

## Security Operations Center

Pricing was obtained from:

- Five (5) external providers
- A very large water district
- Another state
- An IT consultant

The obtained high-level budgetary quotes varied significantly, ranging from \$900,000\* to \$4,243,000 annually. These quotes varied widely regarding the scope of services offered, compatibility with our existing tools, lack of coverage for cloud-based infrastructure, and some were narrowly focused on a single product or two within our environment.

Due to time constraints, certain critical factors were not considered in the pricing requests. Notable examples include:

- Stipulation that all services and staff must be U.S.-based
- Insistence on the use of government cloud for external hosting
- The necessity for background checks on external staff
- The addition of new staff to manage the external provider
- The inclusion of a digital forensics incident response retainer
- Potential tuning or enhancements required for existing products to support the activities of an external provider.

Additionally, incremental costs associated with adjustments to existing tools or infrastructure changes necessary for the external provider were not factored into the pricing obtained.

\* This would require net new 4 FTEs resulting in the cost savings being negated.