MAINE STATE HOUSING AUTHORITY
REQUEST FOR PROPOSALS FOR INFORMATION SECURITY AUDITING SERVICES

SCHEDULE

Issued: October 20, 2017

Deadline for Questions: November 10, 2017

Questions/Answers posted on MaineHousing website: November 13, 2017

Deadline for Submitting Proposals: November 20, 2017 5:00 p.m. EDT

MaineHousing Contact Person: Jason Dupuy, Director of Information Technology

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MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability, or familial status in the admission or access to, or treatment or employment in, its programs, and activities. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice),or Maine Relay 711.

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1.0 INTRODUCTION

1.1 Overview of Project

In order to ensure that MaineHousing's information technology (IT) systems and resources are appropriately secure, the Information Technology Department is seeking proposals to perform an audit of IT security policies, practices, vulnerability to attacks, and state of preparedness to detect, prevent, and respond to attacks should they occur.
The selected vendor must demonstrate broad knowledge and experience in providing IT security-auditing services. Specific expectations are detailed in the Statement of Work and Deliverables sections below. While MaineHousing intends to proceed with the process, MaineHousing does not guarantee that it will contract for any or all intended services described herein, as it may be necessary to focus on those components that have the highest value and/or priority from MaineHousing's perspective.
MaineHousing will provide auditors with work areas and access to office equipment such as printers, copiers, telephones, system connections, etc.

1.2 History and Background of the Maine State Housing Authority

MaineHousing is an independent state agency that bridges public and private housing finance, combining them to benefit Maine's low and moderate-income people. MaineHousing's mission is to assist Maine people in obtaining and maintaining quality affordable housing and services suitable to their unique housing needs. MaineHousing works through its many private and public partners to provide programs and services that make decent, safe housing more affordable and accessible to Maine people.

1.3 Current Conditions

1.3.1 MaineHousing's present computing architecture is composed of two server data centers: a primary data center located in Augusta, Maine and a disaster recovery site located in Brunswick, Maine. The primary location in Augusta, Maine provides application, data warehousing, backup, and file/print services to employees. The primary location has 10/100/1000 Mbps Ethernet Local Area Network, using Category 5e/6 cabling. The primary site is linked to the DR site via a WAN Cisco routed point-to-point network.

1.3.2 User workstations are primarily Intel PC's with Microsoft Windows® (7, 10) operating systems. Microsoft Office® is the office system standard. Servers are primarily Windows Server 2008 and 2012. MaineHousing currently uses on premise Microsoft Exchange/Outlook 2010 and Active Directory. The major network protocol is TCP/IP.

1.3.3 Our major databases use MS SQL Server 2008 or newer. Remote access to internal resources can be achieved through Cisco VPN clients or Citrix XenApp services.

1.3.4 Our web development standards are Microsoft.Net and XML.

1.3.5 Other standards include:

ITEM	STANDARD
Geographic Information System	ESRI
Mobile Device Operating System	Apple IOS

Reporting Tools	Crystal Reports/ Microsoft SSRS
Web Browser	Internet Explorer/ Mozilla Firefox
User PCs	Dell desktops/ laptops
Servers	HP
Infrastructure Devices	Cisco
Email Protection	Sophos / Barracuda
Virtualization	VMware
SAN	EMC / Dell
Enterprise Content Management	Docuware

Note: Additional network and architectural information will be provided to the successful vendor.

1.3.6 Our security policies define confidential and non-confidential designations. We are subject to Maine State regulations regarding the protection of personally identifiable information (PII).

1.3.7 The table below outlines the anticipated level of activity involved in this request for proposal

Type	Subnet to Scan	Approx. Active Hosts To Scan	Penetration Tests to Perform
Internet Services	/28, /29, /30, /29, /29	25	25
Servers	/23	125	25
Workstations	/23	170	N/A
Routers	Individual	4	N/A
Switches	Individual	5	N/A
Firewalls	Individual	3	3

1.4 General Terms and Conditions

1.4.1 **Review and Compliance**. It is the Vendor's responsibility to review this entire document, including attachments, and comply with all requirements of this RFP, including the content and organizational requirements and the delivery instructions in Section 5 of this RFP. This RFP is also available on MaineHousing's website at

www.mainehousing.org. "Vendor" means any person or entity submitting a proposal in response to the RFP.

1.4.2 **Questions and Clarifications**. All questions and all requests for clarifications must be submitted by e-mail to Jason Dupuy, Director of Information Technology, at jdupuy@mainehousing.org no later than November 10, 2017. MaineHousing will post responses to questions and requests for clarifications received that MaineHousing deems relevant and material to this RFP on MaineHousing's website at www.mainehousing.org by November 13, 2017, which will become an Addendum to and part of this RFP. Any corrections, clarifications or revisions to this RFP made by MaineHousing will also be posted on MaineHousing's website and will become an Addendum to and part of this RFP. MaineHousing will not be bound by oral explanations or instructions given at any time during the solicitation process or after any award.

PLEASE NOTE: Vendor contact with any MaineHousing employee, consultant or other MaineHousing representative concerning this RFP other than the MaineHousing contact person named on the cover page of this RFP may be grounds for rejection of Vendor's proposal.

1.4.3 **Proposal Valid for 120 Days**. All proposals and responses to this RFP received by MaineHousing will be treated as offers to contract. Vendor's proposal must be valid and remain open for a minimum of 120 days from the later of the proposal submission deadline under this RFP or the submission of any best and final offer that may be requested by MaineHousing and may not be unilaterally modified by Vendor during said 120-day period. In the case of any contract award pursuant to this RFP, the awarded Vendor must keep in effect all proposal terms, including pricing, throughout the contract negotiation process.

1.4.4 **Contract Term**. The initial term of any contract awarded pursuant to this RFP will be up to a maximum of three (3) years from the date the contract is executed by Vendor and MaineHousing. MaineHousing will have the sole right to determine the initial term of the contract at the time of any selection of a proposal submitted pursuant to this RFP and will also have the sole right and option to extend the contract for additional terms of one (1) year each, which, together with the initial contract term, will not exceed a total of five (5) years.

1.4.5 **Costs of Proposal Development**. Costs for developing and delivering responses to this RFP, including any best and final offer if requested by MaineHousing, and any subsequent presentation of the proposal or product demonstration that may be requested by MaineHousing are solely the responsibility of the Vendor. MaineHousing is not liable for any expense incurred by Vendors in the preparation or presentation of their proposals or any product demonstrations.

1.4.6 **Proposal Materials**. All proposals submitted, including all items and materials submitted as part of the proposals, become the property of MaineHousing, whether or not selected.

Proposal materials may be appended to any contract between MaineHousing and the Vendor providing such materials.

1.4.7 **Inconsistencies**. If Vendor's forms or parts of forms are included as an attachment to a proposal, Vendor agrees that in the event of inconsistencies or contradictions, the terms and conditions of the RFP will supersede and control over those contained in any such form regardless of any statement to the contrary in Vendor's form or proposal.

2.0 TECHNICAL PROPOSAL

2.1 Statement of Work

The selected vendor shall:

2.1.1 Lead an opening meeting outlining the goals, expectations, processes & methods, and audit team roles to be used in the audit.

2.1.2 Review & assess the level of physical and logical security in MaineHousing's primary data center.

2.1.3 Review and assess MaineHousing's firewall and intrusion detection/prevention practices and deployment. You are expected to assess the state of our firewalls' security compared to best and generally accepted industry practices.

2.1.4 Review, test and assess the security configuration of network devices such as firewalls, core switches, web application firewalls to determine if any of them pose a potential security risk.

2.1.5 Review and assess the following systems/applications:

- VMware virtualization environment
- Public-facing servers (assume 6 servers).
- Small specialized vendor maintained systems (4 systems).

2.1.6 Penetration testing:

- Perform penetration testing to assess MaineHousing's vulnerability to internet attacks. Testing should be non-invasive and non-destructive.
- Test servers and workstations engaged in operations or transactions involving personally identifiable information.
- Prioritize discovered gaps into priorities.

2.1.7 For the above SOW items, report findings and recommend corrective action(s) to remedy security risks and ensure compliance with best and generally accepted industry practices.

2.1.8 Recommend follow-up and going-forward actions and controls to ensure continued IT security best practices, resulting in maintenance of appropriate levels of IT security.

2.1.9 Communicate the relative probability of occurrence and severity of risk at MaineHousing for identified vulnerabilities. Our preference is to use the CVSS scoring system to rank vulnerabilities.

2.1.10 Lead a closing meeting at the end of the audit, covering findings for the above SOW items and related recommended action items.

2.1.11 Issue a final report no later than 30 days after project completion to MaineHousing covering the entire audit including, but not limited to, all items in this SOW. The final report should describe:

- the methodology employed,
- positive security aspects identified,
- detailed technical vulnerability findings,
- an assignment of a risk rating for each vulnerability,
- supporting detailed exhibits for vulnerabilities when appropriate and,
- detailed technical remediation steps.

2.1.12 An executive summary should also be provided to summarize the scope, approach, findings and recommendations, in a manner suitable for senior management.

2.2 Optional Items

2.2.1 Test a spear phishing attack or other social engineering-based or advanced persistent security threat and make recommendations on protective measures.

2.2.2 Review and assess MaineHousing's mobile device management policies and practices.

3.0 DELIVERABLES

The selected vendor shall provide auditing services to MaineHousing as detailed in the above Statement of Work. Quality of deliverables will be that it contains easy to understand information from which budget conscious security decisions can be made.

3.1 Findings

A final report containing, but not limited to the following is required:

3.1.1 A listing of activities performed and the findings or outcomes of those activities.

3.1.2 A list of findings compared to MaineHousing policies and/or best practices.

3.1.3 Recommended actions to close gaps between findings and desired policies & practices. Reference to existing MaineHousing policies and recommended best standard practices.

3.1.4 An overall assessment of the state of the MaineHousing information and IT security.

3.1.5 "Budget quality" estimates (or ranges) of costs for projects to close security gaps. Focus on remediation of short-term solvable findings.

3.1.6 A list of "audit findings" written is such a way that they can be given to departments to provide corrective action(s) responses to remedy the finding.

3.1.7 A final report as referenced in the above SOW.

4.0 VENDOR PROPOSALS

4.1 General Qualifications of the Auditing Firm Shall Include:

4.1.1 Demonstrated experience of the vendor and/or its consultants proposed for MaineHousing's engagement on work of a similar nature within the past twelve months.

4.1.2 Qualifications of the key personnel to be assigned to the project (education, experience in local government or peer organization engagements, and certification).

4.1.3 Ability to provide consistent, skilled audit resources throughout the duration of the project.

4.1.4 Capacity and capability of the vendor to manage to milestones and perform the work within the project schedule.

4.1.5 Demonstrated independence from products & services of IT vendors and consultants.

4.1.6 Knowledge and expertise in IT security auditing, and related consulting.

4.1.7 Existing capabilities in all areas of IT security auditing and methodologies.

4.1.8 Willingness to take significant leadership and responsibility for the project's success.

4.1.9 Understanding of the key business, process, and technical IT security issues facing non-profit, state government or quasi-state government entities. Comparable experience with another state government or peer organization is preferred.

4.2 Vendor's Employee Requirements

The vendor's proposed auditors/consultants should have extensive and recent (within the past twelve months) IT security audit experience in the areas covered in the Statement of Work section. Moreover, the vendor's proposed auditors should also have extensive business experience in their areas of expertise. The vendor shall describe its commitment to maintaining auditor continuity for the duration of the project. In the event of unplanned turnover, the vendor shall describe their process for a timely, transparent turnover.
The vendor shall provide:

4.2.1 A list of proposed auditors and their role(s) for review as part of their RFP response.

4.2.2 A list and description of managers and their capability to staff and supervise an engagement team.

4.2.3 The resumes of auditors & managers who will be assigned to this project without substitution unless prior written consent from MaineHousing. For each proposed auditor

& manager, the degree of IT security auditing and testing experience and applicable business experience must be clearly stated.

4.2.4 Its model regarding the use of full and part-time auditors. The vendor shall, upon request and within a reasonable time, make its proposed auditors available to MaineHousing for telephone and/or in-person interviews. MaineHousing will maintain the right of refusal for any auditor assigned to the project.

4.3 Instructions to Vendors

4.3.1 MaineHousing's standards for creating and sharing documents electronically are Microsoft Office, Visio, Project and PowerPoint versions no less than 2010 and final document in Adobe PDF formats. Vendors must confirm their ability to meet these standards during the proposal process and beyond should we require further questions and/or communications.

4.3.2 All questions pertaining to this proposal shall be directed via e-mail to Jason Dupuy, Director of IT at jdupuy@mainehousing.org. Questions must be submitted by 4:00 pm EST, November 10, 2017.

4.3.3 Proposals are due in the office of Jason Dupuy, Director of IT, 353 Water Street, Augusta, ME, 04330 by November 20, 2017 at 5:00 pm EST. Late or unpriced proposals will not be considered. Jason Dupuy can be contacted at 207-626-4676.

4.3.4 All proposals shall be submitted to MaineHousing according to MaineHousing's electronic standards as referenced above, or by mail.

4.3.5 Vendors shall respond to each item in sections 2 through 5, and all attachments.

4.3.6 Vendor responses shall follow the section/paragraph numbering format used in this Request for Proposal (RFP). Failure to follow the proposal format may result in proposal disqualification.

4.4 Response Requirements

The proposal shall include, but is not be limited to, the following:

4.4.1 Vendor's registered office address, telephone number, internet web address, e-mail address, Dun & Bradstreet (Duns) number, and the name(s) of the director(s) or other

responsible officer(s) who would have ultimate responsibility for the management of the contract if awarded.

4.4.2 Name, title, address, phone & FAX number and e-mail address of the Vendor's primary contact with MaineHousing for ongoing communications regarding the RFP.

4.4.3 Brief (two-page maximum) summary of vendor's corporate description that shall include, but shall not be limited to:

- number of years of involvement in IT security auditing, consulting and implementation;
- portion of total business related to IT security auditing;
- how vendor differentiates itself from its competitors;
- how vendor adds value to the services it provides.

4.4.4 List of third parties, partners, or affiliates, if any, that the vendor proposes to include as part of its proposal, with description of use.

4.4.5 Customer list and references from vendor's recent (past 12 months) IT security auditing and consulting on similar engagements. References shall include, but shall not be limited to:

- customer(s) name(s) and address(es);
- customer(s) contact name(s) and telephone number(s);
- duration of services/contracts;
- summaries of services provided.

4.4.6 Description of vendor's scope of service capabilities, regardless of applicability, for a full IT security audit and additional IT security consulting.

4.4.7 A description of the vendor's IT security audit philosophy, approach, methodology, and testing tools.

4.4.8 Sample documents if possible (Cleansed copies are preferred. Blank templates are acceptable):

- Audit Management Methodology and Tools (including sample detailed project plan, status reports, list of key project milestones), and,
- working paper templates (e.g.: Scope change methodology, issues log, etc…).

4.4.9 Describe recent (past 12 months) experience in IT security auditing.

4.4.10 A statement agreeing to enter into a confidentiality/non-disclosure agreement with MaineHousing covering the information obtained during the project.

4.4.11 Disclosure of:

- Any financial stakes you have in any IT vendors.
- Any referral or reseller relationships you have with any IT vendors.

- Your participation on any IT vendor's board of directors or board of advisors.
- Any relevant familial relationships with any IT vendors.

4.4.12 Proof of professional liability insurance and your agreement to carry the insurance noted in Attachment B. Only the selected vendor will need to furnish the requested documents. We will need these documents prior to contract execution. In your response, indicate that you can produce the requested documents within 10 workdays of being requested and that you are agreeable to do so.

4.4.13 Completion of Attachments A, C and D.

4.4.14 A statement addressing the issue of the security of your personnel who will be auditing MaineHousing systems (example - Do you perform background checks? If so, please describe).

4.4.15 Define and elaborate on your Project Management Principles:

- What resources and information should MaineHousing plan to have available to work with your during the audit?
- MaineHousing would like to begin the audit during the 4th quarter of 2017. Will you have the appropriate resources to begin by then. If not, when will you be available to start?
- Provide an activity-level work plan with time lines/mile-stones for achieving the successful completion of the proposed audit.

5.0 COST PROPOSAL

5.1 Evaluation of Proposals and Award Criteria

5.1.1 The proposals will be evaluated by the MaineHousing Information Security Committee and the award will be made by the Director of Information Technology.

5.1.2 Following is the criteria that will be considered, in addition to the items listed in the proposal response:

5.1.2.1 Expertise & experience of the Audit Company (vendor).

- Competency & experience of the specific auditors to perform the auditing services to MaineHousing.
- Experience & results in providing similar services to other organizations.

5.1.2.2 A Firm Fixed Price for the initial project and hourly costs for potential additional consulting services, clearly related to proposal response sections & items.

- Ability to stay within our budget. Responses exceeding a total of $20,000 will likely be assessed as "exceeds budget". Note that this is a ceiling, not a floor.

5.1.2.3 Quality, completeness and ease of understanding the proposed project & work plan.

5.1.2.4 Ability to meet a project schedule acceptable to MaineHousing.

5.1.3 A successful vendor selection process cannot take place solely based on written responses to this proposal. Although written proposals will provide a great deal of input, they may be supplemented with the following at MaineHousing's discretion:

- Information from formal presentations (finalists);
- Input from research organizations and industry publications;
- Reference feedback;
- Past performance with vendor and vendor's partner(s);
- Agreement on the contract terms as evidenced by the absence of exceptions;

5.1.4 MaineHousing will take into consideration the items listed and any additional items that it deems appropriate at its sole discretion. Vendors are encouraged to supply additional information that has been gained through their experiences that (1) is applicable & appropriate, and (2) provides value to MaineHousing's Information Security program.

5.1.5 The vendors, if requested, must be available for one meeting (in-person or teleconference) with MaineHousing within seven (7) calendar days after notification to discuss and clarify the vendor's proposal and qualifications. Vendors must respond by e-mail within seven days to written or e-mail requests from MaineHousing for additional information

regarding their proposal, experience, clients, and related information. Failure to respond in full and within the required time period may result in rejection of the vendor's proposal.

5.1.6 The Director of Information Technology may reject any or all proposals and waive any minor irregularities.

6.0 ATTACHMENTS

Attachment A: Price Form

This document sets forth the requested pricing structure for responding to this RFP. MaineHousing requests a Firm Fixed Price for each of the components described below.
In addition, MaineHousing requests Hourly Billing Rates for IT security services (Item 4) beyond the initial scope of services set forth in this document in case it decides to utilize additional services of the successful Vendor.
Total price will include all costs (including, but not limited to, travel and other incidental expenses) to provide services and deliverables identified in the Statement of Work and Deliverables sections of this RFP.

Item	Fixed Firm Pricing	Notes
1. Assessment, Penetration Testing, Analysis and Reporting		Price for services & deliverables identified in section 2, except for 2.2.1 and 2.2.2. Note budget criteria in Section 5.
2. Optional Advanced Persistent Threat Testing		Price for services identified in section 2.2.1
3. Optional assessments of mobile device security.		Price for services identified in section 2.2.2
4. Hourly Rate(s) for additional IT security services		It is acceptable to provide one hourly rate for all ongoing services or to provide several rate "bands" for different roles or competencies, as long as they are clearly identified and easy to understand.

Note: MaineHousing reserves the right to reject any and all proposals.

Attachment B: Insurance Requirements

The successful proposer agrees to carry the following insurance coverage during the period of this contract, and will provide MaineHousing with current certificates of insurance on all required coverage prior to commencement of work under this contract.

- **Professional Liability**: Successful vendor agrees to maintain in force for the duration of this contract errors and omissions liability insurance appropriate to the vendor's profession. Coverage shall apply to liability for professional errors, act or omission arising out of scope of the vendor's services as defined in this contract. Coverage shall be written subject to limits of not less then $1,000,000 per occurrence. MaineHousing shall be named as additional insured.
- **Commercial General Liability (CGL):** Successful vendor agrees to maintain for the duration of this contract commercial general liability (CGL), and if necessary commercial general umbrella insurance with a limit of no less than $2,000,000 per each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this location (project). CGL insurance shall be written on ISO occurrence form CG 00 01 10 01 (or a substitute form providing equivalent coverage) and shall cover liability arising from premises, operations, independent contractors, products – completed operations, personal injury and advertising injury, and liability assumed under and insured contract (including the tort liability of another assumed in a business contract). MaineHousing shall be named as additional insured.
- **Workers Compensation Insurance & Employers Liability:** Successful vendor shall purchase and maintain Workers Compensation Insurance with statutory limits and Employer liability insurance for duration of the contract.
- **Indemnification Agreement**: Successful proposer agrees to defend, indemnify and hold harmless, MaineHousing, its appointed officials, employees and volunteers, for all liability arising out of this contract, except that arising out of the sole negligence of MaineHousing. The successful vendor insured shall agree to waive all rights of subrogation against MaineHousing, its appointed officials, employees and volunteers.
- **Waiver of Subrogation**: Successful vendor waivers all rights against MaineHousing and its agents, elected and appointed officials, employees, and volunteers, for recovery of damages to the extent these damages are covered by workers compensation, employer liability, commercial general liability, obtained by the successful vendor for the duration of the contract.

Attachment C: Maine State Housing Authority Conflict of Interest Disclosure

Does the vendor, any principal or affiliate of the vendor, or anyone who will be paid for work on the contract have business ties, familial relationships, or other close personal relationships with a current MaineHousing employee or commissioner or anyone who was a MaineHousing employee or commissioner within the past two years?

If yes, describe here:

Attachment D: Vendor Certification Form

The undersigned Vendor represents and certifies as follows:

- The prices in this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other Vendor or potential Vendor.
- No attempt has been made at any time to induce any firm or person to submit any intentionally high or noncompetitive proposal or to otherwise submit or refrain from submitting a proposal for the purpose of restricting competition.
- Vendor has not given, and will not give at any time hereafter, any economic opportunity, employment, gift, loan, gratuity, special discount, trip, favor, or service to any employee or representative of MaineHousing in connection with this RFP.
- Vendor acknowledges that MaineHousing will determine whether a conflict of interest exists and that MaineHousing reserves the right to disqualify any Vendor on the grounds of actual or apparent conflict of interest.
- Vendor has not employed or retained any person or entity to solicit or obtain any contract resulting from this RFP and has not paid or agreed to pay to any person or entity any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of any such contract.
- Vendor understands and acknowledges that the representations in its proposal are material and important and will be relied on by MaineHousing in evaluating the proposal. Vendor certifies that, to the best of its knowledge, all of the information contained in its proposal is true, correct and complete and acknowledges that any intentional misrepresentation by Vendor will disqualify Vendor from further consideration in this RFP process.
- The undersigned individual is legally authorized to sign this Vendor Certification Form for and on behalf of Vendor and to bind Vendor to the statements made herein.

Name, Title and Signature of Individual with Authority to Bind Vendor	
Name	
Title	
Signature	
Date	