



Request for Quotes

PREPARED BY:

Regional Income Tax Agency
10107 Brecksville Road, Brecksville, OH 44141

PROJECT TITLE:

Web Application File Upload Sanitization Solution

ISSUED DATE:

March 12, 2024

RESPONSES DUE DATE:

March 26, 2024

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LETTER FROM THE EXECUTIVE DIRECTOR



**10107 Brecksville Road
Brecksville Ohio 44141-3275
440-526-0900
800-860-RITA
TDD 440-526-5332**

March 11, 2024

The Regional Income Tax Agency (RITA, the Agency) is seeking a quote to evaluate and purchase a File Upload Sanitization Solution which may either be a SaaS or an on-premise solution.

The quote must be submitted electronically to RFP-IS@ritaohio.com no later than **12:00 p.m. E.S.T., March 26, 2024.**

The Agency reserves the right to reject any and all quotes, or any part of any quote, or to waive informalities or defects in quotes, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Amy Arrighi
Executive Director

PROJECT OVERVIEW

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding on salaries, wages, commissions, fees and other forms of compensation.

The tax is also collected from business entities based on net profits. As of 2023, there are over 437 taxing jurisdictions in 80 counties served by the Agency (over 50% of all taxing jurisdictions in Ohio with an income tax) and total annual tax collections are over \$1.9 billion.

Our Agency is embarking on a project that involves providing users the ability to upload documents as requested by our auditors. In order to bolster the security of our system, we are actively searching for a file upload sanitization solution. The desired software should possess the capability to scan and sanitize a diverse range of file types uploaded by users, aiming to thwart the potential introduction of malware, viruses, and other security threats.

Key Features Required:

File Type Support:

Specify the file types that the software will support for scanning and sanitization.

Content Disarm and Reconstruction:

Ability to detect and remove malicious content within files and provide a sanitized copy

Malware and Virus Detection:

Advanced capabilities to detect and remove malware, viruses, and other security threats.

Customizable Policies:

Ability to configure and customize sanitization policies based on our specific security requirements.

Integration:

Compatibility with our existing systems, including APIs or integration options with our systems.

Reporting and Logging:

Detailed reporting and logging features for auditing and monitoring purposes.

Scalability:

Ability to scale with our growing user base and increasing file upload volume. Flexibility on pricing based on volume. Expected volume is approximately 1,500 to 3,000 files per day with the maximum file size of 10 MB with occasional periods of the higher volume.

Additional Information:

Provide all deployment options (cloud-based, on-premises, hybrid).

Provide details about technical support, training, and maintenance packages available. See Appendix A for questions to answer in the RFQ response.

Questions and Clarifications:

Potential vendors may direct questions or requests for clarification to Mr. Menon at RFP-IS@ritaohio.com through 5:00 p.m. E.S.T. on March 19, 2024.

Thank you for considering our request. Please answer all the questions listed in Appendix A in your RFQ response. Please also provide cost and pricing information listed in Appendix B. Please sign and include the Mutual Non-Disclosure Agreement (Appendix C) with your response to the RFQ. We look forward to receiving your comprehensive quote for the File Upload Sanitization Solution.

SUBMISSION GUIDELINES

Quotes must be received by the Executive Director, Regional Income Tax Agency, by 12:00 p.m. E.S.T., **March 26, 2024**. Quotes shall be emailed to RFP-IS@ritaohio.com. Include detailed information about the pricing structure, licensing options, and any additional costs. If applicable, provide references from clients with similar requirements.

It is RITA's intention to make the purchase after the quotes are evaluated and Board approval is received. A formal purchase request for the software and professional services with the submitted price quotes will be submitted to the winning vendor to commence with the purchase. RITA desires to have the implementation commenced no later than **June 1, 2024**.

Proposals will be evaluated on completeness and cost. All costs listed on the submitted price quotes must be good through June 30, 2024.

The Agency is not responsible for any costs incurred by the respondent in preparation of a quote. RITA reserves the right to negotiate with the vendors submitting quotes in order to obtain the most favorable terms, conditions and pricing for the Agency as determined by the Agency in its sole discretion. The Agency reserves the right to reject any and all quotes, or any part of any quote, or to waive informalities or defects in quotes, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency. By submitting a quote, each respondent is ensuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a quote, each respondent is ensuring that he/she is an Equal Opportunity Employer and that his/her employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status or sexual orientation. By entering into a purchase agreement with RITA, the successful vendor guarantees that he/she complies, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the winning vendor.

By submitting a quote, each respondent is declaring that they are not in arrears to RITA for municipal income taxes or any other obligation to the Agency.

APPENDIX A - QUESTIONS

#	Please answer the following questions in your RFQ response.
A.1	Does the software support on-premise & Cloud deployment options?
A.2	Does the software provide Antivirus Scanning? If so, is multi scanning available?
A.3	Do you have an API that can be used by our website to perform file sanitization and AV scanning?
A.4	Does the Content Disarm and Reconstruction (CDR) have feature configuration options?
A.5	Do you perform the CDR on basic image types like PNG, JPEG, TIFF, BMP as well as more complex file types such as PDF and Office Documents?
A.6	What is the approximate speed of scanning of files of sizes by file type - 1 MB, 10 MB, 100 MB?
A.8	Is the software capable of identifying PII (SSN/EIN etc.) and other sensitive content?
A.9	What file retention options exist in the proposed solution?
A.10	What type of Secure Erase or Delete process is used to remove the files?
A.11	Is there a File Size Limit for the software?
A.12	Please list all the file types supported?
A.13	Are we able to deploy this to a non-production environment for testing purposes without incurring a fee?
A.14	Does the software have reporting and logging features in the software?

A.15	Do you have a set test files for positive and negative tests to be used during the testing?
A.16	What type of support is provided and what is your SLA to respond to a query?
A.17	For Cloud based deployments, what is your SaaS uptime?
A.18	For Cloud based deployments, is your solution FedRAMP Authorized?
A.19	For Cloud based deployments, can you please describe the locations of datacenters and/or systems that may process RITA information?
A.20	For Cloud based deployments, can you please describe the types of data collected when your product is used to scan a file?
A.21	For Cloud based deployments, can you please describe your data retention policies?
A.22	For Cloud based deployments, can you please describe your incident and breach response process?
A.23	Please indicate any on prem resource requirements and architecture drawings for proposed solutions.
A.24	Please indicate how you your solution will provide high availability to reduce downtime
A.25	For the Cloud based option, do you have a maximum limit on the number of file sanitization requests per hour and if exceeded explain what happened to the file sanitization request?
A.26	Please provide Software Bill of Materials (SBOM) for both on-premises and cloud-based solutions.
A.27	Do you provide Sandbox support? if yes, please provide details.
A.28	Do you offer a dashboard or portal for reviewing scanned documents, and does it integrate with Active Directory?

A.29	Process Transparency – Does your file sanitization process provide reasons when a file is rejected?
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APPENDIX B – COST AND PRICING

B.1	Please provide break-down of one-time cost and annual recurring cost based on usage for all supported options such as cloud and on-premise.
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APPENDIX C – MUTUAL NON-DISCLOSURE AGREEMENT

MUTUAL NON-DISCLOSURE AGREEMENT

This NON-DISCLOSURE AGREEMENT is between the Regional Income Tax Agency (“RITA”) and the potential business partner or potential contractor of RITA. Each party acknowledges that it may not disclose any confidential information that it, its officers, employees, agents or contractors may obtain or may access as a result of transactions and/or dealings with the other party, as the parties explore the possibility of a future business/contractual relationship.

Confidential information includes, but is not limited to, marketing practices, proprietary software, security and network designs and installations, computer applications, networking designs and installations, intellectual property, research and development findings and application, confidential taxpayer information as defined by local, state and federal law, technology, agency and research strategies, trade secrets, inventions and know-how disclosed by either party to the other party and/or to any of its officers, employees, agents or contractors, directly or indirectly, in written form, orally, in other tangible form, and/or in electronic form or format, or generated by the either of the undersigned, its officers, employees, agents or contractors (collectively, “Confidential Information”). In this regard, neither party will disclose Confidential Information to any third party without the prior, written consent of the other party.

However, in no event is either party permitted to disclose for any unauthorized purpose taxpayer information, and each party acknowledges that it is subject to criminal and financial sanctions by doing so.

Each party will separately take all precautions and take any action necessary to prevent confidential taxpayer information from being acquired, accessed, used, duplicated, transmitted, stored, or disclosed by its officers, employees, agents or contractors for any purpose other than a purpose authorized by law.

Each party shall keep separate and segregated from other work all documents, records notebooks, correspondence and the like, referencing Confidential Information. All right, title and interest in Confidential Information belongs to the party owning or first generating the Confidential Information, and all forms of Confidential Information, including copies thereof, whether created or prepared by either party or by another, shall be delivered to the party owning or first generating the Confidential Information.

Each party acknowledges that its execution of this Non-Disclosure Agreement does not constitute an agreement on the part of either party to enter into either a contractual arrangement or other relationship with the other party.

Date: _____

Date: _____

Regional Income Tax Agency

<Add Company Name>

By: _____

By: _____

Printed Name: Amy Arrighi

Printed Name: _____

Its: Executive Director
TitleIts: _____
Title