



Engineering, Operations, & Technology Committee

Agreement with Computer Aid Incorporated for Cybersecurity Operations Center (CSOC) Co-Managed Services

Item 7-3

February 10, 2025

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Agreement with Computer Aid Incorporated

Subject

Establish agreement with Computer Aid Incorporated (CAI) for CSOC Co-Managed Services

Purpose

Provides information relevant to the Board for approval of an agreement with CAI for CSOC Co-Managed Services

Next Steps

Establishment of an agreement with CAI contract provide CSOC operational support and management services

Current Action

Authorize an agreement with Computer Aid, Inc. in an amount not to exceed \$6 million for co-managed support services for the operation and maintenance of the Metropolitan Cybersecurity Operations Center; the General Manager has determined that the proposed action is exempt or otherwise not subject to CEQA

Background

- Metropolitan issued a request for proposals (RFP) in February of 2024 for CSOC co-managed services to continue to meet current staffing requirements and the requirements created by increasingly more sophisticated cyber threats. This is the main purpose of the CSOC co-managed support services.
- A review panel evaluated each proposal. Based on the panel evaluation, staff initiated contract negotiations with the top respondents as authorized in the RFP. Staff was unable to reach agreeable contracting terms with the top two respondents. Metropolitan was able to reach agreeable contracting terms with CAI to perform the required services within Metropolitan's operating budget.

Reasons for this action

- Currently, there is an agreement in place with CAI for temporary staff-augmentation services for CSOC staffing. This agreement provides for the following:
 - Cyber Analyst to monitor for threats
 - Active monitoring only occurs during Metropolitan's work week, during off periods and holidays, monitoring is conducted passively
- This action will provide under a new agreement
 - Cyber analyst will actively monitor for threats 24x7x365
 - Incident management and threat intelligence services are provided

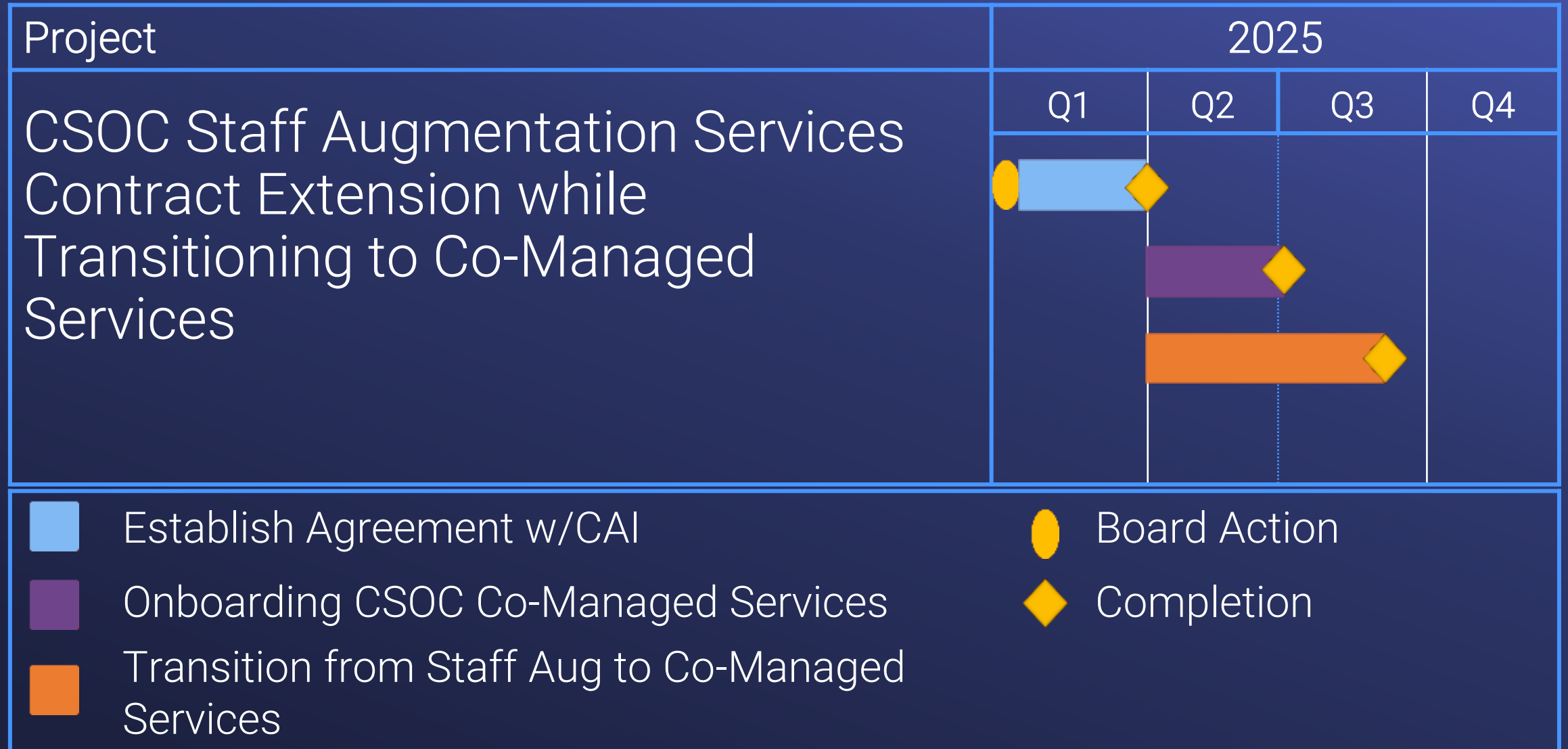
Agreement Scope

- CAI will manage and maintain the CSOC services including but are not limited to:
 - Monitoring and Analysis Support
 - Cyber Event Assessment and Incident Response
 - Cyber Intelligence Support
 - CSOC Service Delivery Management
 - Provide Analysis and Recommendations related to CSOC Performance and Investment Metrics
 - Support for Continuity of Operation
- CAI will provide on-site cyber analysts to monitor Metropolitan's IT and OT Networks for threats 24x7x365

Project Cost

Not to Exceed Value		\$6,000,000
Total Contract Value (3 year term)		\$5,855,987
Annual Cost:		
	Year 1	\$1,894,589
	Year 2	\$1,951,427
	Year 3	\$2,009,970
Monthly Cost		
	Year 1	\$157,882
	Year 2	\$162,619
	Year 3	\$167,498

Project Schedule



Board Options

- Option # 1
Authorize an agreement with Computer Aid, Inc. (CAI) in an amount not to exceed \$6 million for co-managed support services for the operation and maintenance of the Metropolitan Cybersecurity Operations Center
- Option # 2
Do not proceed with this project at this time. This option would eliminate staffing for the CSOC. This would place Metropolitan at much greater risk for cyber attacks. The systems would continue to function, but after-hours cyber attack or malicious activity would go unmanaged until the next business day.

Staff Recommendation

- Option # 1

