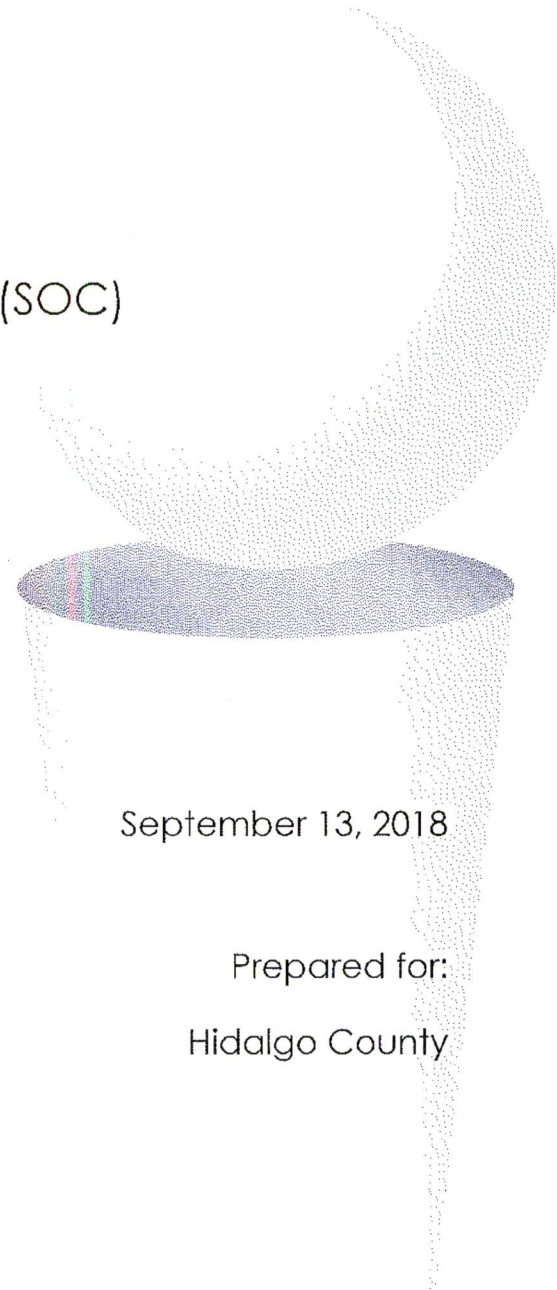




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OCT 16 2018
ARTURO GUAJARDO, JR. COUNTY CLERK HIDALGO COUNTY TEXAS
BY  DEPUTY

## Managed Services

24x7 Security Operations Center (SOC)  
Overview and Proposal



September 13, 2018

Prepared for:  
Hidalgo County

This proposal contains confidential information provided by Netsync Network Solutions and is intended solely for the listed recipient. The recipient agrees to maintain this information in confidence and will not reproduce or otherwise disclose this information to anyone outside the group directly responsible for evaluation of this document.



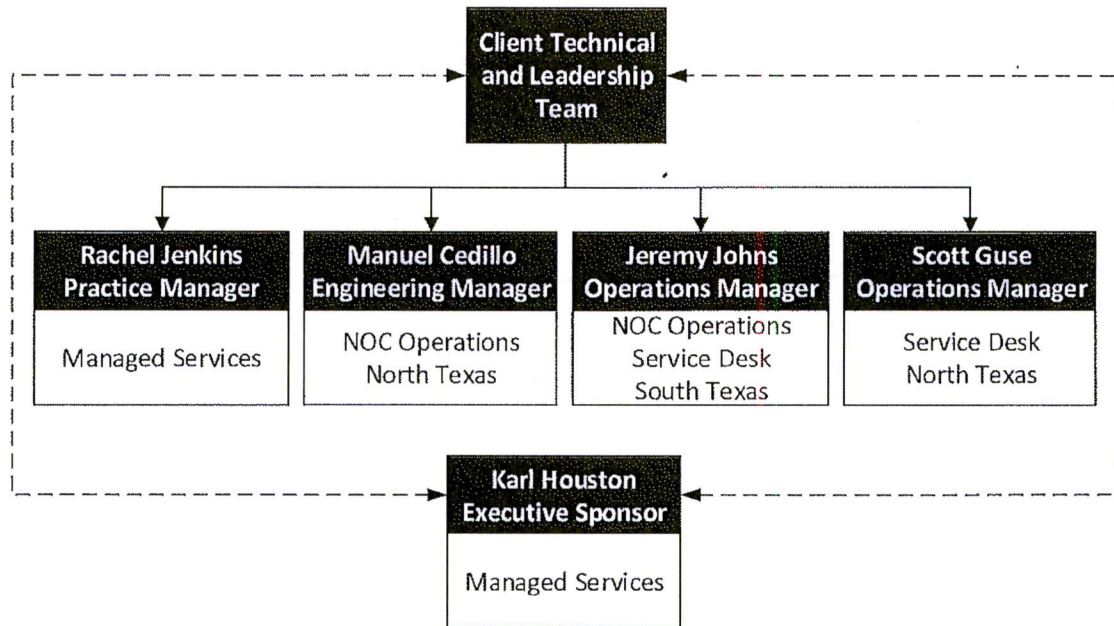
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## Solution Contact Information

<b>Client Contact</b>	Renan Ramirez	956.457.0792 (o)	renan.ramirez@co.hidalgo.tx.us
<b>Netsync Account Manager</b>	Ramon Resendez	956.310.2909 (m)	rresendez@netsyncnetwork.com
<b>Netsync Proposal Author</b>	Rachel Jenkins	512.695.4656 (m)	rjenkins@netsyncnetwork.com

The following organization chart and corresponding contact table show your dedicated points of contacts for all support and escalation requests.



Client Technical and Leadership Team Contact Information		
Rachel Jenkins – Practice Manager	512.695.4656 (m)	rjenkins@netsyncnetwork.com
Manuel Cedillo – Engineering Manager, N. TX	214.930.3453 (m)	mcedillo@netsyncnetwork.com
Jeremy Johns – Operations Manager, S. TX	281.685.3331 (m)	jjohns@netsyncnetwork.com
Scott Guse – Operations Manager	214.784.4337 (m)	sguse@netsyncnetwork.com
Karl Houston – Executive Sponsor	469.556.0310 (m)	khouston@netsyncnetwork.com

## Managed Services Solutions

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Hidalgo County (or "Client"), headquartered in Edinburg, TX, has engaged Netsync Network Solutions ("Netsync") to provide the following managed services solutions:

- |  |  |
|--|--|
| <input type="checkbox"/> NOC Monitoring            | <input type="checkbox"/> Service Desk            |
| <input checked="" type="checkbox"/> SOC Monitoring | <input type="checkbox"/> T&M                     |
| <input type="checkbox"/> Managed Support Services  | <input type="checkbox"/> Maintenance             |
| <input type="checkbox"/> Social Engineering        | <input type="checkbox"/> Retainer/Block of Hours |

## Managed Services Descriptions

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### Security Operations Center (SOC) Monitoring

Cyber attacks are becoming more sophisticated and disruptive to users, infrastructure, and a company's reputation. Netsync's 24x7 Security Operations Center (SOC) provides security protection that incorporates cybersecurity monitoring tools, log review, and innovative analytics with expert services to assess, detect, and block threats to applications and other workloads. Additionally, Netsync provides a dedicated incident response team designed to assist in support-and-recover efforts due to successful exploitations.



## SOC Overview

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Netsync, powered by Alert Logic, and Hidalgo County's partnership begins with aligning Hidalgo County's goals and security needs to Netsync's proven security-as-a-service solution. We have designed the proposed solution to address the specific challenges facing Hidalgo County.

### Hidalgo County's GOALS

Hidalgo County is looking to achieve the following goals through implementation of this proposal:

- Collect and maintain security logs for one year
- Analyze events and escalate to Client based on risk
- Collect threat intelligence information and modify base rule sets to make changes, as necessary
- Maintain rule escalation based on known threats and input from Client
- Update monitoring based on adds, moves, changes in Client network
- Conduct vulnerability scans of on-premises internal
- Generate periodic reports as needed by Client
- Greater visibility and improved response to threats

The benefit of partnering with Netsync is a high level of confidence in the daily execution of the tasks necessary to detect and escalate indicators of compromise. Netsync's solution will be deployed to protect the infrastructure that powers Hidalgo County's business workloads, across network, systems, and applications. This visibility enables the Netsync 24x7x365 SOC to detect, escalate, and provide remediation steps to Hidalgo County, as needed.

Rapid detection of incidents reduces exposure by reducing the time frame exposed – ultimately reducing risk. Netsync's certified security analysts work with Hidalgo County staff to provide remediation guidance and keep its business protected.

Netsync understands you may be considering various approaches to best address your objectives. We believe the proposed approach will serve you best due to Netsync's ability to provide a seamless solution and visibility across hybrid environments and Netsync's ability to deliver security services that encompasses analytics, process, and security experts – ultimately driving greater visibility and improved response to threats.

## Netsync's PROPOSED SOLUTION

### Threat Manager – Intrusion Detection and Vulnerability Scanning

Threat Manager is a managed security service that provides network intrusion detection and vulnerability scanning. Threat Manager uses signatures and rule sets to detect security events through deep packet inspection of ingress, egress, and host-to-host network traffic. Suspicious network traffic is ingested into Netsync's analytics engine for validation and assignment of criticality. Netsync, powered by Alert Logic, is a Payment Card Industry (PCI) Approved Scanning Vendor (ASV) and offers unlimited internal and external scanning.

### Log Manager – Log Management

Log Manager is a managed security service that collects, aggregates, normalizes, and stores log data. Log Manager compresses the collected log data for encrypted transport to Netsync's secure data centers. Netsync cross-correlates log data to enrich our ability to detect indicators of compromise. Log Manager also provides the ability to conduct log searches, log analysis, and reporting for compliance, security, and operational needs all within the Netsync portal.

### 24x7 SOC

Netsync's team is the first responder to all alerts within Hidalgo County. This 24x7x365 SOC is monitoring security for all of Alert Logic's 4,000-plus customers. When alerts are generated, an Alert Logic security analyst determines the attack validity, where the attack is occurring, the techniques the hacker is using, and alerts Netsync and/or Client with remediation advice, all within a contracted SLA. The security analysts remain available to Netsync and/or Hidalgo County until the attack is resolved. Netsync is the monitoring and escalation service that is bundled with the following – Threat Manager and Log Manager.

- Additional Client-requested services:
  - Custom Signatures
  - Custom Security Reports
  - Specific Security Advice
  - Security Investigations

## Proposal

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The following section outlines how Netsync's proposed solutions will meet Hidalgo County's stated business objectives.

### Collect and Maintain Security Logs for One Year

Log Manager will collect, aggregate, normalize, and maintain Client log data for a standard timeframe of one year. Client can elect to maintain log data for longer than one year.

### Analyze Events and Escalate to Client Based on Risk

Netsync will analyze security events using cross correlation, anomaly detection, and machine learning. The mathematical models that drive Netsync's analytics engine validate events and assign a criticality, which drives the escalation process. Events with a "low" or "medium" designation are escalated to Client via email. Events tagged as "high" or "critical" are bound to Netsync's SLA, which states that the named analyst must reach out to Client via phone call within 15 minutes.

### Collect Threat Intelligence Information and Modify Base Rule Sets to Make Changes as Necessary

The Active Intelligence team has one job: find and understand how hackers are executing attacks. This team uses honeypots and other technologies to understand how hackers are attacking Netsync's customers. These specialized security analysts are trained to identify attacks methods and dissect them for the benefit of Netsync customers. This information is used by our Active Analytics team to develop and modify content to detect the latest threats.

### Maintain Rule Escalation Based on Known Threats and Input from Client

The Active Analytics team encodes the information from the Active Intelligence team into machine learning models, signature algorithms, and security content used in Threat Manager and Log Manager. The content produced by the Active Analytics analysts enables Netsync's solutions to identify and alert on attacks within Client's environment. Content is produced and rolled out to Netsync's customers daily to ensure they have the most thorough security technology available.

Client has access to Netsync's 24x7x365 security operations center and your Active Watch Primer Analyst to request custom signatures and correlation rules.

### Conduct Vulnerability Scans of Client Internal Network and AWS Network

Threat Manager will provide internal, external, and PCI ASV scanning for Client's internal on-premises network.

### Generate Periodic Reports as Needed by Client

Alert Logic's user interface (UI) offers several avenues for reporting. Netsync UI includes extensive out-of-the-box reporting. In addition, Client can run reports using the UI on a scheduled or ad hoc basis related to incidents, events, log data, and vulnerability scans.

## Greater Visibility and Response to Threats

Netsync’s approach to security will provide greater visibility of threats by gaining a better understanding of indicators of compromise at Client’s network, systems, and application layers. Additionally, Netsync’s seamless approach to securing cloud and on-premises infrastructure will provide you a single pane of visibility into the security of Client’s network, systems, and applications.

Netsync will enable Client to respond to threats based on risk. The named analyst monitoring the Client’s environment will escalate incidents to Client ensuring that Client understands which incidents require immediate remediation and the steps required to remediate an incident.

## Pricing

The terms of this agreement will commence on the date of signature below and will continue for a term of 12 months.

Monthly Recurring      \$3,896.20  
 One-Time Setup          Cost waived

Alert Logic Products and Services	Qty.
Log Manager 1 Year Log Storage subscription. Cloud-powered log management security and compliance solution with 24x7 support, software upgrades, off-site log storage for disaster recovery, max aggregate volume/day: 40 MB/node equivalent.	2 GB/Day
PCI-DSS Compliance service providing an auditable daily log review with integrated case management by dedicated Security Analysts.	2 GB/Day
TM4C16GB Appliance for Threat Manager	1
Threat Manager subscription. Cloud-powered vulnerability assessment and intrusion detection solution.	250 Nodes
Active Watch for Threat Manager subscription. 24x7 network monitoring, expert analysis, and guidance on security events and incidents.	250 Nodes

Please click on the files below to access Alert Logic’s master services agreement (“MSA”) and a description of services listed above, along with Netsync’s, Alert Logic’s, and Client’s roles and responsibilities.



## Agreed By

By signature below, Client and Netsync acknowledge and agree to this statement of work (SOW).

*Ramon Marcia*

Client Contact Signature

Netsync Contact Signature

Printed Name

Printed Name

Title

Title

Hidalgo County

Company Name

Netsync Network Solutions

Company Name

Date

Date

APPROVED BY  
COMMISSIONERS' COURT  
ON: 10/9/18 m

## About Netsync Network Solutions

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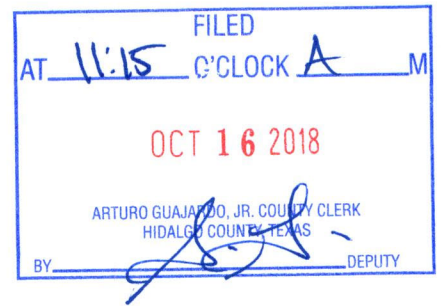
Netsync Network Solutions is a HUB-certified, minority-owned, value-added reseller (VAR), specializing in collaboration and unified communications, data center and cloud, network infrastructure, wireless and mobility, physical and network security, end-user computing and VDI, optical/WAN, managed services, and staffing solutions. An end-to-end IT solutions consulting company, Netsync is based in Houston, with branch offices in Austin, Dallas, El Paso, McAllen, San Antonio, TX; Long Beach, CA; St. Louis, MO; and Tampa, FL. Netsync uses a true business consultative approach to determine clients' requirements and architects innovative and synergistic IT solutions to meet clients' needs. Our highly skilled and seasoned engineering team is available 24 hours a day, 7 days a week.

Netsync's primary objective is to protect clients' current investments, while helping them achieve expected growth. This approach has earned Netsync various customer service excellence awards and recognition as a progressive partner that introduces the newest, best-of-breed products and solutions to clients.

As a Cisco Gold and Master Collaboration Partner, an HP and Intel Platinum Partner, and holding certifications and specializations from many of the industry's top best-of-breed manufacturers, Netsync has built its reputation serving the public sector/SLED market, most notably K-12. In recent years, Netsync's growing enterprise division has diversified the company's client base by tackling large-scale and complex projects in industry verticals, such as energy, healthcare, retail, and finance.

Corporate HQ: Netsync Network Solutions  
2500 West Loop South, Suite 410  
Houston, TX 77027

O: 713.218.5000 | F: 713.664.9964 | T: 866.974.5959 | W: [www.netsyncnetwork.com](http://www.netsyncnetwork.com)



Lease and/ or Service Agreement

Company's Name: NETSYNC NETWORK SOLUTIONS

Department: IT DEPARTMENT

AI- 66963 Approval through CC on: 10/09/2018

ATTEST:  
  
By: Arturo Guajardo Jr.  
Arturo Guajardo Jr., County Clerk

Date: 10-16-18

APPROVED AS TO FORM:

Hidalgo County Office of the Criminal District Attorney,

Ricardo Rodriguez, Jr.

By: Josephine R. Solis

Josephine R. Solis, Assistant District Attorney

Civil Litigation Division

20 D.1

*cont. - Purchasing - Pct. 2*

	Javier Hinojosa Engineering	Quintanilla, Headley, and Associates, Inc.	Cruz Hogan Consultants, Inc.
EVALUATOR NO. 1	95	98	96
RANKING	3	1	2

2/3 ✓ c. Authority for the Purchasing Department to negotiate a professional engineering services agreement commencing with the No. 1 ranked firm of Quintanilla, Headley Assoc. Inc.  
*need CTS/grader*

**E. Pct. 4**

1. AI-66897 a. Requesting exemption from competitive bidding requirements under the Texas Local Government Code, Section 262.024 (A) (4) for a professional service so as to document [for the selected/ranked the #1 firm L&G Engineering under Reg-AI-66288 approved by CC on 08/28/18];
- b. Requesting approval of a "professional services" agreement, #C-18-228-10-09& with L&G Engineering for (on call)-"Geo Technical/Construction Material Testing Services" for projects located within Hidalgo County Precinct 4.

**F. IT Department**

1. AI-67086 Acceptance and approval of the Professional Services Agreement between Tyler Technologies, Inc. and Hidalgo County for the installation of AbleTerm Server Assistance.
2. AI-66963 Requesting approval to accept, purchase and execute Statement of Work for services that will be rendered by Netsync Network Solutions under DIR Contract (DIR-TSO-3151) in the amount of \$15,584.80 through requisition #379419 for the implementation of security protection that will incorporate cyber security monitoring tools, log review, and innovative analytics with expert services to assess, detect and block threats to applications and other workloads including authority for the County Judge to sign all required documentation.
3. AI-67060 Requesting approval to accept, purchase and execute Statement of Work for services that will be rendered by Insight Public Sector, Inc. under DIR Contract (DIR-TSO-3691) in the amount of \$9,600 through requisition #379999 for Network Consulting Support, with authority for the County Judge to sign all required documentation.

**APPROVED**

**G. District Clerk**

1. AI-66994 Requesting authorization to enter into a 36-month capital lease agreement with Pitney Bowes through Hidalgo County's membership/participation with Buyboard Contract #496-15, for a monthly payment of \$824.03, billed quarterly at \$2,472.09 inclusive of all required hardware and software for District Clerks Office including authority for the County Judge to sign all required documentation.

**H. Budget & Management**

1. AI-66857

Zimbra

hector.garcia1@co.hidalgo.tx.us

**Re: Statement of Work for IT Dept.**

**From :** Josephine Ramirez <josephine.ramirez@da.co.hidalgo.tx.us>

Tue, Sep 25, 2018 02:20 PM

**Subject :** Re: Statement of Work for IT Dept.

**To :** Hector A. Garcia <hector.garcia1@co.hidalgo.tx.us>

Hi Hector. I have reviewed the statement of work attached and approve as to form. Further, it is my understanding that this work will be subject to Hidalgo County's standard terms and conditions through the PO process.

**Josephine Ramirez Solis**

*Assistant Criminal District Attorney*

Chief - Civil Division

**Office of Criminal District Attorney**

Hidalgo County, Texas

100 E. Cano

Edinburg, TX 78539

(956) 292-7609 ext. 8186

(956) 292-7619 FAX

[josephine.ramirez@da.co.hidalgo.tx.us](mailto:josephine.ramirez@da.co.hidalgo.tx.us)

\*\*\*\*\*

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\*\*\*\*\*

On Thu, Jul 12, 2018 at 8:35 AM hector.garcia1 <[hector.garcia1@co.hidalgo.tx.us](mailto:hector.garcia1@co.hidalgo.tx.us)> wrote:  
Good Morning Josephine,

Could you please assist me with the following Statement of Work for the IT Dept and approve as to form?

Thank You!

--

Hector Garcia  
Procurement Specialist  
Hidalgo County Purchasing Dept.  
2812 S Bus. Highway 281  
Edinburg, Texas 78539  
T: (956) 318-2626 x4857  
F: (956) 292-7612

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