hosts)	1	1	\$7,936.11
SKU	Hardware	Qty	Years	Price
LVL-APP	LogVault Appliance	1	N/A	\$7,996.00
E23-INS-500-L	Inspector Hardware	1	N/A	\$0.00
MVS-HW-2	IScanner Hardware	1	N/A	\$0.00
SKU	Miscellaneous	Qty	Years	Price
MSS-Setup	Installation and Activation	1	N/A	\$2,000.00
SHP-0004	Freight	2	N/A	\$250.00
SHP-0007	Freight	1	N/A	\$150.00
SKU	Threat Intelligence	Qty	Years	Price
CTU-MSS	Embedded Intelligence and applied research from Courier Threat Unit (CTU)	1	N/A	\$0.00
<b>Total (excluding any applicable taxes):</b>				<b>\$96,739.02</b>

### Notes:

The charges reflected hereunder do not include taxes. Client will be responsible for any sales, use, value-added or import taxes, customs duties or similar taxes, if applicable, assessed in accordance with applicable law with respect to the provision of the Services or goods received from SecureWorks which shall be invoiced separately.

SecureWorks shall send Client monthly invoices for the first two months of the Services for the Initial Term, and any other fees due during such period, upon the Service Commencement Date of the Service(s) (as defined in Section 5). Thereafter, SecureWorks shall send monthly invoices during the Initial Term of this Agreement.

This Service Order is issued under and subject to the Partner's Master Services Agreement and/or the attached Terms and Conditions. Any purchase order terms and conditions issued by Client for the same services are null and void.

SecureWorks, Inc. Authorized Signature: _____ Print Name: _____ Title: _____ Date: _____	Client: City of Columbus Authorized Signature: _____ Print Name: _____ Title: _____ Date: _____	Is Client tax exempt? Yes ___ No ___ Will a purchase order (P.O.) be required for payment? Yes ___ No ___ * Please include a copy of the certificate and/or P.O. with this contract or email to <a href="mailto:billing@secureworks.com">billing@secureworks.com</a> . If equipment is being provided under this service order, client hereby certifies that: _____ All Equipment will be delivered to Client within the US. _____ All or some Equipment will be delivered to Client locations OUTSIDE the US. Non US Locations: _____
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