



## **Multi-State Lottery Association**

**Date of Issuance: August 24, 2020 - Proposals to RFP Due September 21, 2020**

### **Introduction**

The Multi-State Lottery Association (MUSL) is an unincorporated non-profit government benefit association owned and operated by thirty-eight (38) governmental lotteries (Member Lotteries). MUSL assists both Member Lotteries and additional lotteries licensed to sell multi-jurisdictional lottery games such as Powerball, in the operation and sale of those lottery games. As part of its services to Member Lotteries, MUSL develops and maintains websites for the promotion of these games.

MUSL is pursuing external and internal vulnerability scanning services and penetration testing from qualified vendors.

### **Summary of Services Requested**

MUSL is requesting proposals for a vulnerability scan and penetration test project for offices located in Iowa, and seeks to establish a non-exclusive agreement with a qualified Vendor.

MUSL expects the selected Vendor to provide a Project Manager who will be assigned to the project for its duration, absent extenuating circumstances, such as termination of employment, inability to complete the assignment, etc.

MUSL may request that the successful vendor enter into a multi-year contract.

### **Timeline for the RFP**

**August 24, 2020** - Issue Request for Proposal.

**August 31, 2020** - Written questions from interested Vendors due to MUSL. All questions should be sent to [Procurement@MUSL.com](mailto:Procurement@MUSL.com)

**September 7, 2020** - Written responses to Vendor questions distributed to all Vendors

**September 21, 2020** – Proposals Due. Vendors must email a PDF of their proposal to [Procurement@MUSL.com](mailto:Procurement@MUSL.com).

**September 22, 2020** - Vendor proposal evaluation and selection process begins; evaluation team may require teleconferences with Vendors submitting proposals.

**October 5, 2020** - Successful Vendor selected

**October 2020** - Contract negotiations. It is anticipated that a project kick-off meeting will be held following successful contract negotiations.

**January or February 2021** - Vulnerability and penetration testing timeframe

MUSL reserves the right to modify the schedule as may be necessary.

### **Requirements**

MUSL seeks the following services:

- 1) External and Internal network vulnerability assessment and penetration test, including:
  - a) During the internal and external testing, the vendor will perform port scans, vulnerability scans, testing for all computers/devices, identify any OWASP top 10 results and networking equipment on in-scope networks.
  - b) Enumeration of vulnerabilities present on the systems.
  - c) Providing information about sensitive information exposure due to social engineering or data breach.
  - d) Providing best practices or recommendations for remediation based on the findings.
  
- 2) Web application assessment and penetration test, including:
  - a) Comprehensive security assessment of the scoped web applications
  - b) Identify SQL injection
  - c) Exploit each flaw in an effort to gain access to internal environment
  - d) Identify cross-site scripting
  - e) Check all input fields for input validation
  - f) Identify known command injection vulnerabilities
  - g) Identify known vulnerabilities in common commercial and open-source web application software
  
- 3) Physical Security assessment and penetration testing will be performed at one location, approximately 12,000 square feet, and should include:
  - a) Lock picking, shimming, and other non-destructive bypass techniques.
  - b) Impersonation of a service provider or vendor to gain access to the building.
  - c) Entering unlocked doors/ areas
  - d) Testing controls for unannounced visitors.
  - e) Dumpster diving, taking photos of the building/workspace.
  - f) Social Engineering
  - g) Pretending to be a customer to gain access to systems
  - h) Testing whether employees follow established protocols regarding unannounced visitors
  
- 4) Other services related to the above and commonly included in this type of assessment

5) A remediation scan of vulnerabilities found after MUSL review and remediation.

**MUSL systems to be monitored:**

- 1) Approximately 25 computers used by staff, Urbandale, Iowa
- 2) Approximately 80 servers, mostly virtual, Johnston, Iowa and a remote datacenter
- 3) Approximately two (2) physical servers and two (2) computers used by staff, remote site
- 4) All related network equipment
  - a) At least two (2) (HA pairs) firewalls total
  - b) Three (3) managed switches each at Urbandale, Iowa and at a remote datacenter
  - c) Approximately two (2) wireless base station devices each at Urbandale, Iowa, and remote office
- 5) Any other devices discovered on the network or at the locations
- 6) Approximately 12 web applications
  - a) Four (4) available externally
  - b) Eight (8) available only internally
- 9) Azure, Office 365 and On-premises Active Directory.

**Anticipated Project Schedule and Deliverables**

- 1) Kick-off meeting, mutually determine statement of work, deliverables and task assignments. A **sample** statement of work is attached to this RFP.
- 2) Designate Vendor Project Manager.
- 3) Weekly meetings scheduled by Vendor Project Manager during the project.
- 4) Anticipated completion of initial implementation: four (4) months after project kick-off meeting.
- 5) Final written report providing details on findings and proposed remedies.

**Evaluation and Vendor Selection**

- 1) It is anticipated that Vendor Evaluation and Selection will begin the week of September 22, 2020.

2) Marketing and general promotional materials will not be helpful to the evaluation team. Please provide specific information regarding how your company can address the requirements as set forth in this RFP.

3) The following are criteria which will be used for consideration of Proposals (order not necessarily indicative of evaluation weighting):

- a) Sufficiency of Proposal and Information Presented (Interested bidders are encouraged to tailor submitted proposals to the requirements as set forth by MUSL in this RFP)
- b) Ability to perform the Scope of Services
- c) Past Work and Performance
- d) Proposed Costs, including licensing and ongoing costs, if any. Cost proposals should include costs associated with the remediation scan.
- e) Terms and Conditions for Products and Services (Interested bidders must include the appropriate terms and conditions in their proposals.)

MUSL may contact any Vendor for clarifications or additional information regarding their Proposals and may negotiate contract terms including Scope of Work, deliverables and budget. MUSL may contact any client or former client of the Vendor for additional information regarding the Vendor's services.

MUSL will notify all Vendors submitting proposals as to its selection of a contracted vendor.

### **Background Security Reviews**

The Selected Vendor will be subject to successful completion of a financial and criminal history background check of the organization, its owners and all staff who will be assigned to work on the MUSL project. A CV of each member of your organization who will be assigned to this project must be included in your proposal.

### **Contractual Terms and Conditions**

Any resulting contract will include requirements regarding confidentiality, bonding and insurance, compliance with MUSL security requirements, intellectual property assurances and other provisions. A non-disclosure agreement may be included in the contractual terms and conditions.

### **Costs of Proposals**

Vendors are responsible for their own costs associated with submitting Proposals in response to this RFP; MUSL will not reimburse any vendor costs incurred in the submission of their Proposal. MUSL is not required to enter into a contract with any Vendor as a result of the issuance of this RFP.

### **Other Information**

By issuing this RFP, MUSL is not offering to enter into a contract with any interested Vendor, nor does acceptance of a proposal or additional information constitute an agreement to enter into a contract with any interested Vendor. Vendor selection schedule may change.

### **Requirements**

The successful Vendor must be regularly and continuously engaged in the business of providing services performed by their Information Technology professionals and experts during the past three (3) years. This must be verifiable through the Vendor's website, references, and past projects completed.

Bidders must provide at least three (3) professional references, including name, title, phone number, email and physical address. Bidders must provide a brief description of the services performed.

### **Bidder Information**

Please provide responses to these questions:

- 1) What is the estimated timeline for completion of the project?
- 2) Does your company have a process for replacing individuals who are not qualified or are unable to work well with outside staff? Staff replacements must be approved by MUSL; approval will not be unreasonably withheld.
- 3) Please briefly describe the process for assigning, and replacing staff assigned to the project.
- 4) What type of insurance does your company carry currently?
- 5) What type of warranty do you provide for the vulnerability scan services?

### **MUSL Contact Information**

Interested vendors may submit their questions and Proposals by email only to:

[Procurement@MUSL.com](mailto:Procurement@MUSL.com)

**Place the following information in the subject line: Vulnerability and Pen Testing**

**Attempts to contact other employees at MUSL may be grounds for disqualification from the RFP process.**

Thank you for your interest in this project.

**SAMPLE**  
**STATEMENT OF WORK**  
**FOR**

**(PROJECT NAME)**

**As agreed to by**

**THE MULTI-STATE LOTTERY ASSOCIATION**

**And**

**VENDOR/SUPPLIER NAME**

Pursuant to the Agreement, signed by the Multi-State Lottery Association and (NAME OF VENDOR) (“Parties”) on XXX, 20XX, this Statement of Work (SOW) is hereby incorporated and made a part of the Agreement. Any modifications to the SOW must be mutually agreed to in writing, and signed by the Parties in accordance with the Change Order provisions identified below.

**1. Introduction**

**2. Background**

**3. Scope**

- Scope of work
- Project risks, assumptions and constraints (if any)
- Security measures
- Roles and responsibilities of the supplier and MUSL
- Detailed description of deliverables (see chart below)
- Acceptance criteria (this step should almost always be included)
- Project completion criteria and date
- Project schedule
- Consider payment based on successful performance of the project, or the milestone/key deliverables. (See legal counsel for more information)
  - Identify who from MUSL, and who from the vendor will be responsible for monitoring and tracking the services and performance

A kickoff meeting will be held no later than XXXXXX, 20XX at a location and time selected by MUSL where the Vendor and its staff will be introduced to MUSL staff.

**4. Deliverables**

- Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the MUSL project manager, or contract manager, or designee.
- All deliverables must be submitted in a format pre-approved by the MUSL project manager.
- If the deliverable cannot be provided within the scheduled timeframe, the Vendor is required to contact the MUSL project manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project, including any impacts to project costs.
- A request for a revised schedule must be reviewed and approved, in writing by the MUSL project manager before being effective. Contract Terms and Conditions may dictate that an amendment be entered into, and should reflect the appropriate remedies, costs, and other actions based on the facts related to the request for a revised schedule.

- MUSL will complete a review of each submitted deliverable within specified working days from the date of receipt, and identify if the deliverable is accepted (per the acceptance criteria), or, if the deliverable is rejected as not meeting the agreed-upon deliverable. Vendor will have time to correct the deficiencies.

**Sample Delivery Schedule**

No.	Item	(optional column for payment amount associated with the deliverable or other requirements)	Due Date	Recipient
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11	Project completion/sign off by MUSL			

**5. Performance Monitoring**

- The Vendor is required to provide the MUSL contract manager with weekly written progress reports of this project. Items to be covered in the progress report may include:
  - Required documents (plans, estimates, schedules, analyses)
  - Degree of accuracy of estimates (schedule, budget, resources, total)
  - Effective risk management and response (adherence to plans)
  - Effective scope management and change control (adherence to plans)
  - Data quality (fitness for use, accuracy, precision, completeness)
  - Ad hoc query response (usually written in terms of averages)
- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
- The progress report shall identify outstanding issues encountered with an explanation of the cause, proposed resolution, and timeframe in which the issue will be resolved.
- The Vendor will be responsible for conducting status meetings with the MUSL contract manager.

**6. Invoices**

Vendor's responsibilities for invoicing MUSL including invoice content, frequency/schedule and instructions for submitting invoices. Payments will be made in accordance with the Contract.

**7. MUSL/Vendor-Furnished Equipment and Work Space**

**8. Pricing**

(Example - expand or revise as needed)

Deliverable No.	Deliverable Name	Price

**9. Acceptance Criteria**

(Example – expand or revise as needed)

<b>Deliverable No.</b>	<b>Deliverable Name/Acceptance Criteria</b>	<b>Accepted (y/n)</b>

**10. Change Order Process**

Changes to the original scope of the project shall be identified through a change order proposal, which shall be in writing, and submitted to the other party. The proposal shall describe the specific change(s) needed, why it wasn't identified in the original project scope, and how it will assist in successful completion of the project. The proposal shall also include the increase, or decrease in costs associated with the proposed change.

The other party shall have three (3) business days to review, and discuss with the other party. If accepted, the proposal shall be signed, and dated by both parties. If rejected, the parties may discuss alternatives to the proposal, and jointly develop a change order proposal for review, and signature.