

**LAS VIRGENES MUNICIPAL WATER DISTRICT**

4232 Las Virgenes Road, Calabasas, California 91302



***REQUEST FOR QUALIFICATIONS***

***For***

***Information Systems Security Assessment Services***

**Proposal Issue Date**

***1/11/20016***

**Proposal Submittal Due Date**

***2/22/2016***

Documents available online at:  
[www.lvmwd.com](http://www.lvmwd.com)

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REQUEST FOR QUALIFICATIONS**

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## **I. INTRODUCTION**

### **A. General Information**

The Las Virgenes Municipal Water District (District) serves the western edge of Los Angeles County including the cities of Agoura Hills, Calabasas, Hidden Hills and Westlake Village. The district occupies 122 square miles and services a population of approximately 70,000. The District provides potable water, recycled water, and sanitation (wastewater) services to its customers through three separate enterprise funds. The sanitation and recycled water services are provided through a Joint Powers Authority with the Triunfo Sanitation District.

Las Virgenes Municipal Water District is organized under the Municipal Water District Act of 1911 (California Water Code 7100). A five-member board of directors, each elected by geographic divisions, provides governance. Directors serve overlapping four-year terms, and every two years - concurrent with installation of the newly elected board – they select board officers. The board also selects a local representative from LVMWD to serve on the Board of Directors of the Metropolitan Water District of Southern California.

The District is requesting proposals from qualified firms to provide Information Security Assessment Services. The goal of the engagement is to conduct a comprehensive review of District's current Information Security. Services include an assessment of external and internal network security, penetration testing, firewall and other related security assessments services.

To be considered, five copies of a proposal must be received by **5:00 p.m. on 2/22/2016** addressed to:

Harold Matthews  
Information System Manager  
Las Virgenes Municipal Water District  
4232 Las Virgenes Road  
Calabasas, CA 91302

**Proposals received after the above date and time will not be considered.**

## **B. Background**

The Las Virgenes Municipal Water District (District) is comprised of three departments with executive oversight from the General Manager. The Facilities and Operations Department has operational responsibility for the District's three enterprises: potable water, recycled water, and sanitation. The Resource Conservation and Public Outreach Department has responsibility for conservation programs, public affairs and communications, and customer service that includes billing and meter reading. The Finance & Administration Department has responsibility over Finance, Human Resources and Information Systems. Additionally, the District serves as the Administrative Agent for the Las Virgenes/Triunfo Joint Powers Authority which provides sanitation services (wastewater treatment and composting) for the District.

The Finance and Administration Department is responsible for supporting the operations of the District by providing information technology, human resources support, as well as traditional finance functions (accounts payable, budget, payroll, purchasing, budgeting, and warehouse operations).

## **C. Existing Technology Environment**

The Information Systems Division is responsible for the management of all information technologies. IS is responsible for all upgrades of hardware and software to ensure functionality with existing infrastructure. IS manages the budgeting, purchasing, and deployment of all hardware, software, and maintenance.

The following is a brief description of the current IS environment:

- 3 SCADA servers running Wonderware Intouch 9.5, Windows 2000-2003 SCADA SQL servers running Wonderware InSQL 10.5, Windows 2008 R2
- Oracle's JD Edwards EnterpriseOne version 9.0 running on an AS/400
- Advanced Utilities System Customer Information System (CIS)
- 18 servers running Windows Server 2003, 2008 R2, and 2012
- 2 Virtual hosts
- 3 Remote sites connected by MPLS lines for voice and data
- 5 remote SCADA sites connected by MPLS lines
- Over 100 desktop computers, 16 laptops, and 10 SCADA laptops
- Over 33 printers
- Palo Alto and Cisco firewalls, Cisco and Juniper switches, and Cisco routers

Upon execution and return of the Non-Disclosure Agreement included in Attachment 1, prospective vendors will receive a network diagram of the district's infrastructure.

## **D. Term of Engagement**

It is anticipated that the engagement will be completed within 2 months. The following are proposed milestones. Your proposal must include a detailed schedule of milestones that allows the assessment to be completed by 5/9/2016.

RFQ Released	1/11/2016
Last Date for Questions	2/10/2016 by 5:00 PM
Proposal Due Date	2/22/16 by 5:00 PM
Award of Contract	3/8/2016 Board Meeting
Review Completed	5/9/2016

The selected consultant will prepare biweekly updates that may be presented verbally or in writing.

## II. SCOPE OF SERVICES

### A. General

The District is requesting proposals from qualified firms to provide Information Security Assessment Services. The goal of the engagement is to conduct a comprehensive review of District's current Information Security. Services include an assessment of external and internal network security, penetration testing, firewall and other related security assessments services.

The district would like to take a phased approach to the security assessment. Based on the results of Phase 1, the District anticipates engaging the selected firm or firms to complete additional work described in Phase 2 below.

Vendors should propose the plan they feel will best meet the district's objectives.

### B. Phase 1 - Vulnerability Assessments and Penetration Testing Services

Vulnerability assessments and penetration testing services will be used to identify and validate configuration and/or technical flaws within a given system or network (e.g. firewalls, routers, etc.).

The vendor will conduct penetration testing to determine vulnerabilities and compromises on the network. At minimum, the testing will include the following:

1. External Network Vulnerability Assessment and Penetration Testing
2. Internal Network Vulnerability Assessment and Penetration Testing
3. SCADA Network Vulnerability Assessment and Penetration Testing
4. Web Application Penetration Testing
5. Wireless Network Assessment and Penetration Testing

### **C. Phase 2 - Additional Work**

Following completion of the vulnerability assessments and penetration testing, the District anticipates that an additional scope of work will be formulated based on the results and may include:

1. DMZ or Network Architecture Designs / Reviews
2. Virtual Infrastructure Security Assessment
3. Firewall and Router Configuration Reviews
4. VPN Configuration Reviews
5. Voice over IP security Assessment
6. Assessment and development of a plan of action to address any vulnerabilities discovered during Phase 1.

### **D. Deliverables**

Upon completion of the agreed upon tests and reviews, the vendor shall provide to the district written reports on the penetration and vulnerability assessments, including specific recommendations to mitigate existing risks.

## **III. PROPOSAL REQUIREMENTS**

### **A. General Requirements**

#### **1. Inquiries**

Inquiries concerning the request for qualifications **must be received in writing by 5:00 p.m. on 2/10/2016 to [hmatthews@lvmwd.com](mailto:hmatthews@lvmwd.com)** or

Harold Matthews  
Information Systems Manager  
Las Virgenes Municipal Water District  
4232 Las Virgenes Road, Calabasas, CA 91302

Answers to questions received will be posted online no later than 2/15/2016 at <http://www.lvmwd.com/i-want-to-do-business-with-lvmwd/non-public-works-formal-bids>. It is the proposer's responsibility to ensure that they access and review any questions and answers posted. The District is not responsible to notify individual potential bidders of the availability of questions and answers beyond this notice.

**CONTACT WITH PERSONNEL OF THE DISTRICT OTHER THAN ABOVE REGARDING THIS REQUEST FOR QUALIFICATIONS MAY BE GROUNDS FOR ELIMINATION FROM THE SELECTION PROCESS.**

2. Addendums – The District may post Addendums to the RFQ online at the District’s website ([www.lvmwd.com](http://www.lvmwd.com)). It is the potential proposer’s responsibility to access any addendums and ensure that stated requirements are met.

## **B Submission of Proposals**

***The following material is required to be received by 5 p.m.,  
2/22/2016 for a proposing firm to be considered:***

Five (5) copies of the Proposal to include the following:

1. Title Page

Title page showing the request for qualifications' subject; the firm's name; the name, address and telephone number of a contact person; and the date of the proposal.

2. Table of Contents

3. Transmittal Letter

A signed letter of transmittal briefly stating the proposer's understanding of the work to be done, the commitment to perform the work within the time period, a statement why the firm believes itself to be best qualified to perform the engagement and a statement that the proposal is a firm and irrevocable offer for 90 days.

4. Key Personnel

Describe the staffing model your firm will use to fulfill the Scope of Work. Provide resumes of all key personnel who will be assigned to the District. Any changes to the key personnel must be approved by the District prior to award.

5. References

List a minimum of three (3) references for whom comparable services were provided for agencies of similar size within the last three (3) years. Provide names and contact information as well as a summary of key results achieved. Additionally, sample(s) of a report of a similar scope should be provided.

6. Qualifications and Experience

Describe your firm’s qualifications to complete this Scope of Work. Explain why your firm is the best to deliver this Scope of Work and provide examples of your

firm's work. This section must include documentation of the following:

- a) The firm is licensed to practice in California.
- b) An affirmative statement that the firm has no conflict of interest with regard to any other work performed by the firm for the District.

#### 7. Detailed proposal

Fully describe the services your firm will perform, and the methodologies you will follow to meet the criteria outlined in this RFQ.

Provide a proposed schedule for all phases of the project.

#### 8. Costs

Costs proposals must include a "Not to Exceed" amount for each item in the proposal as well as a breakdown of hourly rates by position that will be assigned to the District. Any cost not explicitly proposed will be ineligible for payment.

### V. EVALUATION PROCEDURES

#### A. Review of Proposals

Proposals submitted will be evaluated by key District personnel. The District reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

#### B. Evaluation Criteria

Proposals will be evaluated using three sets of criteria. Firms meeting the mandatory criteria will have their proposal evaluated for both technical qualifications and price. The following represent the principal selection criteria which will be considered during the evaluation process.

##### 1. Mandatory Elements

- a) The firm is licensed to practice in California.
- b) The firm has no conflict of interest with regard to any other work performed by the firm for the District.
- c) The firm adheres to the instructions in this Request for Qualifications on preparing and submitting the proposal.



**2. Technical Qualifications**

- a) The firm's past experience and performance on comparable engagements.
- b) The quality of the firm's professional personnel to be assigned to the engagement and the quality of the firm's management support personnel to be available for technical consultation.
- c) Quality of the plan and approach to complete the Scope of Services.
- d) Demonstrated results of projects with similar Scopes of Service.

**3. Costs:**

Cost of completing the required Scope of Services. The District will select the firm with the highest overall ranking after considering both technical qualifications and price. For this RFQ, Technical Qualifications will have a higher weight than Price.

**C. Oral Presentation**

During the evaluation process, the District may, at its sole discretion, request any one, all, or no firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the District may have on a firm's proposal. Not all firms may be asked to make such oral presentations.

**D. Final Selection**

The District will recommend a contract to the Board based upon the recommendation of District staff reviewing the proposals.

**VI. CONDITIONS GOVERNING THE REQUEST FOR QUALIFICATIONS**

**A. Right to Reject Proposals**

Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Qualifications unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the District and the firm selected.

The District reserves the right without prejudice to reject any or all proposals.

**B. Receiving Time / Late Proposals**

It is the responsibility of proposer to see that their proposal is submitted with sufficient time to be received by the District prior to the proposal closing time. Late proposals will be returned unopened to the sender. Postmarks are not accepted, all responses must be received by the District by the deadline.

**C. Acceptance of Conditions Governing this RFQ**

Submission of a proposal constitutes acceptance of the Evaluation Factors contained in this RFQ.

**D. Incurring Cost**

Any cost incurred by the proposer in preparation, transmittal, presentation of any proposal or material submitted in response to this RFQ shall be borne solely by the proposer. Any cost incurred by the proposer for set up and demonstration or for interviews shall be borne solely by the proposer.

**E. Proposer's Rights to Withdraw Proposal**

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. Any request must be submitted in writing.

**F. Sub-consultants**

Use of sub-consultants must be clearly explained in the proposal and identified by name. Prime consultants shall be wholly responsible for the entire performance whether or not sub-consultants are used. Substitution of sub-consultants must be approved in writing by the District.

**G. Best and Final Offer**

The District reserves the right to request Best and Final Offers from any or all proposers. This will be the only opportunity to amend or modify proposals based on feedback from the District. Information from competing proposals will not be disclosed to other proposers prior to submission of a Best and Final Offer.

**H. Disclosure of Proposal Contents**

All proposals are subject to the provisions of the California Public Records Act, California Government Code section 6250 et seq., and any information submitted with a response is a public record subject to disclosure, unless a specific exemption applies.

**I. Manner of Payment**

Progress payments will be made on the basis of hours of work completed during the course of the engagement and out-of-pocket expenses incurred in accordance with the firm's cost proposal. Interim billings shall cover a period of not less than a calendar month.

**J. Insurance**

Proposer shall maintain such insurance as will protect it from claims under Workers' Compensation laws, and such liability insurance as will protect against claims for damages for bodily injury, including death, and damages to property in accordance with the terms of the Agreement. Coverage of which is to be no less than \$1,000,000/\$2,000,000 per occurrence/aggregate, with the District named as an additional insured.

The proposing firm must be willing and able to obtain an errors and omissions insurance policy for coverage of no less than \$1,000,000 per occurrence for the willful or negligent acts of the firm and its officers, employees and agents. Proposer shall maintain evidence of coverage in an updated form during the term of the Agreement.

## Attachment 1 - Non-Disclosure Agreement

In conjunction with the RFQ Information Security Assessment Services, (hereinafter “RFQ”), it is understood and agreed that the Las Virgenes Municipal Water District is the owner and proprietor of certain confidential information listed in Section 1 below (hereinafter “Confidential Information”). It is necessary that the undersigned (hereinafter “Recipient”) be provided with this Confidential Information in order for the Recipient to adequately prepare a proposal in conjunction with the RFQ. It is understood that this information is only being provided to the Recipient in accordance with and subject to the terms of this Non-Disclosure Agreement (“NDA”).

The Recipient, by signing this NDA, agrees that the information listed in Section 1 shall be kept strictly confidential. To ensure the protection of such information, the privacy of the Las Virgenes Municipal Water District’s customers, and to preserve any confidentiality necessary for safe operations of the Las Virgenes Municipal Water District, the Recipient hereby agrees that:

1. The Confidential Information to be disclosed as provided herein is described as follows:
  - Appendix A: Las Virgenes Municipal Water District Network Diagram
  - Any and all confidential information identified as such in all addendums released as part of the RFQ process.
2. The Recipient shall use the Confidential Information for the sole and limited purpose of preparing and submitting a proposal in response to the RFQ. The Recipient shall keep such Confidential Information in the strictest confidence and shall limit the disclosure of the Confidential Information to its directors, officers, partners, members, employees and/or independent contractors having a need to know for the preparation of the RFQ and who are directly involved with the proposal preparation and submission.
3. Not less than thirty (30) days after submission of the Recipient’s proposal, Recipient shall permanently destroy *any and all* hard copies of the Confidential Information and shall permanently destroy and delete *any and all* Confidential Information which has been electronically stored.
4. This NDA shall be binding upon and inure to the benefit of the parties and their successors and assigns, and upon any subsidiary, affiliate or parent of the Recipient either now or in the future.
5. This NDA shall in all respects be subject to and construed in accordance with and governed by the laws of the State of California.

6. Recipient acknowledges that the district has the right to seek injunctive relief upon the violation, or threatened violation, of the terms of this NDA, in addition to all other rights and remedies available in law or in equity.
7. This NDA states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this NDA must be made in writing and signed by the parties.
8. If any of the provisions of this NDA are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the NDA as a whole.

WHEREFORE, the parties acknowledge that they have read and understand this NDA and voluntarily accept the duties and obligations set forth herein.

<b>Recipient of Confidential Information:</b>	<b>Las Virgenes Municipal Water District:</b>
Name (Print): _____	Name (Print): _____
Title: _____	Title: _____
Signature: _____	Signature: _____
Date: _____	Date: _____