

PO# PB250016KLB  
 Information Technology Staff Augmentation Services  
**IT Staffing and Consulting, Inc. d.b.a. ISC**  
 Florida State Contract No. 80101507-23-STC-ITSA

E1 Contract # \_\_\_\_\_  
 Board Approval Date: \_\_\_\_\_

## Lee County CISO and Cybersecurity Support Positions Statement of Work

**1. Scope of Work.**

The Contractor shall provide information technology (IT) staff augmentation services in support of the Lee County’s Office of Information Technology (OIT) PB250016KLB Information Technology. The Contractor must provide the qualified Chief Information Security Officer (CISO) and Cybersecurity Support Positions of Security Manager and Security Specialist proposed in its Response, and selected by the County, who has the experience and ability to fulfill the requirements of this Statement of Work (SOW). The Contractor shall provide services in compliance with the terms of The Department of Management Services- Florida State Contract No. 80101507-23-STC-ITSA.

**2. Definitions.**

In this SOW, the following terms are defined as set forth below:

- a. **Business Days** – Monday through Friday, inclusive, except for holidays identified in section 110.117, Florida Statutes (F.S.), or emergencies identified by the Department’s Contract Manager.
- b. **Contractor** – The entity selected to provide services pursuant to this Statement of Work (SOW). “Contractor” shall be defined as Contractor, its Affiliates, and its and their employees, directors, officers, agents, representatives, subcontractors, interconnection service Contractors and suppliers.
- c. **County** –shall be defined as Department, You, Lee County, Florida, Office of Information Technology, Your Affiliates, and Your and their employees, directors, officers, agents, and representatives.
- d. **Damages** - will refer collectively to all injury, damage, liability, loss, penalty, interest and expense incurred.
- e. **Office of Information Technology (OIT)** – A unit of the Department that plans, manages, and maintains the IT resources for the County.
- f. **Project Team** – A team whose members usually belong to different groups and are assigned to activities for the same project.

**3. Purchase Order (PO) Duration.**

- a. **Term.** December 1st, 2024, thru November 30th, 2025, unless otherwise terminated.
- b. **Renewals.** The PO may be renewed if the underlying State Term Contract No. 80101507-23-STC-ITSA, (STC), PB250016KLB Information Technology Staff Augmentation Services (Contract), is extended, but the renewal period will not exceed the expiration of the STC by more than twelve (12) months.

**4. Payment Provisions.**

- a. **Invoicing.** The Contractor shall invoice the Department monthly by submitting invoices to:  

**Lee County Finance Department**  
**Post Office Box 2238**  
**Fort Myers, FL 33902-2238**
- b. **Compensation.** The Department will pay the fixed hourly rate of compensation proposed in the Contractor’s Response for the services provided under the PO. All payments are subject to the acceptance of the deliverables through the process set forth in Section 5.d., Acceptance of Deliverables. The PO will not exceed the estimated total hours in fiscal year 2024-2025 without modification and issuance of a change order to the PO. No costs or expenses, incurred by the Contractor for the services described herein will be reimbursed by the Department. Pre-approved travel expenses incurred by the Contractor will be reimbursed by the Department at cost to the contractor.

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**5. Contractor Responsibilities.**

- a. CISO and Support Personnel Task List. The Contractor, through the CISO and Cybersecurity Support Personnel it provides, shall perform the following tasks as assigned by the Department’s Contract Manager:

Item #	Service
SC.1	Lead Cyber Governance, Risk, and Compliance (GRC) for the County.
SC.2	Assist and participate in communicating cybersecurity issues to County leadership.
SC.3	Work to reduce risk exposure to technology assets to acceptable levels defined by County leadership.
SC.4	Ensure Local, State, and Federal regulatory compliance as required by the County.
SC.5	Ensure compliance with industry regulations (e.g. PCI, HIPAA, etc.) as required by the County.
SC.6	Develop and maintain frameworks and processes to institutionalize cyber for the County.
ST.1	Conduct penetration testing, vulnerability assessment, and/or cybersecurity assessment services (up to three (3) tests or assessments for small projects or operational systems per contract year (up to one week of testing or assessment each)
ST.2	Find problems malicious actors would seek to exploit
ST.3	Provide neutral, third party testing and evaluation
ST.4	Review effectiveness of the County’s cyber posture, infrastructure, and provider support
SI.1	Provide strategies and plans to improve incident handling and response communication and coordination across the County
SI.2	Develop playbooks and processes to reduce downtime and remain in compliance
SI.3	Provide strategies for maintaining public trust
SO.1	Provide Virtual Security Operations Center (SOC) Analyst (aka SOC as a service)
SO.2	Identify threats before they become critical events
SO.3	Provide timely response and protection

*Table 1 Services*

Item #	Service Level	Measurement Period	Measure	Required Service Level (as calculated below)
MC.1	Provide cyber situation report	Monthly	1 per week	100%
MC.2	Review compliance	Quarterly	1 per month	100%
MC.3	Framework and process updates	Biannually	1 per quarter	100%
MT.1	Provide test report	Annually	1 per quarter	100%
MI.1	Provide incident handling plan update	Biannually	1 per quarter	100%
MO.1	Provide alerting and guidance	Monthly	Within 24 hours	100%

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*Table 2 Service Level Agreement (SLA)*

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1. Deliverables. The Contractor shall perform the tasks listed in Section 5.a., as requested by the Department. The Contractor shall invoice these tasks to the Department in one-hour increments, at the fixed hourly rate specified in the PO. The Contractor shall provide evidence of performance by submitting the required documentation detailed in the list below to the Department’s Contract Manager. Documentation shall be submitted in a format compatible with MS Office 2013, or newer.
  2. Status Report. A report detailing the status of tasks, level of service provided to Department staff, and the projected completion date for each assigned task. The Contractor shall submit this report weekly on the day specified by the Department’s Contract Manager.
  3. Time Reports. A report detailing the tasks worked on each day and the hours spent on each task. The Contractor shall submit this report no later than the 5th day of the month that follows the month for which the total hours worked are being submitted, via the OIT Time Log (upon the start date of the Contractor Representative, as defined in Attachment 1, Standard Terms and Conditions, access to this log will be provided), using the agreed upon CCIDs for the work performed.
  4. Technical Documentation. Documentation, identified in the SDF, that evidences all work performed complies with the OIT policies, procedures, and technical standards provided to the Contractor by the Department’s Contract Manager. The information contained in the technical documentation must also facilitate the transfer of knowledge to the Department’s staff that is necessary to maintain the system(s), application(s), or solution(s) that the Contractor Representative has worked on. The technical documentation must be satisfactorily completed within the response time specified by the Department’s Contract Manager.
  5. Additional Documentation. Any additional documentation required by the Department’s Contract Manager, which must be submitted within the timeframe specified by the Department’s Contract Manager.
- b. Performance Measures. The Contractor shall provide the deliverables and required documentation in accordance with Sections 5.a. above.
  - c. Acceptance of Deliverables. The Contractor shall submit the required documentation evidencing the deliverables listed in Section 5.b., above, to the Department’s Contract Manager for review and approval. Notwithstanding Section 5, Acceptance of Deliverables, of Attachment 1, Standard Terms and Conditions, failure to accept a deliverable within twenty (20) Business Days constitutes non-acceptance by the Department, unless provided otherwise by the Department’s Contract Manager in writing. If subsequent work that is the responsibility of the Contractor invalidates some or all of the contents of a deliverable, the Department reserves the right to require the Contractor to revise deliverables previously approved at no additional cost to the Department or to reject current deliverables based on inconsistency with the SOW.
  - d. Facilities and Equipment. The Department will provide items such as working facilities, development and testing environments, equipment and software licenses, access to the Department’s network, and internet connectivity, etc. **Note: A Contractor Representative with access to the Department’s network is required to complete the Department’s security awareness training. This training must be completed within fifteen (15) calendar days of the Contractor Representative’s start date.** If the Contractor Representative uses his or her own computer laptop, the equipment must undergo a security review by the Department to ensure it is free of software viruses and does not otherwise pose a security threat prior to connection to the Department’s network.
- 6. Qualification Requirements for Contractor Representative.**
- a. Professional Qualification Requirements.

CISO (Chief Information Security Office) Senior Security Manager  
 CISSP (Certified Information System Security Professional)  
 GSLC (GAIC Security Leadership Certification)

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- 10+ years' experience in technology
- 5+ Years' experience as CIO or CISO
- Experience in conducting NIST Experience in conducting NIST (National Institute of Standards and Technology) assessments
- vSOC (Virtual Security Operations Center) Advanced Cybersecurity Specialist
- GIAC – Security Essentials
- Expertise with Palo Alto Cortex XDR
- Degree in computer science, networks, or cyber security
- 3+ years' experience in technology, cyber security, or incident response/management
- VA & PT (Vulnerability Assessment, Penetration Test)
- Degree in computer science, networks, or cyber security
- OSCP (offensive security certified professional) certification
- 5+ years' experience technology, cyber security, or incident response/management
- Experience in conducting NIST (National Institute of Standards and Technology) assessments
- Senior Cyber Security Engineer
- (PCCSA) Palo Alto Certified Associate
- MITRE Attack Defender (MAD) ATT&CK Cyber Threat Intelligence Certification
- 10+ years' experience in technology, cyber security, or incident response / management
- IR (Incident Response) Planning
- Expertise in Florida County level cyber incident response planning
- Cybersecurity SME
- CISSP (Certified Information System Security Professional)
- 10+ years' experience in cybersecurity

b. Educational Requirements. The Contractor Representative, and any subsequent Contractor Representative provided by the Contractor, must possess, at a minimum, a bachelor's degree in one of the computer sciences fields or in management information systems, or four (4) years of work experience in IT, systems analysis, management analysis, program planning, program research, or program evaluation.

7. **MISCELLANEOUS PURCHASE ORDERS TERMS:**

- a. Termination for Convenience. The Department may, in its sole discretion, terminate the PO at any time by giving one (1) month's written notice to the Contractor.
- b. Transition Plan. At the end of the PO term, or if the PO is otherwise terminated, the Contractor agrees to cooperate in the transition of PO services to the Department or a successor contractor. The transition will include, at a minimum, training, transfer of data, and transition period error correction.
- c. Background Checks. The Contractor Representative provided to perform the work described herein must undergo a background check at the expense of the Contractor. Review and approval of a background check, which, at a minimum, is the equivalent of a Level 2 screening described in section 435.04, Florida Statutes, including fingerprinting, is required for each Contractor Representative before he or she will be allowed to perform work under the PO.

8. **DEPARTMENT'S CONTRACT MANAGER.**  
The Department's Contract Manager for the PO is:  
**Ashley Mason, Director, Innovation and Technology**

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**9. PERSONNEL MATRIX:**

Position	Personnel	Job Number	Job Title
vCISO	Kevin O'Malley	6800	Security Manager
vSOC	John Henderson	6830	Security Analyst
VA and PT	John Henderson	6830	Network Security Specialist
Sr. Security ENG.	Justin Frazier	6800	Security Manager
Sr. Security ENG.	Nick Jones	6800	Security Manager
IR planning Expert	John Henderson/ Joe Petre	6830	Network Security Specialist
Cyber SME	Joe Petre	6800	Security Manager
NIST Eval	Nick Jones	6800	Security Manager

**10. Pricing :**

Information Technology Staff Augmentation						
<i>POSITIONS</i>						
Position	Unit of Measure	Job No.	Job Title	Estimated Hours / Month	Hourly rate	Monthly Total (Est. Hr x Hr Rate)
vCISO	Hourly	6800	Security Manager	172	\$158.62	\$27,282.64
vSOC	Hourly	6830	Network Security Specialist	90	\$131.84	\$11,865.60
VA and PT	Hourly	6830	Network Security Specialist	31	\$131.84	\$4,087.04
VA and PT	Hourly	6830	Network Security Specialist	31	\$131.84	\$4,087.04
Sr. Security Eng	Hourly	6800	Security Manager	172	\$158.62	\$27,282.64
Sr. Security Eng	Hourly	6800	Security Manager	160	\$158.62	\$25,379.20
IR Planning Expert	Hourly	6830	Network Security Specialist	12	\$131.84	\$1,582.08
Cyber SME	Hourly	6800	Security Manager	24	\$158.62	\$3,806.88
NIST Eval	Hourly	6800	Security Manager	14	\$158.62	\$2,220.68
				<b>706</b>		<b>\$107,593.80</b>

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ISC accounting contact is as follows:

**Jennifer Britt | Director of Accounting**

[Accounting@goisc.com](mailto:Accounting@goisc.com)

850-212-6977 [JBritt@goisc.com](mailto:JBritt@goisc.com)

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**IN WITNESS WHEREOF**, the parties have executed this Agreement for Piggyback Purchase as of the last date written below.

APPROVED as to Form for the Reliance of Lee County Only

BY: \_\_\_\_\_  
SIGNED BY: *Andrea Fraser*  
County Attorney's Office

DATE: 2/24/2025 | 11:42 AM EST

COUNTY: LEE COUNTY, FLORIDA  
BOARD OF COUNTY COMMISSIONERS

BY: \_\_\_\_\_  
SIGNED BY: *Cecil Pendergrass*  
Chair

Board of County Commissioners of Lee County, Florida

DATE: 3/17/2025 | 9:50 AM EDT

ATTEST:  
CLERK OF THE CIRCUIT COURT

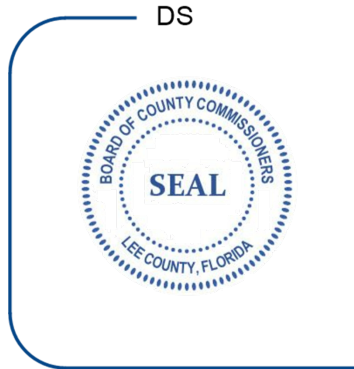
BY: \_\_\_\_\_  
DocuSigned by: *Melissa Butler*  
Deputy Clerk

IT Staffing and Consulting, Inc. D/B/A ISC

BY: \_\_\_\_\_  
Authorized Signature *Eric Lott*

Eric Lott  
Authorized Signature Printed Name

Operations Manager \_\_\_\_\_



DATE: 11/8/2024