REQUEST FOR PROPOSAL
Information Technology Security Audit
RFP#UCA-15-072

PROPOSALS MUST BE RECEIVED BEFORE:
11:00 A.M. Central Time on Thursday, February 26, 2015

Proposal Delivery Address:
University of Central Arkansas
2125 College Ave. Suite 2
Purchasing Dept.
Conway, AR 72034

Proposal Opening Location:
University of Central Arkansas
2125 College Ave. Suite 2
Purchasing Dept.
Conway, AR 72034
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INTRODUCTION AND BACKGROUND

PURPOSE OF THE REQUEST FOR PROPOSAL

The University of Central Arkansas is issuing this Request for Proposal ("RFP") for the purpose of acquiring information technology security audit reporting from a single vendor.

The University of Central Arkansas is interested in obtaining a vendor to conduct security assessments.

- Examples are, but are not limited to:
  - Network Penetration Test
  - Social Engineering
  - Internal Security
  - Remote Access
  - Web Application Testing
  - Quarterly Vulnerability Testing
  - ACH and PCI Auditing
  - Reporting/Recommendations

- Gain a better understanding of potential corporate network vulnerabilities that may be visible from the Internet.

- Determine if the current wireless network is configured securely.

- Evaluate the security associated with public self service web applications that are used by The University of Central Arkansas’s customers.

These activities are part of the University of Central Arkansas’s ongoing risk management program and are focused on identifying the risk level the University of Central Arkansas is currently exposed to so that an appropriate set of responses to those threats can be developed.

The University of Central Arkansas is seeking to identify and select an outside independent organization to perform the activities listed above. The remainder of this document provides additional information that will allow a service provider to understand the scope of the effort and develop a proposal in the format desired by the University of Central Arkansas.
ADMINISTRATIVE

TECHNICAL CONTACT
Any questions concerning technical specifications or Statement of Work (SOW) requirements must be directed to:

<table>
<thead>
<tr>
<th>Name</th>
<th>Dr. Christopher Davis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>201 Donaghey Ave. Burdick Hall 107 Conway, AR 72035</td>
</tr>
<tr>
<td>Phone</td>
<td>(501) 450-3117</td>
</tr>
<tr>
<td>FAX</td>
<td>(501) 450-5365</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cdavis@uca.edu">cdavis@uca.edu</a></td>
</tr>
</tbody>
</table>

CONTRACTUAL CONTACT
Any questions regarding contractual terms and conditions or proposal format must be directed to:

<table>
<thead>
<tr>
<th>Name</th>
<th>Cassandra McCuien-Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>2125 College Ave Suite 2 Conway, AR 72034</td>
</tr>
<tr>
<td>Phone</td>
<td>(501) 450-3173</td>
</tr>
<tr>
<td>FAX</td>
<td>(501) 450-5020</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cmccuien@uca.edu">cmccuien@uca.edu</a></td>
</tr>
</tbody>
</table>

DUE DATES
All proposals are due by 11:00 am on 02/26/2015. 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.
## SCHEDULE OF EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RFP Distribution to Vendors</td>
<td>1/28/2015</td>
</tr>
<tr>
<td>2. Questions from Vendors about scope or approach due</td>
<td>2/4/2015 by 4:00 p.m.</td>
</tr>
<tr>
<td>3. Responses to Vendors about scope or approach due</td>
<td>2/5/2015 by 4:00 p.m.</td>
</tr>
<tr>
<td>4. Proposal Due Date</td>
<td>2/26/2015</td>
</tr>
<tr>
<td>6. Target Date for Review of Proposals</td>
<td>2/26/2015</td>
</tr>
<tr>
<td>8. Anticipated decision and selection of Vendor(s)</td>
<td>3/2/2015</td>
</tr>
<tr>
<td>9. Anticipated commencement date of work</td>
<td>3/5/2015</td>
</tr>
</tbody>
</table>
GUIDELINES FOR PROPOSAL PREPARATION

PROPOSAL SUBMISSION

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

The University of Central Arkansas reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential 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 more than one contract.

Vendor’s proposal 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 the University of Central Arkansas evaluation of the Vendor’s proposal.

In order to address the needs of this procurement, the University of Central Arkansas encourages Vendors to work cooperatively in presenting integrated solutions. Vendor team arrangements may be desirable to enable the companies involved to complement each other’s unique capabilities, while offering the best combination of performance, cost, and delivery for the Network Penetration Test being provided under this RFP. The University of Central Arkansas will recognize the integrity and validity of Vendor team arrangements provided that:

- The arrangements are identified and relationships are fully disclosed, and
- A prime Vendor is designated that will be fully responsible for all contract performance.

Vendor’s proposal in response to this RFP will be incorporated into the final agreement between the University of Central Arkansas and the selected Vendor(s). The submitted proposals are suggested to include each of the following sections:

1. Executive Summary
2. Approach and Methodology
3. Project Deliverables
4. Project Management Approach
5. Detailed and Itemized Pricing
6. Appendix: References
7. Appendix: Project Team Staffing
8. 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.

SCOPE, APPROACH, AND METHODOLOGY
Include detailed testing procedures and technical expertise by phase. This section should include a description of each major type of work being requested of the vendor. The proposal should reflect each of the sections listed below*:

- Network Penetration Testing
- Social Engineering
- Internal Security
- Remote Access
- Web Application Testing
- Quarterly Vulnerability Testing
- ACH and PCI Auditing
- Reporting/Recommendations

*Please note this is not a guaranteed number of reports that may or may not be required. In the vendor’s price proposal, please indicate the hourly fee for additional requested services.

DELIVERABLES
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.

PROJECT MANAGEMENT APPROACH
Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.

DETAILED AND ITEMIZED PRICING
Include a fee breakdown by project phase and estimates of travel expenses.

APPENDIX: REFERENCES
Provide three current references for which you have performed similar work.
APPENDIX: PROJECT TEAM STAFFING
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. 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 numbers, address, main telephone number, toll-free numbers, and facsimile numbers.
- Key contact name, title, address (if different from above address), direct telephone and fax numbers.
- Person authorized to contractually bind the organization for any proposal against this RFP.
- Brief history, including year established and number of years your company has been offering Information Security Audit Testing.
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.

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. 10%
2. The extent to which Vendor’s proposed solution fulfills the University of Central Arkansas’s stated requirements as set out in this RFP. 25%
3. An assessment of the Vendor’s ability to deliver the indicated service in accordance with the specifications set out in this RFP. 25%
4. The Vendor’s stability, experiences, and record of past performance in delivering such services. 10%
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed. 15%
6. Overall cost of Vendor’s proposal. 15%

The University of Central Arkansas may, at their discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such prospective Vendors.
SCAPE OF WORK

REQUIREMENTS
The following information should be used to determine the scope of this project and provide pricing for this engagement:  (Fill in the appropriate information for the scope of this project, providing as many details as possible about the targets of the assessment. The rows in the table below provide a few examples for various types of assessments. This is not a guaranteed number of reports that may or may not be required. In the vendor’s price proposal, please indicate the hourly fee for additional requested services.)

<table>
<thead>
<tr>
<th>Network Penetration Test</th>
<th>Evaluates the network perimeter and firewall from the perspective of an outside attacker with no inside knowledge of the network. In my opinion, this is our biggest threat and would be the most valuable part of the audit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Engineering</td>
<td>Tests a number of users with email/telephone based attacks designed to get insider information. In most cases, users will be called or sent messages asking them for their account name, password, and/or other information that would be useful to an attacker.</td>
</tr>
<tr>
<td>Internal Security</td>
<td>Tests the network from the perspective of someone who has access from the inside, such as an employee or student. This test looks at user access permissions, server update and patch levels, and other vulnerabilities that are specific to an “insider” threat.</td>
</tr>
<tr>
<td>Remote Access</td>
<td>Evaluates methods used to provide remote access for off-campus users such as VPN, dial-in services, or other means.</td>
</tr>
<tr>
<td>Web Application Testing</td>
<td>Used to test web apps for vulnerability to the top 10 most common exploits and also evaluates network intrusion detection systems. This test is for up to 5 web applications that we choose.</td>
</tr>
<tr>
<td>Quarterly Vulnerability Testing</td>
<td>Repeats the external penetration test (as described in item 1 above) on an ongoing basis. This quarterly report will allow us to monitor changes to our externally available services.</td>
</tr>
<tr>
<td>ACH and PCI Auditing</td>
<td>Performed after initial auditing has been completed and UCA has had the opportunity to institute preventative/corrective actions and measures to address any found issues.</td>
</tr>
<tr>
<td>Reporting/ Recommendations</td>
<td>Please explain how the data collected and any resulting recommendations will be reported back to UCA.</td>
</tr>
</tbody>
</table>

DELIVERABLES
At the conclusion of the assessment, University of Central Arkansas requires written documentation of the approach, findings, and recommendations associated with this project. A formal presentation of the findings and recommendations to senior management may also be required. The documentation should consist of the following:
DETAILED TECHNICAL REPORT
A document developed for the use of University of Central Arkansas 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
A document developed to summarize the scope, approach, findings and recommendations, in a manner suitable for senior management.
OFFICIAL PRICING SHEET

<table>
<thead>
<tr>
<th>REPORT</th>
<th>HOURLY FEE</th>
<th>NO. OF HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Penetration Test</td>
<td></td>
<td></td>
</tr>
<tr>
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<tr>
<td>ACH and PCI Auditing</td>
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</tr>
</tbody>
</table>

Please be sure to indicate the hourly fee for any additional reports or services that may be requested. ___________________________________________

Other Cost (if applicable, list) __________________________

Vendor Name: _________________________________________________

Address: _____________________________________________________

City: ____________________________ State: _______ Zip: _______ Phone: _____________

Fax: _____________________________ Email: _______________________

Signature of Authorized Official: _________________________________

NOTE:

1. The University of Central Arkansas will not be obligated to pay any cost not identified on the Official Bid Price Sheet.

2. Any cost not identified by the bidder but subsequently incurred in order to achieve successful operation of the equipment will be borne by the bidder.