



Request for Proposals

#5632LHC

TITLE:

***Provision of Vulnerability Assessment Against External Facing Web Site,
Internal Network Environment And Wireless Assessments And Perimeter
Assessment Which Includes Security Policies.***

Table of Contents

Introduction

1. Request for Proposal
2. Bid Receiving
3. Inquiries – Solicitation Stage
4. Format and Content of Proposal
5. Evaluation of Proposals
6. Cost Proposal
7. Basis of Selection
8. Deliverables
9. Contract period
10. General Terms and Conditions
11. Signature of Authorized Officers

Appendix “A” – Statement of Requirement

Appendix “B” – Technical Specifications

INTRODUCTION

Lakeridge Health Corporation (LHC)

Lakeridge Health Corporation is the regional health centre for Durham, with significant regional services for Cancer, Mental Health, Critical Care and Nephrology and has the second highest emergency volumes in the province with three (3) 24/7 emergencies. Lakeridge Health Corporation is organized into significant program focus of Emergency and critical care, maternal child (including a level 2 Neonate ICU), mental health, nephrology, medicine, surgery, cancer and Palliative which includes rehabilitation and complex continuing care services. Lakeridge has a staffing component of 3550 FTE's and over 500 doctors. Lakeridge Health Corporation has global operating revenues of \$273M.

Lakeridge Health Corporation is the third largest community hospital in Ontario, and consists of four (4) hospital sites, two (2) other residential sites and over 15 clinics throughout Durham. Three (3) of the hospitals are full-service acute hospitals with 24/7 emergency services. These are located in Port Perry, Bowmanville and Oshawa. In addition the Whitby Hospital will reopen in the fall of 2010, providing comprehensive rehabilitation and complex continuing care and nephrology services.

Lakeridge Health Corporation's fastest growing service is the regional cancer centre with radiation, systemic therapy and increasing cancer surgical services supported by Cancer Care Ontario. Other regional services include nephrology, palliative home care, substance abuse, crisis intervention, mental health, regional evaluation centre, head injury program, genetics, sexual assault, HIV clinic, cardiac rehab, stroke, diabetes, child/adolescent mental health, and eating disorders.

ELECTRONIC TENDERING WEBSITE

This tender is posted electronically. You can access the website as follows: **www.biddingo.com**. Please note that all addendums to the documents are also posted on this website during the tender period. It is vendor's responsibility to monitor the site and download all pertinent information.

1.0 REQUEST FOR PROPOSALS

Lakeridge Health Corporation **will consider entering into a vulnerability assessment services agreement for the implementation of the most acceptable proposal(s) in accordance with the evaluation factors set out in this RFP document.**

2.0 BID RECEIVING

Bids must be submitted to the following address:

Purchasing

**Lakeridge Health Corporate Office
850 Champlain Avenue
Oshawa, Ontario
L1J 8R2**

**Attention: Boris Tsinman
Joint Director, Procurement and Supply Chain**

Tel: (905) 576-8711 ext. 4432

Fax: (905) 721-4862

E-mail: btsinman@lakeridgehealth.on.ca

Bids must not be sent via e-mail. Bids and their envelopes should be clearly marked with the name and address of the proponent, the Request for Quotation number, and the project or program title.

Late submissions will not be accepted, will be considered a “Non-Response” and will not be evaluated.

Date and Time for proposal submissions: Bids must be received on or before 10 June, 2010, 14:00 EDST.

3.0 INQUIRIES - SOLICITATION STAGE

All inquiries regarding the bid solicitation must be submitted in writing to the Contracting Authority named above as early as possible within the bidding period. Inquiries must be received no less than **five (5) business days** before the bid closing date to allow sufficient time to provide a response. Inquiries received after that time may not be answered prior to the bid closing date.

To ensure consistency and quality of information provided to bidders, the Contracting Authority will post on the website **www.biddingo.com** any information with respect to significant inquiries received and the replies to such inquiries without revealing the sources of the inquiries.

All inquiries and other communications with health district officials throughout the solicitation/evaluation period are to be directed **ONLY** to the Contracting Authority named above of the bid solicitation/evaluation. Non-compliance with this condition during the bid solicitation/evaluation period can (for that reason alone) result in disqualification of your bid.

4.0 FORMAT AND CONTENT OF PROPOSALS AND RELATIVE WEIGHTS

Respondents are required to submit **three (3)** hard copies of their Technical Proposal (see Appendix "A" and "B"), one (1) copy of their Cost Proposal, and one (1) electronic copy on CD of the entire proposal,. **It is critical for respondents to note the following requirements for each of these submission sections:**

- (a) **Request for Proposal (RFP) document**
Duly completed and signed.
- (b) **Technical Proposal (70 points) See Appendix "A" and "B".**
Your Proposal addressing each of the criteria specified in this RFP.
- (c) **Cost Proposal (30 points)**
Your Cost Proposal addressing each of the cost elements specified in this RFP.

TOTAL: (maximum **100** points).

The price of bids will be evaluated in Canadian dollars, the Sales Tax excluded.

It is requested that the Cost Proposal be submitted unbound and sealed in a separate envelope that is clearly marked with the words: "Cost Proposal RFP #5632LH".

Costs shall not appear in any other area of the proposal except in the financial proposal section. Failure to do so WILL render proposal non-responsive.

5.0 EVALUATION OF PROPOSALS

Proposal Evaluation

General Information

Proposals will be examined to determine their compliance with the mandatory requirements as detailed in the Request for Proposals. Bidders are instructed to address each requirement in sufficient depth. Bids not meeting all of the mandatory requirements will be given no further consideration.

Technical Response – Refer to Appendix "A" and "B" for additional information

In order to demonstrate that the firm possesses the required qualifications, bidders **shall** provide, in addition to a profile of the company, a list of relevant projects completed, including a brief description of each project, and clients for whom the work was performed. Bidders **shall** demonstrate the understanding of the requirements stated herein.

Evaluation Process

The bid will be evaluated using the following process:

Stage 1 – Mandatory Criteria

The proposal must meet **all** of the following mandatory criteria and clearly demonstrate that these are met in a substantially unaltered form. If the proposal fails to meet **any one** (1) of these criteria, it will receive no further consideration during the evaluation process and be deemed non-compliant.

1. The proposal must clearly demonstrate the proponent's experience and ability to fulfill the service requirements identified.
2. Have sufficient number of resources experienced in Vulnerability assessment against external facing web site, internal network environment, and wireless assessments and perimeter assessment which includes security policies.

Stage 2 – Desirable Criteria (Rated)

If the proposal meets the Mandatory Criteria it will be further evaluated using the Desirable Criteria, see Appendix "A" and "B." Scores will be recorded for each criterion and a total score will be determined.

6.0 COST PROPOSAL

This section of the proposal shall include a breakdown of the costs for work detailed in Appendix "A" Statement of Requirement and Appendix "B". Your proposal must provide pricing in the format requested below.

Please provide an all-inclusive hourly rate for the positions outlined below and for any persons who may provide services that may be required as per "Appendix "A" and "B".

Personnel (describe role and function)	Level of effort (Hrs)	\$/Hr	Total cost
Expenses (see instructions below)			
Total Cost			

Travel and Project Expenses

Estimate the travel and living expenses associated with any proposed personnel who will need to travel to and from the primary work location, in order to perform the required work during the contract. Provide relevant details to support your estimates.

Other Expenses

Estimate any other project expenses that may be incurred, once the proposed personnel are onsite at the primary work location. These types of expenses will require **prior approval** from the client organization(s) after the contract begins and also must comply with LHC standards. These should be included in your estimated costs.

7.0 BASIS OF SELECTION

1. To be considered responsive, a bid must:
 - (a) Meet all the mandatory requirements of this solicitation;
and
 - (b) Obtain the required minimum of **70** percent of the points for the criteria which are subject to point rating. The rating is performed on a scale of **100** points.
2. Bids not meeting (a) or (b) above will be given no further consideration.
3. **The responsive bid that scores the highest number of rated points will be recommended for award of a contract. Lakeridge Health Corporation reserves the right to issue more than one contract against this Request for Proposals.**

8.0 DELIVERABLES

The following deliverables are required during the performance of the contract:

See Appendix "A".

9.0 CONTRACT PERIOD

Please provide your project plan which will determine the term of the resultant contract and will commence following selection of the preferred Respondent.

10.0 GENERAL TERMS AND CONDITIONS

Please indicate acceptance or rejection of each of the following terms and conditions. Any references to an "agreement" pertain to a purchase agreement arising from the award of this tender. This agreement shall contain these terms and conditions where applicable.

	Accept	Reject
RESPONDENT INSTRUCTIONS		
All information provided by Lakeridge Health Corporation shall be held in the strictest confidence by the Respondent.		
Lakeridge Health Corporation will, in turn, ensure that any fees and firm information shall remain confidential.		
All Request for Proposal respondents will be given equal access to information.		
Lakeridge Health Corporation reserves the right to request additional information from respondents.		
Lakeridge Health Corporation shall not be responsible for any costs incurred in the preparation or submission of the proposal		
Lakeridge Health Corporation reserve the right not to accept any tender for any reason, including, but not limited to lowest price.		
No oral, telephone or facsimile proposals will be considered.		

	Accept	Reject
<u>Contract</u>		
The Request for Proposal documents and any attachments hereto will form part of a contract. No verbal arrangements or agreements relating to the goods, materials, articles, equipment, work or services specified or called for under this document will be considered binding. Every notice, advice, or other communication pertaining thereto must be in writing and signed by a duly authorized person.		
<u>TERMS AND CONDITIONS</u>		
<u>Expenses</u>		
Any costs associated with preparing the response to this RFP are the sole responsibility of the Respondent.		
<u>Confidentiality & Non-Disclosure</u>		
All specifications and other important information furnished in connection with this RFP are confidential and are to be used for the sole purpose of completing submissions and are to be used for no other purpose unless prior written consent has been provided by LHC.		
Lakeridge Health Corporation may utilize all ideas and information submitted in responses to this RFP for its own use unless existing legal patent or proprietary rights, as stated and reserved by the Respondent, cover those ideas and information.		
Reasonable efforts will be used to limit access to those who have a need to know, subject always to all applicable laws governing, including, and without limitation, <i>The Freedom of Information and Protection of Privacy Act (Ontario)</i> and the <i>Personal Information and Protection and Electronic Document Act</i> and any future privacy legislation as may be enacted by the Province of Ontario. Respondents are advised that freedom of information and/or access to information requirements in force under the laws of Ontario may afford rights of production and inspection at the application of third parties.		
<u>Voluntary Participation</u>		
By responding to this RFP, each Respondent hereby acknowledges that it has reviewed the process, terms, conditions and reserved rights contained in this RFP, has voluntarily chosen to participate in this RFP subject to those procedures, terms, conditions, and reserved rights.		

ACKNOWLEDGED AND AGREED:

(Vendor Name)

Per: _____
(Authorized Signing Authority for Vendor)

(Date)

11.0 SIGNATURE OF AUTHORIZED OFFICERS

VENDORS CERTIFICATION AND ASSURANCES

This form must be attached to and form part of the Vendor's proposal for:

1. I/We make the following certification and assurances as a required element of the RFP that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions that apply to this RFP or the Agreement entered into pursuant to this RFP:
2. I/We certify that this bid is made without any connection, knowledge, comparison of figures or arrangement with any other company, firm or person making a bid for the same work and is in all respects fair and without collusion for fraud.
3. I/We agree to comply with all of the terms, conditions, and provisions as outlined herein, understanding that such conditions and provisions apply to this RFP of the Agreement entered into pursuant to this RFP.

Authorized Signature

Print/Type Name

Position

Date

Mailing Address of Vendor / Vendor:

Street _____ City _____

Province _____ Postal Code _____

Telephone Number _____

Fax Number _____

E-mail Address _____

Web Site _____

APPENDIX "A"

STATEMENT OF REQUIREMENT

Technical Response – Desirable Criteria (Rated)

Executive Summary

Provide a **1-2 page summary** of your Technical Response, highlighting the key features of your proposal. It should allow the Evaluation Team to quickly gain an overall perspective of your proposal, prior to reviewing it in detail.

Understanding of Requirements

Provide a 1-2 page summary of your understanding of the service requirements defined in this RFP. This content should be expressed in your own words and not simply recite the requirements as defined in this document.

Project Approach, Methodology & Plan

This section **must** outline the comprehensive approach to be followed in completing all aspects of the RFP. A detailed plan, outlining the methodology, specific activities planned, the timing and associated level of effort by personnel category or individual, **must** be provided for each task specified in this RFP. Sufficient detail is to be provided to allow a complete understanding of how the work is to be carried out. The team organization and the responsibilities of each team member **must** also be described.

Demonstrated Expertise and Resumes

Outline experience with comparable engagements.

Include biographies 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. Please fill in the Table provided in the Cost Proposal-see clause 6.0 above.

* * * * *

RFP Objectives and Project Scope

Background

Lakeridge Health Corporation, part of the Central East LHIN is a regional health care provider serving the Durham region and surrounding area. In addition, Lakeridge Health Corporation also provides hosting services for the Rouge Valley Health System, the Ross Memorial Hospital, and the Durham Cancer Care Centre. It has also has approximately 30 facilities in a number locations within its region. This RFP document serves as a request for Vulnerability assessment against external facing web site, internal network environment and wireless assessments and perimeter assessment which includes security policies.

Scope of Work

The proposal should address each of the following:

- External Network Vulnerability Assessment
- Internal Network Vulnerability Assessment
- DMZ or Network Architecture Design / Review
- Wireless Network Vulnerability Assessment
- Virtual Infrastructure Security Assessment
- Server Configuration Reviews
- Firewall and Router Configuration Review
- VPN Configuration Reviews
- User Remote Access Security Review
- Physical Access Security Review
- Information Security Policy and Procedure Review
- Security Awareness Program Review
- Incident Response Program Review
- Other. Suppliers to add any additional tasks which will be logical and beneficial to include.

Deliverables

At the conclusion of the assessment, LHC requires written documentation/report/recommendations of the approach, findings, and recommendations associated with this project. A formal presentation of the findings and recommendations may also be required. The documentation should consist of the following:

DETAILED REPORT AND RECOMMENDATIONS

A document developed for the use of LHC's technical staff which discusses: 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.

EXECUTIVE SUMMARY REPORT AND RECOMMENDATIONS

Please summarize in the report the scope, approach and methodology, findings and recommendations. Include descriptions of the types of reports used to summarize and provide detailed information on security risk, vulnerabilities, and the necessary countermeasures and recommended corrective actions. Include sample reports as attachments to the proposal to provide an example of the types of reports that will be provided for this engagement.

APPENDIX “B”

Technical Specifications

The following information should be used to determine the scope of this project and provide pricing for this engagement:

Internet IP address:

IP Address	Equipment	Port#	Vlan #	Description
69.42.184.96 /29	255.255.255.248			Network ID
69.42.184.97	Cisco 7600 Router	1 (100F)		Default Gateway (Internet) for both Network
69.42.184.98	Cisco 3550 L3 Switch		69	Default Gateway (VLAN 69) and Intercept the VLAN 76 Traffic
69.42.184.99	ASA5510 (Primary)	2 (100F)	69	Internet, Email (incoming), iconnect.lakeridgehealth.on.ca (Incoming)
69.42.184.100	ASA5510 (Standby)	3 (100F)	69	Internet, Email (incoming), iconnect.lakeridgehealth.on.ca (Incoming)
69.42.184.101	ASA5520 (Primary)	4 (100F)	69	Juniper SSL/ Cisco Client VPN Incoming
69.42.184.102	ASA5520 (Standby)	5 (100F)	69	Juniper SSL/ Cisco Client VPN Incoming
76.75.129.224 /29	255.255.255.248			Network ID
76.75.129.225	Cisco 3550 L3 Switch		76	Default Gateway (VLAN 76)
76.75.129.226	Test IP		76	For Test Equipment
76.75.129.227	Reserved		76	Test Probe
76.75.129.228	Cisco 3030 VPN	8 (100F)	76	remote1.lakeridgehealth.on.ca
76.75.129.229	Cisco 3030 VPN	9 (100F)	76	remote.lakeridgehealth.on.ca
76.75.129.230	Cisco 2811 Router	10 (100F)	76	PrivateNet (J.J. Wild)

Internet equipment:

2 x Cisco 6509 IDS2
 2 x ASA 5510
 4 x ASA 5520
 2 X Trends Micro Viruswall (2500)
 2 X Trends Micro Email Gateway
 2 X Trends Micro WEB Filtering
 2 x Juniper SSL (SA400)
 1 x Juniper SSL (SA2500)
 2 x Cisco 3030 VPN Concentrator

Wireless:

2 x Cisco 6509 WiSM
 1 x Cisco ACS 3.3
 1 X WLC
 1 X WSE
 250 x Cisco AP (LWAPP)

DMZ:

1 x DMZ – Client VPN/LAN-to-LAN/TDIS access (SSH) and incoming https (Juniper SSL - SA4000))

Internal Lan

Subnets

	115 Simcoe - 10.2.72.0/25 - eHealth
	115 Simcoe - 172.16.163.0/24
	1615 Dundas - 172.16.173.0/24 - Data
	1615 Dundas - 172.17.151.0/24 - Voice
	LHO-Lab - 172.16.128.0/24
	LHO-New-Servers-172.16.14.0/24
	LHC-Remote-WAN-172.16.165.0
	172.16.186.0
	172.16.188.0
	LHO-Hospital Network - 172.17.26.0/24
	180 Mary St - 192.168.13.0/255.255.0 - Pinewood-Port Perry
	200 King St - 192.168.14.0/24 - Pw-Bowmanville
	223 Brock - 172.16.172.0/24 - REC
	300 Centre - 192.168.4.0/24 - Pinewood
	419 King - 192.168.2.0/24 - Pinewood Mall
	58 Rossland - 172.16.164.0/24
	700 Gordon - 172.16.171.0/24 - WMH
	850 Champlain - 172.16.162.0/24 - main Floor
	850 Champlain - 172.16.174.0/24 - IT
	850 King - 172.16.161.0/24 - DMH
	95 Bayly - 172.16.169.0/24 - Pinewood Ajax
	Destiny Manor - 172.16.167.0/24 -
	LHB Vlan 80 - 172.16.79.0/24 - LHB Wireless
	LHB Vlan 85 - 172.16.80.0/20 - Main Network
	LHB Vlan 90 - 172.17.21.0/24 - EIMS
	LHO - Vlan 350 - 172.16.16.0/20 - Main Network
	LHO Vlan 100 - 172.16.1.0/24 - Cisco Devices
	LHO Vlan 101 - 172.16.15.0/24 - Windows Servers
	LHO Vlan 102 - 172.16.2.0/24 - F Wing
	LHO Vlan 103 - 172.16.3.0/24 - F Wing
	LHO Vlan 104 - 172.16.4.0/24 - F Wing
	LHO Vlan 105 - 172.16.5.0/24 - F Wing
	LHO Vlan 106 - 172.16.6.0/24 - F Wing
	LHO Vlan 107 - 172.16.7.0/24 - South Infil
	LHO Vlan 108 - 172.16.8.0/24 - New Windows Servers
	LHO Vlan 110 - 172.16.10.0/24 - Available
	LHO Vlan 130 - 172.16.13.0/24
	LHO Vlan 140 - 172.17.20.0/24 - EIMS1
	LHO Vlan 141 - 172.17.16.0/23 - EIMS2
	LHO Vlan 330 - 198.235.130.0/24 - Meditech Magics
	LHO Vlan 400 - 172.17.25.0/24 - PTR and Lab Analyzer
	LHO Vlan 401 - 172.17.200.0/24 - L3 Routing
	LHO Vlan 450 - 172.16.177.0/24 - North Wing
	LHO Vlan 451 - 172.16.178.0/24 - North Wing
	LHO Vlan 452 - 172.16.179.0/24 - North Wing
	LHO Vlan 453 - 172.16.180.0/24 - North Wing
	LHO Vlan 454 - 172.16.181.0/24 - DRCC-B1-1
	LHO Vlan 455 - 172.16.182.0/24 - DRCC-B1-2

 LHO Vlan 455 - 172.16.182.0/24 - DRCC-B1-2
 LHO Vlan 456 - 172.16.183.0/24 - DRCC-MC072
 LHO Vlan 457 - 172.16.184.0/24 - DRCC-2C151
 LHO Vlan 50 - 10.2.8.0 /24 - eHealth
 LHO Vlan 501 - 172.16.11.0/24 - COW
 LHO Vlan 503 - 172.17.150.0/24 - Wireless Phone
 LHO Vlan 504 - 172.17.149.0/24 - Wireless PDA
 LHO Vlan 580 - 192.168.50.0/24 - VPN
 LHO Vlan 620 - 172.16.129.0/24 - LHO-BA
 LHO Vlan 621 - 172.16.130.0/24 - VoiceMgt
 LHP Vlan 599 - 172.16.78.0/24 - Wireless
 LHP Vlan 600 - 172.16.96.0/24 - Main Network
 LHP Vlan 605 - 172.17.19.0/24 - EIMS
 LH-R_COW-172.16.211.0/24
 LHW-MGT
 LWw-TLR1 Vlan 447 172.16.52.0/24 - Trailer
 LWw-VLAN1 172.16.48.0/24 - Main Bld
 PRCC - 172.16.170.0/24
 RVC

* * * * *