

TOWN OF NEWINGTON, NH

August 16, 2021

Request For Proposals

Cyber Security Assessment

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SECTION ONE: INSTRUCTIONS TO RESPONDERS

The Town of Newington is asking for proposals for a Cyber Security Assessment of its Information Technology (IT) infrastructure for all Town operated departments.

By submitting a signed proposal, the proposing company warrants that it is sufficiently informed in all matters affecting the performance of this work; furnishing knowledge, labor, supplies, material and components needed in performing the specifications; that it has obtained copies of all necessary documentation; that it has made itself aware of all site-specific peculiarities; and that it is familiar with all field conditions; that it has properly and completely executed the bid documents; and that the prices are complete and a correct statement of performing the work and furnishing the knowledge, labor, supplies, materials and components specified by the RFP documents.

Qualifications:

- Contractor must have proven experience in the field of cyber security. Contractor must possess all applicable licenses and insurance coverage required to perform the work as required.
- Contractor must have knowledge and experience with all current running operating systems of the Town, and the usual and customary industry standards in conducting security assessments of those systems.
- All Contractor labor must be direct employees of the Contractor, or direct employees of a Sub-contractor if working under the Contractor. Contractor shall be under direct contract with the Town of Newington and work must be closely coordinated with the Town of Newington Town Administrator or their designee.
- The Town reserves the right to accept or reject any or all proposals and to accept the proposal deemed to be in its best interest.

Proposal Postponement or Amendment:

The Town of Newington reserves the right to amend or postpone any portion of the Request for Proposal (RFP). Copies of such amendments shall be furnished to all prospective Contractors via the Town's website and email when possible. Where such amendments require changes in the scope of services, the final date for submission may be postponed.

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Cost of Proposal Preparation:

Any costs incurred by Contractors responding to this Request for Proposal in anticipation of receiving a contract award shall be the responsibility of the Contractor. The Town of Newington shall not reimburse the Contractor for any such expenses.

Contract Documentation:

Any contract resulting from this solicitation shall contain the terms and conditions included in this RFP, the successful proposal, and any addenda issued pursuant thereto.

Inquiries:

Questions concerning this RFP shall be directed to:

Paul R. Deschaine
Project Manager
Town of Newington,
Office: 603-436-7640
Cell: 603-944-3146
pdeschaine@townofnewingtonnh.com.

SUBMISSION INSTRUCTIONS:

Proposals must be received by **email** by the Town of Newington Town Administrator at the Town of Newington Town Hall, by 4:00 PM on Monday, August 30, 2021.

Email Addresses:

An electronically secured and signed PDF copy of the proposal must be emailed to mroy@townofnewingtonnh.com and to pdeschaine@townofnewingtonnh.com.

Any additional physical copies can be delivered to the following address:

Mailing/Street Address (USPS, UPS, Or FedEx)

Town of Newington
c/o Town Administrator
205 Nimble Hill Road
Newington N.H. 03801

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Signature Requirements:

Proposals must be signed by a duly authorized official of the contractor. Proposal terms shall be valid for a period of ninety (90) days from receipt by the Town of Newington.

SECTION TWO: GENERAL DESCRIPTION OF THE SCOPE OF WORK

Conduct a comprehensive Cyber Security Assessment of Windows OS-based workstations, servers, and networks to maximize the security of our systems by evaluating current system processes and configurations; policies and training; and, to make recommendations for improvements to these systems based on the assessment. This project is part of the Town's risk management effort to ensure the security and privacy of the electronic data in its possession.

Summary of Current Systems Environment:

There are four (4) servers distributed between four (4) departments (Town Hall, Police, Fire, and Library) with 40-50 endpoints in total.

There are four (4) town website remotely hosted on behalf of each of the departments. All four (4) departments use content management systems to manage their respective sites.

General Desired Outcomes: The outcomes from this assessment are generally as follows:

1. Creating an organizational culture that places an importance on cybersecurity.
2. Policies to provide employees with cybersecurity guidance.
3. A training program that effectively trains employees with regularity and timeliness.
4. Sound contract terms with outside vendors clarifying expectations regarding IT services vs. cybersecurity responsibilities (e.g. daily off-site backups with weekly verification at least, anti-virus on all machines, access to network scan tools, segmented network, etc.)
5. Invest in necessary technology and set it up correctly.
6. A stable risk management environment appropriate to the data being stored.

Required Specifications of Services:

1. Industry Standards – The following industry standards in their most recent rendition, when relevant to municipal operations, should be used as part of the methodology employed, and shall be clearly cited when referenced as either a practice and/or a recommendation. The following standards are not necessarily an exhaustive list nor are respondents limited to only the standards stated:
 - a. CIS Controls (IG1 minimum)
 - b. NIST Cyber Security Framework and Special Publications
 - c. ISO 27000
 - d. SSAE 18
 - e. CJIS
 - f. HIPPA
 - g. GDPR
 - h. PCI Data Security Standards
 - i. CyberGRX
 - j. GLBA

Any industry standard to be used as part of a respondent’s methodology, other than the ones stated above, shall be clearly stated in their proposal along with identification of the source of the standard and its relevancy to municipal operations.

2. Recommendations – Any recommendations made must have a priority rating attached to it. The priority rating should describe the recommendation in terms of a) immediate action needed, b) short-term (6-12 months) actions needed, c) long-term (13+ months) to address.
3. Progress Reports – Provide periodic monthly written and/or oral progress reports.

SECTION THREE: ORGANIZATION AND CONTENT OF PROPOSALS

Proposals shall contain a straightforward, concise delineation of the Contractor's capability to satisfy the requirements of the Request for Proposal. Each proposal shall be submitted in the requested format and include all pertinent information necessary to evaluate the submission.

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The Project will encompass two phases with one being completed and invoiced by 12/31/2021 while the second phase will occur during Fiscal Year End of 12/31/2022 subject to future funding in calendar year 2022. The phases will include the following:

Phase I: (There is a fiscal limit of \$3,500 on this phase of the project)

- a) Network scans – the purpose is to evaluate system vulnerabilities and configurations.
- b) Policy review – the purpose is the review existing operating policies and critique their completeness and effectiveness against the current industry standards.
- c) Outline of an Incident Response Plan – the purpose is to start the creation of Response Plan according to the relevant departmental industry standards.

Phase II:

- a) Penetration Testing – the purpose is to identify system security strengths and weaknesses from outside intrusion using relevant and current industry standards.
- b) Employee Interviews – the purpose is to determine personnel’s readiness to respond to different system threats and knowledge of existing policies/practices and the need for future training relative to the relevant industry standards regarding their position.
- c) Incident Response Plan – the purpose is to flesh out the actual Response Plan using the Outline created in Phase I of the Project. The Response Plan should include a Business Continuity component.

Proposal Contents:

Contractors shall adhere to the following organization in the development and submission of the proposal:

1. Identification of the Submitting Entity - State the name of the firm, mailing address, telephone number, facsimile number, email address and authorized individual to negotiate on behalf of the firm.
2. Project Teams – Identify the project team members and their positions in the team. Outline the responsibilities of each member. Include any anticipated subconsultants within the project team. Identify the experience and qualifications of the individual team members.

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3. Methodology – A brief description of the methodology being proposed to comply with the scope of work to include citing relevant industry standards being employed, timetable involved, estimated completion date, Contractor responsibilities and Town responsibilities in completing the tasks described.
4. Methodology Phasing and Pricing – Proposals shall be broken down into Phase I and Phase II tasks with the respective proposed costs for each Phase.
5. References - Provide a list of past clients for which your firm has provided service of a similar nature. For each reference include a contact name, phone number and address. Briefly describe the service provided for each reference. Include a minimum of two references and no more than four.

Acceptance:

Each proposal shall be submitted with the understanding that the acceptance in writing by the Town of Newington of an offer to furnish the services described in the proposal shall constitute a contract between the Contractor and the Town of Newington, which shall bind the Contractor to furnish and deliver the services in accordance with the conditions and specifications of said accepted proposal. This shall not negate the option of the Town of Newington to further negotiate with the selected Contractor.

Right to accept or reject - The Town of Newington reserves the right to accept the proposal deemed to be in its best interest, or to reject any and all proposals. The Town of Newington reserves the right to enter into a contract with any Contractor based solely upon the initial proposal, or on the basis of the best and final offer without conducting interviews.

Payment Schedule:

The selected Contractor will be paid monthly based on the prorated amount of completed work. When payment is due, the Contractor shall submit an invoice with terms of net 30.

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