

2012

Goodwill Industries - RFP

RFP NO. 12-1000

Information Technology Risk Assessment Audit



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ISSUING DEPARTMENT:

Goodwill Industries of Upstate / Midlands South Carolina, INC. Technology Department

115 Haywood Road

Greenville, SC 29607

Phone: (864) 351-0100

Fax: (864) 351-0063

Attn: Doug Newsome, VP of Loss Prevention & Information Technology

Issue Date: July 4, 2012

Proposals will be received until July 27, 2012 at 12:00 Noon, EST.

**** Note:** Proposals received are “**CONFIDENTIAL**” and are not subject to public inspection until the Contract or Purchase Order is awarded. ******

PROPOSALS ARE TO BE SEALED AND MAILED VIA USPS TO THE ABOVE ADDRESS OR DELIVERED TO THE INFORMATION SERVICES DEPARTMENT OFFICE LOCATED AT THE GOODWILL CORPORATE OFFICE AT 115 HAYWOOD ROAD, GREENVILLE, SC 29607

Preface

Goodwill Industries of Upstate/Midlands South Carolina, INC. has developed a Request for Proposal (RFP) to help vendors identify requirements of Goodwill Industries for an Information Technology Risk Assessment Audit. Please address all response sections. Return proposals along with any relevant attachments no later than 12:00 noon, EST, 7/27/2012. Date of commencement is expected to be August 27, 2012, with the objective of having all components completed no later than September 25, 2012. Questions and responses should be directed to Doug Newsome – VP of Information Technology and Loss Prevention, at the address noted on Page 2 of the RFP.

Proposed Schedule of Events

Event	Date
RFP Distribution to Vendors	7/4/2012
Proposal Due Date	7/27/2012 - noon
Final Vendor Selection Discussion(s) – Week of	8/10/2012
Anticipated decision and selections of Vendor(s)	8/17/2012
Anticipated commencement date of work	8/27/2012
All work and implementation of project, all project deliverables must be completed and delivered by	9/25/2012

Section I – Introduction and Overview

A. Purpose and Background of Request For Offer

GIUMSC is seeking an information technology (IT) security vendor to do the following: conduct a risk assessment audit of GIUMSC's information technology security policies, practices, procedures, and network infrastructure; develop a systematic approach for conducting routine and ad-hoc vulnerability assessments; train GIUMSC's Information Services staff on how to conduct routine vulnerability assessments, and prepare and submit a report to executive management documenting the findings and recommendations. Bidders must have qualified staff on hand for this project and be ready to begin work on or before the latest project initiation date specified in the key dates listed on page 3.

The Information Technology department consists of approximately three employees. GIUMSC relies heavily on its computing network to provide mission-critical computing services, i.e., email, office productivity, etc., at all thirty (30) plus locations. The network is also used as the platform for key business applications and supporting database systems.

Vendor will be required to:

- Obtain an understanding of the IT environment, new and on-going IT initiatives, key data information flows, and IT risk management infrastructure.
- Conduct a Risk Assessment Audit which will audit network infrastructure, staff standards, PCI compliance, HIPPA compliance, wireless risks, security risks within the network, firewall, etc. Develop recommendations to correct deficiencies found during Risk Assessment Audit with industry standards in mind.
- Review existing IT Security Policies/Practices/Procedures: The review consists of a risk assessment which is an evaluation of the security technologies and practices currently in place, a review of the Department's security and information management policies and procedures, and based on best practices identify the gaps and make recommendations for future actions.
- Develop a Vulnerability Assessment Plan: Develop a plan for conducting regular and ad-hoc vulnerability assessments of the threats to GIUMSC's security infrastructure and information resources and train GIUMSC staff on how to conduct these vulnerability assessments and evaluate the results.
- Prepare a final report with the vendor's assessment of the Department's IT risk management policies, practices, and procedures and present the findings to executive management with a prioritized list of recommended improvements along with estimated improvement costs.

Specific requirements are defined in the Scope of Work included herein as Exhibit A.

Introduction and Background

GENERAL INSTRUCTIONS Contact Information

All communications concerning this RFP must be directed through:

Name	Doug Newsome
Address	115 Haywood Road Greenville SC 29607
Phone	(864) 351-0100
Fax	(864) 351-0063

The Vendor will name a representative to communicate with Goodwill Industries. The representative must be a person authorized to negotiate a contract in the Vendor's name. The vendor must also identify a person who will act as the Vendor's contract administrator. This person or a successor must have full authority to resolve disputes with Goodwill Industries.

Proposal Due Date

All proposals are due by 12:00 NOON, EST ON OR BEFORE 7/27/2012. Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award. If satisfactory proposals are not acquired, the RFP may be resubmitted for responses with or without modifications at a later date.

Proposal Submission

Proposals shall be sealed with the name of the Vendor, RFP Number and Title clearly printed on the outside.

In order for a proposal to be considered, it shall be based on the terms, conditions and specifications contained herein and shall be a complete response to the Request for Proposal (RFP). **One (1) original, three (3) printed copies and one electronic copy**, of each proposal package shall be submitted to the Goodwill Information Services Department shown on the front of this solicitation. The responder shall make no other distribution of the proposal. An authorized principal of the company shall sign all submitted proposals. Each proposal shall be numbered and sections tabbed appropriately. Goodwill Industries may elect to require product demonstrations after receipt of the proposals. If you choose not to respond with a proposal, please notify us promptly.

Vendor shall complete the Non-Collusion Affidavit.

Confidentiality

Proposals received are “CONFIDENTIAL” and are not subject to public inspection until the Contract is awarded.

Questions, Clarifications and Addenda

Goodwill Industries will be glad to answer all questions and provide any necessary clarifications. After the RFP issue date, all communications between the Issuing Department and prospective Vendors shall be in writing. Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Doug Newsome, VP of Loss Prevention & Information Technology, at the address or fax number listed on the second page of this RFP.

In the event a Vendor finds a discrepancy in, or omission from the documents, or is in doubt as to their meaning, s/he shall at once notify Goodwill Industries, and a written addendum may be issued. Goodwill Industries will not be responsible for any oral instructions.

Questions and responses affecting the scope of the Project will be provided to all prospective Vendors by facsimile transmission by issuance of an Addendum. Any Addenda will also be made available on a file sharing website given to the Vendors after submission date. All written questions concerning this RFP shall reference the RFP number, section heading, and page number. **All questions shall be received by Doug Newsome no later than 4:00 P.M. EST, July 23, 2012. NO EXCEPTIONS.**

Project Completion

The Project completion date is to be no later than September 25, 2012; however, the ability to meet an accelerated implementation date will be viewed favorably in all responses. It is understood and agreed by the Vendor that time is of the essence in the delivery of the software, services, materials, training or equipment of the character and quality specified in the proposal. In the event these specified software, services, materials, training or equipment are not delivered by the date specified, there will be deducted a liquidated damages sum of \$150.00 per day for each and every calendar day of delay beyond the specified time. If such delay is caused by Goodwill Industries, a reasonable extension of time may be granted. Upon receipt of a written request and justification for extension from the Vendor, Goodwill Industries may extend the time for performance of the contract herein specified if it is deemed to be in the best interest of Goodwill Industries.

Award

Award of the contract resulting from this RFP will be based upon the most responsible Vendor whose offer will be the most advantageous to Goodwill Industries in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

Proposals will be examined promptly after opening and award will be made at the earliest possible date. The prices quoted must be held firm and no proposals may be withdrawn until 90 days after proposal opening date.

Goodwill Industries reserves the right to:

- Negotiate with any Vendor in order to obtain a final contract that best meets the needs of Goodwill Industries
- Reject any or all offers and discontinue this RFP process without obligation or liability to any Vendor
- Accept other than the lowest priced offer
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award all or part of the contract to a given Vendor.

Disqualification/Rejection of Proposals

Goodwill Industries reserves the right to reject any and all proposals and to waive informalities in the proposal process. Goodwill Industries does not intend to enter into an agreement solely on the basis of a submitted proposal or otherwise pay for the information solicited or obtained. Subsequent procurement, if any, will be in accordance with appropriate Goodwill contractual action. Noncompliance with any condition of this proposal may result in a recommendation to Goodwill Industries elected officials that the Vendor be disqualified.

Contract Origin

The contract shall be governed by and in accordance with the laws of the State of South Carolina. All actions relating in any way to this contract shall be brought in the General Court of Justice in the County of Greenville and the State of South Carolina.

Independent Contractor

Goodwill Industries and Vendor agree that Vendor will be an independent contractor. Goodwill Industries is interested only in the results to be achieved, and conduct and control of the work will lie solely with the Vendor. Vendor is not to be considered an agent or employee of Goodwill Industries for any purpose, and the employees of the Vendor are not entitled to any of the benefits that Goodwill provides for its employees. Vendor understands that Goodwill does not intend to use the Vendor's services exclusively. The Vendor is also free to contract for similar services to be performed for other parties while under contract with Goodwill Industries. Vendor will be solely and entirely responsible for his or her acts and the acts of Vendor's agents, employees, servants, and all subcontractors during the performance of the contract.

The contracting company shall not represent itself to be an agent of Goodwill Industries.

Purchasing Laws/Funds Availability

The General Statutes of the State of South Carolina, insofar as they apply to purchasing and competitive proposing, are made a part hereof.

All purchases are subject to the availability of funds for this purpose.

Goodwill Industries shall not be liable for any costs incurred by the Vendor in preparing or submitting a proposal to Goodwill. Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor's capabilities to satisfy the requirements of the RFP and the Proposal.

Claims Resulting from Software, Materials and Equipment

The Vendor shall pay royalties and license fees and defend all suits resulting from claims for same on all software, materials, and equipment purchased outright and installed according to the specifications of Goodwill Industries.

Hold Harmless

To the fullest extent of the law, the successful Vendor shall agree to indemnify and hold harmless Goodwill Industries and its officials, agents, and employees from and against all claims, damages, losses, and expenses, direct, indirect, or consequential (including but not limited to fees and charges of engineers or architects, attorneys, and other professionals and costs related to court action or arbitration) arising out of or resulting from the performance of this contract or the actions of the Vendor or its officials, employees, or contractors under this contract or under the contracts entered into by the Vendor in connection with this contract. This indemnification shall survive the termination of this contract.

Trade Secrets

Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the proposal, which is to remain confidential, shall also be so marked in boldface on the title page of that section. Cost information may not be deemed confidential. The term "Confidential/Proprietary" does not include ideas, techniques, or concepts that are in the public domain.

The Vendor agrees that it will not permit the disclosure or duplication of any information received from Goodwill Industries or stored on Goodwill systems unless such disclosure or duplication is specifically authorized in writing by Goodwill Industries, or as required by law. Goodwill Industries agrees that it will not disclose or duplicate any information designated in advance by the Vendor as "Confidential/Proprietary" information to any person (other than Goodwill personnel who must have access to such information) unless such duplication, use, or disclosure is specifically authorized in writing by the Vendor or is required by law.

Guidelines for Proposal Submission

Proposals shall be submitted in several parts as set forth below. The Vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for Goodwill Industries evaluation of the Vendor's proposal.

The submitted Proposals are required to include each of the following sections in this order:

1. Executive Summary
2. Scope, Approach and Methodology – Solutions and Benefits
3. Project Deliverables
4. Detailed and Itemized Pricing for entire project
5. Appendix: References
6. Appendix: Project Team Staffing
7. Appendix: Company Overview

The detailed requirements for each of the above-mentioned sections are outlined below.

DETAILED RESPONSE REQUIREMENTS

EXECUTIVE SUMMARY

This section will present a high-level synopsis of the Vendor's responses to the RFP. The Executive Summary should be a brief overview of the engagement, and should identify the main features and benefits of the proposed work. It should outline the expected obligations of Goodwill Industries IT staff, and the selected Vendor(s) partners.

SCOPE, APPROACH, AND METHODOLOGY

Include detailed testing procedures and technical expertise by phase and category. This section should include a description of each major type of work being requested of the Vendor and applicable client responsibilities. All information that is provided will be held in strict confidence.

The proposal should reflect each of the sections listed below, in this order:

- Network Security Audit – external and internal
- Risk level for hacking activity through firewall and wireless devices
- Review and recommend industry standards for staff and staff experience
- Review and recommend current IT policies, procedures, and standards and provide recommendations on future policies or best practices for procedures and standards
- Review compliance in regards to PCI and HIPAA
- Develop Vulnerability Assessment and train GIUMSC staff to conduct
- Review and identify and gaps in Microsoft Active Directory
- Review network design, server configuration
- Review and identify gaps in GIUMSC's disaster recovery plan
- Review and identify gaps on all public shared drives with appropriate security level

DELIVERABLES

Include descriptions of the types of hardware and software used for the project. Summarize and provide detailed information of the Network Security Risk Assessment. Summarize and provide detailed information on risk, vulnerabilities, and the necessary countermeasures and recommended corrective actions. Compliance with attached **(RFP)**

DETAILED AND ITEMIZED PRICING

Include a line item fee breakdown by phase/deliverable; additionally estimates of travel expense or other anticipated expense. Specify expected recurring fees beyond the scope of the initial project. Pricing submitted by Vendor shall be honored by Vendor through the awarding of the contract.

APPENDIX: REFERENCES

Provide at least three current corporate or local non-profit references, including contact information, name of project and dates of project, for which you have performed similar work.

APPENDIX: PROJECT TEAM STAFFING

Include biographies, certifications and relevant experience of key staff and management personnel. Describe the qualifications and relevant experience of the types of staff that would be assigned to this project by providing biographies for those staff members. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.

APPENDIX: COMPANY OVERVIEW

Provide the following for your company:

- Official registered name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC and NAICS
- Vendor address, main telephone number, toll-free numbers, and facsimile numbers
- Key contact name, title, address (if different from above address), bios, direct telephone and fax numbers
- Person authorized to contractually bind the organization for any proposal against this RFP
- Listed Awards, Brief history, including year established and number of years your company has been offering IT Risk Assessments.
- Licensed to do business with local governments, non-profits and corporations in the state of South Carolina, USA
- Should not be under or anticipating corporate bankruptcy or have an unresolved judgment against the company

EVALUATION FACTORS FOR AWARD

CRITERIA

Any award to be made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items covered by the RFP.

SCOPE OF WORK

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses in the correct format.
2. The extent to which Vendor's proposed solution fulfills Goodwill Industries stated requirements as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal. (Costs submitted in Vendor's proposal shall be honored by vendor through the awarding of the contract.)

Goodwill Industries may, at its discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

REQUIREMENTS

Internal Network Assessment (Approximate)

- Number of network devices in target space: 400
- Number of workstations in target space: 300
- Number of cash registers in target space: 100
- MPLS Network
- 33 sites in Upstate/Midlands SC
- Main Data Center in Greenville, SC
- Disaster Recovery Data Center in Columbia, SC

Non-Collusion Affidavit**NON-COLLUSION AFFIDAVIT**

State of South Carolina
Greenville County

I, being first duly sworn, depose and say that:

1. He / She is the of , the offeror that has submitted the attached proposal;
2. He / She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
3. Such proposal is genuine and is not a **collusive** or **sham** proposal;
4. Neither the said offeror nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other offeror, firm or person to submit a **collusive** or **sham** proposal in connection with the contract for which the attached proposal has been submitted in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other offeror, firm or person to fix the price or prices in the attached proposal or of any other offeror, or to fix any overhead, profit or cost element of the proposal price of any other offeror or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Greenville or any person interested in the proposed contract; and
5. The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the offeror or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

Signature of offeror: _____

Date: _____

Title: _____

State of _____

County of _____

Subscribed and sworn before me,
this _____ day of , 20 _____

(SEAL)

Notary Public

My Commission Expires _____