



## RFP No: 3735

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INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until **August 19, 2014 @ 3:00 p.m.** Central Time for the acquisition of the products/services described below for **Mississippi Department of Information Technology Services.**

**Security assessment services**

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**The Vendor must submit proposals and direct inquiries to:**

Debra Spell  
Technology Consultant  
Information Technology Services  
3771 Eastwood Drive  
Jackson, MS 39211  
(601) 432-8132  
Debra Spell@its.ms.gov

To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. The following must be clearly typed on a label affixed to the package in a clearly visible location:

PROPOSAL, SUBMITTED IN RESPONSE TO  
RFP NO. 3735  
due August 19, 2014 @ 3:00 p.m.,  
ATTENTION: Debra Spell

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**Craig P. Orgeron, Ph.D.**  
**Executive Director, ITS**

## ITS RFP Response Checklist

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RFP Response Checklist: These items should be included in your response to RFP No. 3735.

- \_\_\_\_\_ 1) One clearly marked original response, four (4) identical copies, and an electronic copy of the complete proposal. Label the front and spine of the three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in the binder.
- \_\_\_\_\_ 2) *Submission Cover Sheet*, signed and dated. (Section I)
- \_\_\_\_\_ 3) *Proposal Bond*, if applicable (Section I)
- \_\_\_\_\_ 4) *Proposal Exception Summary*, if applicable (Section V)
- \_\_\_\_\_ 5) Vendor response to *RFP Questionnaire* (Section VI)
- \_\_\_\_\_ 6) Point-by-point response to *Technical Specifications* (Section VII)
- \_\_\_\_\_ 7) Vendor response to *Cost Information Submission* (Section VIII)
- \_\_\_\_\_ 8) *References* (Section IX)

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**SECTION I  
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY**

Provide the following information regarding the person responsible for the completion of your proposal. This person should also be the person the Mississippi Department of Information Technology Services, (ITS), should contact for questions and/or clarifications.

Name \_\_\_\_\_ Phone # \_\_\_\_\_  
Address \_\_\_\_\_ Fax # \_\_\_\_\_  
\_\_\_\_\_ E-mail \_\_\_\_\_

Subject to acceptance by ITS, the Vendor acknowledges that by submitting a proposal AND signing in the space indicated below, the Vendor is contractually obligated to comply with all items in this Request for Proposal (RFP), including the Standard Contract in Appendix A if included herein, except those listed as exceptions on the Proposal Exception Summary Form. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. Vendors who sign below may not later take exception to any point during contract negotiations. The Vendor further certifies that the company represented here is an authorized dealer in good standing of the products/services included in this proposal.

\_\_\_\_\_/\_\_\_\_\_  
**Original signature** of Officer in Bind of Company/Date

Name (typed or printed) \_\_\_\_\_  
Title \_\_\_\_\_  
Company name \_\_\_\_\_  
Physical address \_\_\_\_\_  
State of Incorporation \_\_\_\_\_

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**CONFIGURATION SUMMARY**

The Vendor must provide a summary of the main components of products/services offered in this proposal using 100 words or less.

## **PROPOSAL BONDS**

A Proposal Bond is not required for this procurement.

## SECTION II PROPOSAL SUBMISSION REQUIREMENTS

The objective of the Proposal Submission Requirements section is to provide Vendors with the information required to submit a response to this Request for Proposal (RFP). A Vendor who has responded to previous RFPs issued by **ITS** should not assume that the requirements are the same, as changes may have been made.

1. Failure to follow any instruction within this RFP may, at the State's sole discretion, result in the disqualification of the Vendor's proposal.
2. The State has no obligation to locate or acknowledge any information in the Vendor's proposal that is not presented under the appropriate outline according to these instructions and in the proper location.
3. The Vendor's proposal must be received, in writing, by the office of **ITS** by the date and time specified. **ITS** is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened. Any proposal received with insufficient postage will be returned unopened.
4. Proposals or alterations by fax, e-mail, or phone will not be accepted.
5. Original signatures are required on one copy of the Submission Cover Sheet and Configuration Summary, and the Vendor's original submission must be clearly identified as the original. The Vendor's original proposal must include the Proposal Bond, (if explicitly required in Section IV).
6. **ITS** reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations.
7. **ITS** reserves the right to waive any defect or irregularity in any proposal procedure.
8. The Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. If the State determines that the Vendor has altered any language in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by **ITS** is the official version and will supersede any conflicting RFP language submitted by the Vendor.
9. The Vendor must conform to the following standards in the preparation of the Vendor's proposal:
  - 9.1 The Vendor is required to submit one clearly marked original response, four (4) identical copies, and an electronic copy of the complete proposal, including all sections and appendices, in three-ring binders.
  - 9.2 To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the

- RFP cover page must be clearly typed and affixed to the package in a clearly visible location.
- 9.3 Number each page of the proposal.
  - 9.4 Respond to the sections and appendices in the same order as this RFP.
  - 9.5 Label and tab the responses to each section and Appendix, using the corresponding headings from the RFP.
  - 9.6 If the Vendor does not agree with any item in any section, then the Vendor must list the item on the *Proposal Exception Summary Form*. (See Section V for additional instructions regarding Vendor exceptions.)
  - 9.7 Occasionally, an outline point in an attachment requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with "NOT APPLICABLE."
  - 9.8 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
  - 9.9 When an outline point/attachment is a statement provided for the Vendor's information only, the Vendor need only read that point. The Vendor acknowledges having read and accepting, or taking exception to, all sections by signing the *Submission Cover Sheet* and providing a *Proposal Exception Summary Form*.
  - 9.10 Where a minimum requirement has been identified, respond by stating the item (e.g., device name/model number, guaranteed response time) proposed and how it will meet the specifications.
  - 9.11 The Vendor must fully respond to each requirement within the *Technical Specifications* by fully describing the manner and degree by which the proposal meets or exceeds said requirements.
10. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost proposal in a clear and accurate manner. **Omissions, errors, misrepresentations, or inadequate details in the Vendor's cost proposal may be grounds for rejection of the Vendor's proposal. Costs that are not clearly identified will be borne by the Vendor.** The Vendor must complete the *Cost Information Submission* in this RFP, which outlines the minimum requirements for providing cost information. The Vendor should supply supporting details as described in the *Cost Information Submission*.
  11. **ITS** reserves the right to request additional information or clarification of a Vendor's proposal. The Vendor's cooperation during the evaluation process in providing **ITS** staff with adequate responses to requests for clarification will be considered a factor in the evaluation of the Vendor's overall responsiveness. Lack of such cooperation or failure to

provide the information in the manner required may, at the State's discretion, result in the disqualification of the Vendor's proposal.

12. Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of **ITS**.
13. Unsolicited clarifications in the evaluation and selection of lowest and best proposal will be considered only if all the following conditions are met:
  - 13.1 A clarification to a proposal that includes a newly announced product line or service with equal or additional capability to be provided at or less than the proposed price will be considered.
  - 13.2 Information provided must be in effect nationally and have been formally and publicly announced through a news medium that the Vendor normally uses to convey customer information.
  - 13.3 Clarifications must be received early enough in the evaluation process to allow adequate time for re-evaluation.
  - 13.4 The Vendor must follow procedures outlined herein for submitting updates and clarifications.
  - 13.5 The Vendor must submit a statement outlining the circumstances for the clarification.
  - 13.6 The Vendor must submit one clearly marked original, four (4) copies, and an electronic copy of the clarification.
  - 13.7 The Vendor must be specific about which part of the original proposal is being changed by the clarification (i.e., must include exact RFP reference to section and outline point).
14. **Communications with State**

From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors or their representatives may not communicate, either orally or in writing regarding this RFP with any statewide elected official, state officer or employee, member of the legislature or legislative employee except as noted herein. To ensure equal treatment for each responding Vendor, all questions regarding this RFP must be submitted in writing to the State's contact person for the selection process, and not later than the last date for accepting responding Vendor questions provided in this RFP. All such questions will be answered officially by the State in writing. All such questions and answers will become addenda to this RFP, and they will be posted to the ITS web site. Vendors failing to comply with this requirement will be subject to disqualification.

  - 14.1 The State's contact person for the selection process is: Debra Spell, Technology Consultant, 3771 Eastwood Drive, Jackson, MS 39211, 601-432-8132, [debra.spell@its.ms.gov](mailto:debra.spell@its.ms.gov).

- 14.2 Vendor may consult with State representatives as designated by the State's contact person identified in 14.1 above in response to State-initiated inquiries. Vendor may consult with State representatives during scheduled oral presentations and demonstrations excluding site visits.

### SECTION III VENDOR INFORMATION

The objective of the Vendor Information section of this RFP is to provide Vendors with information required to respond to the RFP successfully.

1. **Interchangeable Designations**

The terms "Vendor" and "Contractor" are referenced throughout this RFP. Generally, references to the "Vendor" are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term "Contractor" denotes the role assumed, post-award, by the winning Vendor. Additionally, the terms "State of Mississippi," "State" or "ITS" may be used interchangeably throughout this RFP to denote the political entity issuing the RFP and requesting responses from Vendors throughout these specifications. References to a specific agency, institution or other political entity represent the client or customer on whose behalf ITS is issuing the RFP.

2. **Vendor's Responsibility to Examine RFP**

Vendors must examine all documents, forms, specifications, standard provisions, and instructions.

3. **Proposal as Property of State**

All written proposal material becomes the property of the State of Mississippi.

4. **Written Amendment to RFP**

Any interpretation of an **ITS** RFP will be made by written amendment only. The State will not be responsible for any other explanation of this RFP. A copy of any amendment will be posted on the **ITS** website, together with the associated RFP specification. Vendors are required to check the **ITS** website periodically for RFP amendments before the proposal opening date at:

[http://www.its.ms.gov/Procurement/Pages/RFPS\\_Awaiting.aspx](http://www.its.ms.gov/Procurement/Pages/RFPS_Awaiting.aspx)

Any and all amendments will be posted no later than noon, seven days prior to the proposal opening date listed on the cover page of this RFP. If you are unable to access the **ITS** website, you may contact the **ITS** technology consultant listed on page one of this RFP and request a copy.

5. **Oral Communications Not Binding**

Only transactions which are in writing from **ITS** may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any State employee.

6. **Vendor's Responsibility for Delivery**

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. The State will not be responsible for the failure of any delivery medium for submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

7. **Evaluation Criteria**

The State's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process. More specific information concerning evaluation criteria is presented in *Technical Specifications*.

8. **Multiple Awards**

**ITS** reserves the right to make multiple awards.

9. **Right to Award in Whole or Part**

**ITS** reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of the State of Mississippi.

10. **Right to Use Proposals in Future Projects**

The State reserves the right to evaluate the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects if (a) it is deemed to be in the best interest of the State to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract. A decision concerning the utilization of a Vendor's proposal for future projects is solely at the discretion of the State and requires the agreement of the proposing Vendor. The State's decision to reuse an awarded proposal will be based upon such criteria as: (1) the customer's business requirements; (2) elapsed time since the award of the original project; and/or (3) research on changes in the Vendor, market, and technical environments since the initial award.

11. **Price Changes During Award or Renewal Period**

A price increase will not be accepted during the award period or the renewal period, unless stipulated in the contract. However, the State will always take advantage of price decreases.

12. **Right to Request Information**

The State reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours. The State also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, even if that customer is not included in the Vendor's list of references.

13. **Vendor Personnel**

For RFPs including professional services specifications, the Vendor will be required to provide and/or certify the following for each individual included in the Vendor's proposal:

- 13.1 A direct telephone number at which the individual may be contacted for a telephone interview. The State will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls.

- 13.2 That, if onsite interviews are required, the individual can be at the specified location in Mississippi within the timeframe specified. All costs associated with onsite interviews will be the responsibility of the Vendor.
- 13.3 That the individual is proficient in spoken and written English;
- 13.4 That the individual is a U.S. citizen or that the individual meets and will maintain employment eligibility requirements in compliance with all USCIS regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.
- 13.5 That the personnel assigned to a project will remain a part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replaced by the Vendor at the request of the State. This requirement includes the responsibility for ensuring all non-citizens maintain current USCIS eligibility throughout the duration of the contract.

14. **Vendor Imposed Constraints**

The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of the State's business partner, subcontractor or agent who may be managing any present or future projects; performing quality assurance; integrating the Vendor's software; and/or providing web-hosting, hardware, networking or other processing services on the State's behalf. The project relationship may be based on roles as either equal peers; supervisory – subordinate; or subordinate – supervisory, as determined by the State. The State recognizes that the Vendor may have trade secrets, intellectual property and/or business relationships that may be subject to its corporate policies or agreements. The State must understand these issues in order to decide to what degree they may impact the State's ability to conduct business for this project. These considerations will be incorporated accordingly into the proposal evaluation and selection process. The understanding reached between the Vendor and the State with regard to this business relationship precludes the Vendor from imposing any subsequent limitations of this type in future project undertakings by the State.

15. **Best and Final Offer**

The State reserves the right to solicit Best and Final Offers (BAFOs) from Vendors, principally in situations in which proposal costs eclipse available funding or the State believes none of the competing proposals presents a Best Value (lowest and best proposal) opportunity. Because of the time and expense incurred by both the Vendor community and the State, BAFOs are not routinely conducted. Vendors should offer their best pricing with the initial solicitation. Situations warranting solicitation of a BAFO will be considered an exceptional practice for any procurement. Vendors that remain in a competitive range within an evaluation may be requested to tender Best and Final Offers, at the sole discretion of the State. All such Vendors will be provided an equal opportunity to respond with a Best and Final Offer under a procedure to be defined by the State that encompasses the specific, refined needs of a project, as part of the BAFO solicitation. The State may re-evaluate and amend the original project specifications should it be deemed necessary in order to improve the opportunity for

attaining Best Value scenarios from among the remaining competing Vendors. All BAFO proceedings will be uniformly conducted, in writing and subject to solicitation by the State and receipt from the Vendors under a precise schedule.

16. **Restriction on Advertising**

The Vendor must receive written approval from the State before advertising or referencing the award of the contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the State of Mississippi.

17. **Rights Reserved to Use Existing Product Contracts**

The State reserves the right on turnkey projects to secure certain products from other existing **ITS** contracts if it is in its best interest to do so. If this option is exercised, then the awarded Vendor must be willing to integrate the acquisition and implementation of such products within the schedule and system under contract.

18. **Additional Information to be Included**

In addition to answering each specification within this RFP, the Vendor must include complete product/service information, including product pictorials and technical/descriptive literature relative to any product/service offered with the proposal. Information submitted must be sufficiently detailed to substantiate that the products/services offered meet or exceed specifications.

19. **Valid Contract Required to Begin Work**

The successful Vendor should not commence any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. The State is under no obligation to pay for work done prior to the execution of a contract.

## **SECTION IV LEGAL AND CONTRACTUAL INFORMATION**

The objective of the *Legal and Contractual Information* section is to provide Vendors with information required to complete a contract or agreement with **ITS** successfully.

1. **Acknowledgment Precludes Later Exception**

By signing the *Submission Cover Sheet*, the Vendor is contractually obligated to comply with all items in this RFP, including the *Standard Contract* in Appendix A if included herein, except those specifically listed as exceptions on the *Proposal Exception Summary Form*. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. Vendors who respond to this RFP by signing the *Submission Cover Sheet* may not later take exception to any item in the RFP during contract negotiations. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. No exceptions by subcontractors or separate terms and conditions will be entertained after the fact.

2. **Failure to Respond as Prescribed**

Failure to respond as described in Section II: *Proposal Submission Requirements* to any item in the sections and appendices of this RFP, including the *Standard Contract* attached as Appendix A, if applicable, shall contractually obligate the Vendor to comply with that item.

3. **Contract Documents**

**ITS** will be responsible for all document creation and editorial control over all contractual documentation related to each procurement project. The following documents will normally be included in all contracts between **ITS** and the Vendor:

- 3.1 The Proposal Exception Summary Form as accepted by **ITS**;
- 3.2 Contracts which have been signed by the Vendor and **ITS**;
- 3.3 **ITS'** Request for Proposal, including all addenda;
- 3.4 Official written correspondence from **ITS** to the Vendor;
- 3.5 Official written correspondence from the Vendor to **ITS** when clarifying the Vendor's proposal; and
- 3.6 The Vendor's proposal response to the **ITS** RFP.

4. **Order of Precedence**

When a conflict arises regarding contract intent due to conflicting statements in documents included in the contract, the order of precedence of each document is as listed above unless modification of order is negotiated and agreed upon by both **ITS** and the winning Vendor.

5. **Additional Contract Provisions**

The contract will also include such additional provisions, which are not inconsistent or incompatible with the material terms of this RFP, as may be agreed upon by the parties. All of the foregoing shall be in such form and substance as prescribed by the State.

**6. Contracting Agent by Law**

The Executive Director of **ITS** is, by law, the purchasing and contracting agent for the State of Mississippi in the negotiation and execution of all contracts for the acquisition of computer and telecommunications equipment, systems, software, and services (Section 25-53-1, et seq., of the Mississippi Code Annotated). **ITS** is issuing this RFP on behalf of the procuring agency or institution. **ITS** and the procuring agency or institution are sometimes collectively referred to within this RFP as "State."

**7. Mandatory Legal Provisions**

- 7.1 The State of Mississippi is self-insured; all requirements for the purchase of casualty or liability insurance are deleted.
- 7.2 Any provisions disclaiming implied warranties shall be null and void. See Mississippi Code Annotated Sections 11-7-18 and 75-2-719(4). The Vendor shall not disclaim the implied warranties of merchantability and fitness for a particular purpose.
- 7.3 The Vendor shall have no limitation on liability for claims related to the following items:
  - 7.3.1 Infringement issues;
  - 7.3.2 Bodily injury;
  - 7.3.3 Death;
  - 7.3.4 Physical damage to tangible personal and/or real property; and/or
  - 7.3.5 The intentional and willful misconduct or negligent acts of the Vendor and/or Vendor's employees or subcontractors.
- 7.4 All requirements that the State pay interest (other than in connection with lease-purchase contracts not exceeding five years) are deleted.
- 7.5 Any contract negotiated under this RFP will be governed by and construed according to the laws of the State of Mississippi. Venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi.
- 7.6 Any contract negotiated under this RFP is cancelable in the event the funding authority does not appropriate funds. Notice requirements to Vendor cannot exceed sixty (60) days.
- 7.7 The State of Mississippi does not waive its sovereign immunities or defenses as provided by law by entering into this contract with the Vendor, Vendor agents, subcontractors, or assignees.

- 7.8 The State will deliver payments to the Vendor within forty-five (45) days after receipt of invoice and receipt, inspection, and approval of Vendor's products/services. No late charges will exceed 1.5% per month on any unpaid balance from the expiration of said period until payment is delivered. See Section 31-7-305 of the Mississippi Code Annotated. Seller understands and agrees that Purchaser is exempt from the payment of taxes.
- 7.9 The State shall not pay any attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor.

8. **Approved Contract**

- 8.1 Award of Contract - A contract is considered to be awarded to a proposer once the proposer's offering has been approved as lowest and best proposal through:
  - 8.1.1 Written notification made to proposers on **ITS** letterhead, or
  - 8.1.2 Notification posted to the **ITS** website for the project, or
  - 8.1.3 CP-1 authorization executed for the project, or
  - 8.1.4 The **ITS** Board's approval of same during an open session of the Board.
- 8.2 **ITS** statute specifies whether **ITS** Director approval or **ITS** Board approval is applicable for a given project, depending on the total lifecycle cost of the contract.
- 8.3 A contract is not deemed final until five (5) working days after either the award of contract or post procurement review, as stipulated in the **ITS** Protest Procedure and Policy. In the event of a valid protest, the State may, at its sole discretion, continue the procurement or stay the procurement in accordance with the **ITS** Protest Procedure and Policy. If the procurement is stayed, the contract is not deemed final until the protest is resolved.

9. **Contract Validity**

All contracts are valid only if signed by the Executive Director of **ITS**.

10. **Order of Contract Execution**

Vendors will be required to sign contracts and to initial all contract changes before the Executive Director of **ITS** signs.

11. **Availability of Funds**

All contracts are subject to availability of funds of the acquiring State entity and are contingent upon receipt by the winning Vendor of a purchase order from the acquiring State entity.

12. **CP-1 Requirement**

All purchase orders issued for goods and services acquired from the awarded Vendor under this RFP must be encoded by the Customer agency with a CP-1 approval number assigned by **ITS**. This requirement does not apply to acquisitions that by policy have been delegated to State entities.

**13. Requirement for Electronic Payment and Invoicing**

13.1 Payments to the awarded Vendor for all goods and services acquired under this RFP by state agencies that make payments through the Statewide Automated Accounting System (“SAAS”) will be made electronically, via deposit to the bank account of the Vendor’s choice. The awarded Vendor must enroll and be activated in PayMode™, the State’s current vehicle for sending and receiving electronic payments, prior to receiving any payments from state agencies. There is no charge for a Vendor to enroll or receive payments via PayMode. For additional information on PayMode, including registration instructions, Vendors should visit the following website: <http://portal.paymode.com/ms/>. Vendors may also request assistance from the Mississippi Management and Reporting System (MMRS) Call Center regarding PayMode registration by contacting [mash@dfa.state.ms.us](mailto:mash@dfa.state.ms.us).

13.2 For state agencies that make payments through SAAS, the awarded Vendor is required to submit electronically all invoices for goods and services acquired under this RFP, along with appropriate supporting documentation, as directed by the State. Should the requirement for electronic invoicing be implemented during the term of the project contract, the State will work with the Vendor to determine a reasonable timeframe for initiating electronic invoicing.

13.3 Items 13.1 and 13.2 only apply to state agencies that make payments through SAAS. Payments and invoices for all other entities will conform to their standard methods of payment to contractors.

**14. Time For Negotiations**

14.1 All contractual issues must be successfully negotiated within fifteen (c) working days from the Vendor’s initial receipt of the project contract from **ITS**, unless **ITS** consents to extend the period. Failure to complete negotiations within the stated time period constitutes grounds for rejection of the Vendor’s response to this RFP. **ITS** may withdraw the proposal award and begin negotiations with the next ranked Vendor immediately or pursue any other option.

14.2 Negotiations shall be limited to items to which the Vendor has noted as exceptions on their Proposal Exception Summary Form, as well as any new items that the State may require. All contract changes requested by the Vendor related to such exceptions noted in Vendor’s proposal shall be submitted three (3) working days prior to scheduled negotiations, unless **ITS** consents to a different period.

**15. Prime Contractor**

The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State.

**16. Sole Point of Contact**

**ITS** will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

16.1 The Vendor must acknowledge and agree that in matters of proposals, clarifications, negotiations, contracts and resolution of issues and/or disputes, the Vendor represents all contractors, third parties and/or subcontractors the Vendor has assembled for this project. The Vendor's commitments are binding on all such parties and consequently the State is only required to negotiate with the Vendor.

16.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to the State from any contractor, third party or subcontractor without the State having to negotiate separately or individually with any such parties for these terms or conditions.

16.3 Should a proposing Vendor wish to assign payment of any or all charges resulting from this contract to a third party, Vendor must disclose that fact in his/her proposal, along with the third party's name, address, nature of business, and relationship to the proposing Vendor, the reason for and purpose of the assignment, and all conditions of the assignment, including but not limited to a copy of an assignment document to be executed by the State, the Vendor, and the third party. Such assignments will be accepted or rejected at the sole discretion of the State. Vendor must clearly and definitively state in his/her proposal whether the proposal is contingent upon the requested assignment of payments. Whenever any assignment of payment is requested, the proposal, contract, and assignment document must include language specifically guaranteeing that the proposing Vendor is solely and fully liable and responsible for the performance of its obligations under the subject contract. No assignment of payment will be considered at the time of purchase unless such assignment was fully disclosed in the Vendor's proposal and subsequently accepted by the State.

**17. ITS Approval of Subcontractor Required**

Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the State. **ITS** reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. This provision should not be interpreted as requiring the approval of individual contracts of employment between the Vendor and personnel assigned for services under the contract.

**18. Inclusion of Subcontract Agreements**

Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal.

19. **Negotiations with Subcontractor**

In order to protect the State's interest, **ITS** reserves the right to attempt to resolve the contractual disagreements that may arise between the Vendor and its subcontractor after award of the contract.

20. **References to Vendor to Include Subcontractor**

All references in the RFP to "Vendor" shall be construed to encompass both the Vendor and its subcontractors.

21. **Outstanding Vendor Obligations**

21.1 Any Vendor who presently owes the State of Mississippi money pursuant to any contract for which **ITS** is the contracting agent and who has received written notification from **ITS** regarding the monies owed, must submit, with the proposal, a certified check in the amount due and owing in order for the proposal in response to this RFP to be considered. For a Vendor currently in bankruptcy as of the RFP submission date, this requirement is met, if and only if, **ITS** has an active petition before the appropriate bankruptcy court for recovery of the full dollar amount presently owed to the State of Mississippi by that Vendor. If the Vendor has emerged from bankruptcy by the RFP submission date, the Vendor must pay in full any amount due and owing to the State, as directed in the court-approved reorganization plan, prior to any proposal being considered.

21.2 Any Vendor who is presently in default on existing contracts for which **ITS** is the contracting agent, or who otherwise is delinquent in the performance of any such contracted obligations, is in the sole judgment of the State required to make arrangement for fulfilling outstanding obligations to the satisfaction of the State in order for the proposal to be considered.

21.3 The State, at its sole discretion, may reject the proposal of a Vendor with any significant outstanding financial or other obligations to the State or who is in bankruptcy at the time of proposal submission.

22. **Equipment Condition**

For all RFPs requiring equipment, the Vendor must furnish only new equipment in response to **ITS** specifications, unless an explicit requirement for used equipment is otherwise specified.

23. **Delivery Intervals**

The Vendor's proposal must specify, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, delivery and installation intervals after receipt of order.

24. **Pricing Guarantee**

The Vendor must explicitly state, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, how long the proposal will

remain valid. Unless stated to the contrary in the *Technical Specifications*, pricing must be guaranteed for a minimum of ninety (90) days.

25. **Shipping Charges**

For all RFPs requiring shipment of any product or component, all products must be delivered FOB destination to any location within the geographic boundaries of the State with all transportation charges prepaid and included in the RFP proposal or LOC quotation. Destination is the point of use.

26. **Amortization Schedule**

For all RFPs requiring equipment, contracts involving the payment of interest must include an amortization schedule clearly documenting the amount of interest payable over the term of the contract.

27. **Americans with Disabilities Act Compliance for Web Development and Portal Related Services**

All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.

28. **Ownership of Developed Software**

28.1 When specifications require the Vendor to develop software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.

28.2 The State may be willing to grant the Vendor a nonexclusive license to use the State's software subject to devising acceptable terms and license fees. This requirement is a matter of State Law, and not negotiable.

29. **Ownership of Custom Tailored Software**

In installations where the Vendor's intellectual property is modified and custom-tailored to meet the needs of the State, the Vendor must offer the State an application license entitling the State to use, and/or alter the software without restriction. These requirements apply to source code, object code and documentation.

30. **Terms of Software License**

The Vendor acknowledges and agrees that the term of all software licenses provided to the State shall be perpetual unless stated otherwise in the Vendor's proposal.

31. **The State is Licensee of Record**

The Vendor must not bypass the software contracting phase of a project by licensing project software intended for State use in its company name. Upon award of a project, the Vendor must ensure that the State is properly licensed for all software that is proposed for use in a project.

32. **Compliance with Enterprise Security Policy**

Any solution proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

The Enterprise Security Policy is available to third parties on a need-to-know basis and requires the execution of a non-disclosure agreement prior to accessing the policy. The Vendor may request individual sections of the Enterprise Security Policy or request the entire document. Vendor must provide contact information Section II, Item 14.1 who will coordinate the secure delivery of the requested information.

33. **Negotiating with Next-Ranked Vendor**

Should the State cease doing business with any Vendor selected via this RFP process, for any reason, the State reserves the right to initiate negotiations with the next ranked Vendor.

34. **Disclosure of Proposal Information**

Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code Annotated. All disclosures of proposal information will be made in compliance with the **ITS** Public Records Procedures established in accordance with the Mississippi Public Records Act. The **ITS** Public Records Procedures are available in Section 019-010 of the **ITS** Procurement Handbook, on the **ITS** Internet site at:

<http://dsitspe01.its.ms.gov/its/procman.nsf/f4ad43bd44ad9d8c86256daa0063e1f0/bb780b5a8360c3138625765d004e4aff?OpenDocument> or from **ITS** upon request.

As outlined in the Third Party Information section of the **ITS** Public Records Procedures, **ITS** will give written notice to any affected Vendor of a request to view or reproduce the Vendor's proposal or portion thereof. **ITS** will not, however, give such notice with respect to summary information prepared in connection with the State's review or evaluation of a Vendor's proposal, including, but not limited to, written presentations to the **ITS** Board or other approving bodies, and/or similar written documentation prepared for the project file. In addition, **ITS** will not provide third-party notice for requests for any contract executed as a result of this RFP, with the exception of information contained in contract exhibits identified and labeled as confidential during the contract negotiation process. **ITS** will provide third-party notice of requests for any such confidential exhibits to allow Vendor the opportunity to protect the information by court order as outlined in the **ITS** Public Records Procedures.

Summary information and contract terms, as defined above, become the property of **ITS**, who has the right to reproduce or distribute this information without notification.

Vendors should further be aware that requests for disclosure of proposal and contract information are sometimes received by **ITS** significantly after the proposal opening date. **ITS** will notify the signatory "Officer in Bind of Company" provided in Section I of this RFP for Notification of Public Records Requests in the event information is requested that your company might wish to consider protecting as a trade secret or as confidential commercial or financial information. If the "Officer in Bind of Company" should not be used for notification of public records requests, Vendor should provide the alternative contact information in response to this RFP item.

35. **Risk Factors to be Assessed**

The State will assess risk factors that may initially exist within a given procurement and that may develop over the course of a procurement process as facts become known. The State, at its sole discretion, may employ the following mechanisms in mitigating these risks: proposal bonding, performance bonding, progress payment plan with retainage, inclusion of liquidated damages, and withholding payment for all portions of the products/services acquired until final acceptance. The Vendor must agree to incorporate any or all of the above terms and conditions into the customer agreement.

36. **Proposal Bond**

The Vendor is not required to include a proposal bond with its RFP proposal.

37. **Performance Bond/Irrevocable Bank Letter of Credit**

The Vendor is not required to include the price of a performance bond or irrevocable bank letter of credit with its RFP proposal.

38. **Responsibility for Behavior of Vendor Employees/Subcontractors**

The Vendor will be responsible for the behavior of all its employees and subcontractors while on the premises of any State agency or institution. Any Vendor employee or subcontractor acting in a manner determined by the administration of any State agency or institution to be detrimental, abusive, or offensive to any of the staff or student body of any State agency or institution will be asked to leave the premises and can be suspended from further work on the premises.

39. **Protests**

The Executive Director of **ITS** and/or the Board Members of **ITS** or their designees shall have the authority to resolve Vendor protests in connection with the selection for award of a contract. Copies of the protest procedures are available on the **ITS** Internet site - **ITS** Protest Procedure and Policy, Section 019-020, **ITS** Procurement Handbook at:

<http://dsitspe01.its.ms.gov/its/procman.nsf/f4ad43bd44ad9d8c86256daa0063e1f0/f227957c9c49a38a8625767900790c4e?OpenDocument> or from **ITS** upon request.

40. **Protest Bond**

Potential Vendors may protest any of the specifications of this RFP on the belief that the specification is unlawful, unduly restrictive, or unjustifiably restraining to competition. Any such protest must be in writing and submitted to the **ITS** Executive Director along

with the appropriate protest bond within five (5) working days of the Official Release of the RFP, as defined in the **ITS** Protest Procedure and Policy. The outside of the envelope must be marked "Protest" and must specify RFP number 3735.

As a condition precedent to filing any protest related to this procurement, the Vendor must procure, submit to the **ITS** Executive Director with its written protest, and maintain in effect at all times during the course of the protest or appeal thereof, a protest bond in the full amount of the total estimated project lifecycle cost or \$250,000.00, whichever is less. The total estimated project lifecycle cost will be the amount used by **ITS** in the computation of cost points, as the low cost in the denominator of the cost evaluation formula. The bond shall be accompanied by a duly authenticated or certified document evidencing that the person executing the bond is a licensed Mississippi agent for the bonding company. This certified document shall identify the name and address of the person or entity holding the protest bond and shall identify a contact person to be notified in the event that the State is required to take action against the bond. The protest bond shall not be released to the protesting Vendor until the protest is finally resolved and the time for appealing said protest has expired. The protest bond shall be procured at the protesting Vendor's expense and be payable to the Mississippi Department of Information Technology Services. Prior to approval of the protest bond, **ITS** reserves the right to review the protest bond and require the protesting Vendor to substitute an acceptable bond in such form as the State may reasonably require. The premiums on such bond shall be paid by the protesting Vendor. The State may claim against the protest bond as specified in Section 25-53-5 (n) of the Mississippi Code of 1972, as amended during the 1998 Mississippi legislative session, in addition to all other rights and remedies the State may have at law or in equity.

Should the written protest submitted by the Vendor fail to comply with the content requirements of **ITS'** protest procedure and policy, fail to be submitted within the prescribed time limits, or fail to have the appropriate protest bond accompany it, the protest will be summarily dismissed by the **ITS** Executive Director.

41. **Mississippi Employment Protection Act**

Effective July 1, 2008, Vendor acknowledges that if awarded, it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Vendor will agree to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State.

Vendor acknowledges and certifies that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi.

Vendor acknowledges that violating the E-Verify Program (or successor thereto)

requirements subjects Vendor to the following: (a) cancellation of any state or public contract and ineligibility for any state or public contract for up to three (3) years, with notice of such cancellation being made public, or (b) the loss of any license, permit, certification or other document granted to Vendor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. Vendor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

## SECTION V PROPOSAL EXCEPTIONS

Please return the *Proposal Exception Summary Form* at the end of this section with all exceptions to items in any Section of this RFP listed and clearly explained or state "No Exceptions Taken." If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions to any item in this RFP document.

1. Unless specifically disallowed on any specification herein, the Vendor may take exception to any point within this RFP, including a specification denoted with "shall" or "must," as long as the following are true:
  - 1.1 The specification is not a matter of State law;
  - 1.2 The proposal still meets the intent of the RFP;
  - 1.3 A *Proposal Exception Summary Form* is included with Vendor's proposal; and
  - 1.4 The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the *Proposal Exception Summary Form*.
2. The Vendor has no liability to provide items to which an exception has been taken. **ITS** has no obligation to accept any exception. During the proposal evaluation and/or contract negotiation process, the Vendor and **ITS** will discuss each exception and take one of the following actions:
  - 2.1 The Vendor will withdraw the exception and meet the specification in the manner prescribed;
  - 2.2 **ITS** will determine that the exception neither poses significant risk to the project nor undermines the intent of the RFP and will accept the exception;
  - 2.3 **ITS** and the Vendor will agree on compromise language dealing with the exception and will insert same into the contract; or
  - 2.4 None of the above actions is possible, and **ITS** either disqualifies the Vendor's proposal or withdraws the award and proceeds to the next ranked Vendor.
3. Should **ITS** and the Vendor reach a successful agreement, **ITS** will sign adjacent to each exception which is being accepted or submit a formal written response to the *Proposal Exception Summary* responding to each of the Vendor's exceptions. The *Proposal Exception Summary*, with those exceptions approved by **ITS**, will become a part of any contract on acquisitions made under this RFP.
4. An exception will be accepted or rejected at the sole discretion of the State.
5. The State desires to award this RFP to a Vendor or Vendors with whom there is a high probability of establishing a mutually agreeable contract, substantially within the

standard terms and conditions of the State's RFP, including the *Standard Contract* in Appendix A, if included herein. As such, Vendors whose proposals, in the sole opinion of the State, reflect a substantial number of material exceptions to this RFP, may place themselves at a comparative disadvantage in the evaluation process or risk disqualification of their proposals.

6. For Vendors who have successfully negotiated a contract with **ITS** in the past, **ITS** requests that, prior to taking any exceptions to this RFP, the individual(s) preparing this proposal first confer with other individuals who have previously submitted proposals to **ITS** or participated in contract negotiations with **ITS** on behalf of their company, to ensure the Vendor is consistent in the items to which it takes exception.

**PROPOSAL EXCEPTION SUMMARY FORM**

List and clearly explain any exceptions, for all RFP Sections and Appendices, in the table below.

<b>ITS RFP Reference</b>	<b>Vendor Proposal Reference</b>	<b>Brief Explanation of Exception</b>	<b>ITS Acceptance (sign here only if accepted)</b>
(Reference specific outline point to which exception is taken)	(Page, section, items in Vendor's proposal where exception is explained)	(Short description of exception being made)	
1.			
2.			
3.			
4.			
5.			
6.			
7.			

## SECTION VI RFP QUESTIONNAIRE

Please answer each question or provide the information as requested in this section.

1. **Statewide Automated Accounting System (SAAS) Information for State of Mississippi Vendor File**

1.1 **SAAS Vendor Code:** Any Vendor who has not previously done business with the State and has not been assigned a SAAS Vendor code should furnish a signed copy of an IRS W-9 form with the proposal. A copy of the W-9 Form can be obtained at the following link on the **ITS** website:

<http://www.its.ms.gov/Procurement/Pages/Vendor.aspx>

Vendors who have previously done business with the State should furnish **ITS** with their SAAS Vendor code.

SAAS Vendor Code: \_\_\_\_\_ OR Signed W-9 Form Attached: \_\_\_\_\_

**Vendor Self-Certification Form:** The State of Mississippi, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes only, and will not be used in determining which Vendor will be chosen for the project. Any Vendor who can claim status as a Minority Business Enterprise or a Woman Business Enterprise in accordance with the definitions on this form and who has not previously submitted a form to the State of Mississippi should submit the completed form with the proposal. A copy of the Minority Vendor Self-Certification Form can be obtained at: [http://www.mississippi.org/assets/docs/minority/minority\\_vendor\\_selfcertform.pdf](http://www.mississippi.org/assets/docs/minority/minority_vendor_selfcertform.pdf). Please direct any questions about minority certification in Mississippi to the Minority Business Enterprise Division of the Mississippi Development Authority by telephone at (601) 359-3448 or via email at [minority@mississippi.org](mailto:minority@mississippi.org).

Minority Vendor Self-Certification Form Included: \_\_\_\_\_  
Minority Vendor Self-Certification Form Previously Submitted: \_\_\_\_\_  
Not claiming Minority/Women Business Enterprise Status: \_\_\_\_\_

2. **Certification of Authority to Sell**

The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified. Does the Vendor make these certifications? (A yes or no answer is required.)

**3. Certification of No Conflict of Interest**

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Vendor must answer and/or provide the following:

- 3.1 Does there exist any possible conflict of interest in the sale of items to any institution within **ITS** jurisdiction or to any governing authority? (A yes or no answer is required.)
- 3.2 If the possibility of a conflict does exist, provide a list of those institutions and the nature of the conflict on a separate page and include it in your proposal. The Vendor may be precluded from selling to those institutions where a conflict of interest may exist.

**4. Pending Legal Actions**

- 4.1 Are there any lawsuits or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are a part of the Vendor's proposal? (A yes or no answer is required.)
- 4.2 If so, provide a copy of same and state with specificity the current status of the proceedings.

**5. Non-Disclosure of Social Security Numbers**

Does the Vendor acknowledge that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number? This acknowledgement is required by Section 25-1-111 of the Mississippi Code Annotated.

**6. Order and Remit Address**

The Vendor must specify both an order and a remit address:

Order Address:

Remit Address (if different):

7. **Web Amendments**

As stated in Section III, **ITS** will use the **ITS** website to post amendments regarding RFPs before the proposal opening at:

[http://www.its.ms.gov/Procurement/Pages/RFPS\\_Awaiting.aspx](http://www.its.ms.gov/Procurement/Pages/RFPS_Awaiting.aspx)

**ITS** may post clarifications until noon seven days prior to the proposal opening date listed on the cover page of this RFP or the posted extension date, if applicable.

Vendors may list any questions or items needing clarification discovered in the week prior to the proposal opening in a written format at the beginning of the proposal binder or in the comment section for the individual offering.

Does the Vendor certify that they have reviewed a copy of the **ITS** amendments for RFPs as above stated? (A yes or no answer is required.)

## **SECTION VII TECHNICAL SPECIFICATIONS**

### **1. How to Respond to this Section**

- 1.1 Beginning with Item 2 of this section, label and respond to each outline point in this section as it is labeled in the RFP.
- 1.2 The Vendor must respond with “ACKNOWLEDGED,” “WILL COMPLY” or “AGREED” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
- 1.3 “ACKNOWLEDGED” should be used when no vendor response or vendor compliance is required. “ACKNOWLEDGED” simply means the Vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency’s current operating environment is described or where general information is being given about the project.
- 1.4 “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the Vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
- 1.5 If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V, for additional instructions regarding Vendor exceptions.)
- 1.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
- 1.7 In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

### **2. General Overview and Background**

The Mississippi Department of Information Technology Services (ITS) is seeking the services of a qualified Vendor to provide security and risk assessment services for the information technology (IT) assets used by ITS and its customers (state agencies and entities). Services are needed to investigate, identify, measure and prioritize the potential risks that exist on the IT assets for the State of Mississippi. These services must incorporate the use of human interaction as well as automated tools to assess and report these vulnerabilities. One objective is to obtain recommendations that will allow ITS to understand their exposure and take precise measures to mitigate it.

The Awarded Vendor must be able to provide comprehensive security assessments, monthly/quarterly vulnerability scans, ad hoc vulnerability scans, and security consulting services based on the itemized pricing proposed for the life of the contract.

**3. Procurement Project Schedule**

<b>Task</b>	<b>Date</b>
First Advertisement Date for RFP	7/1/14
Second Advertisement Date for RFP	7/8/14
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 7/11/14
Deadline for Questions Answered and Posted to ITS Web Site	7/29/14
Open Proposals	3:00 p.m. Central Time on 8/19/14
Evaluation of Proposals Begins	8/20/14
Contract Negotiation Begins	9/15/14
Proposed Project Implementation Start-up	Upon contract signing

**4. Statement of Understanding/General Information**

4.1 Vendors may request additional information or clarifications to this RFP using the following procedure:

4.1.1 Vendors must clearly identify the specified paragraph(s) in the RFP that is in question.

4.1.2 Vendor must deliver a written document to Debra Spell at ITS by Friday, July 11, 2014, at 3:00 p.m. Central Time. This document may be delivered by hand, mail, email, or fax. Address information is given on page one of this RFP. The fax number is (601) 713-6380. **ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF QUESTION DOCUMENTS.** It is solely the responsibility of the Vendor that the clarification document reaches **ITS** on time. Vendors may contact Debra Spell to verify the receipt of their document. Documents received after the deadline will be rejected.

4.2 All questions will be compiled and answered, and a written document containing all questions submitted and corresponding answers will be posted on the **ITS** web site by close of business on Tuesday, July 29, 2014.

4.3 The Vendor must acknowledge and agree that all Vendor personnel as well as subcontractor personnel, if applicable, assigned to this project will exercise due care with respect to the use, preservation, and safekeeping of confidential information that in the course of the project work they observe or otherwise come in contact with and will exercise due care to prevent disclosure to unauthorized third parties and to prevent unauthorized use of

the confidential information, as is the customary and accepted practice within the industry organization for that designated staff.

- 4.4 Services associated with comprehensive assessments, monthly/quarterly scans, ad hoc scans, and security consulting may be required to be performed outside of the normal business hours of 8:00 a.m. to 5:00 p. m.
- 4.5 The ITS Information Security Division will provide the Awarded Vendor with a complete inventory of systems, devices, and applications to be assessed that includes the following information:
  - 4.5.1 Division Name – Name of the ITS division that manages and maintains the system or device.
  - 4.5.2 System Name – Actual system name defined by support staff.
  - 4.5.3 Type – The type of system or device such as Windows, UNIX, Mainframe, etc.
  - 4.5.4 Function – The specific function associated with the system or device.
  - 4.5.5 System IP Address – Primary IP address for the system or device.
  - 4.5.6 Restrictions – Any restrictions that should be considered when assessing the system or device.
  - 4.5.7 External Address – The external IP address associated with the system or device if applicable.
  - 4.5.8 Application URL – The URL for the application.
- 4.6 Vendor must include a completed copy of Certificate of Destruction located in Appendix B with the proposal submitted in response to this RFP.
- 4.7 ITS acknowledges that the specifications within this RFP are not exhaustive. Instead, they reflect the known requirements that must be met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
- 4.8 The Vendor is required to provide details on what features, functions, or other considerations exclusive of the specified requirements either his company or the proposed security/risk assessment services afford the customer that may provide a distinct value to the State. In the event that ITS agrees that such features, functions, or other considerations do provide a distinct benefit, the State reserves the right to give the Vendor additional consideration.

## 5. Vendor Qualifications and Experience

- 5.1 Organization Description - The Vendor must provide a description of his organization to include the following information:
- 5.1.1 Corporate information to include Parent Corporation and any subsidiaries;
  - 5.1.2 The name of the state of incorporation;
  - 5.1.3 Location of Vendor's principal office and the number of executive and professional personnel employed at this office;
  - 5.1.4 Location of the office that will be servicing this project. It is desirable that the company has, or establishes an office in Mississippi.
  - 5.1.5 Disclosure of any company restructurings, mergers, and acquisitions in the past three years that have impacted any products the Vendor sold, serviced, and supported;
  - 5.1.6 A copy of the corporation's most recent annual report, including consolidated balance sheets and related statements of income, stockholders' or partners' equity and changes in financial position, for each of the three fiscal years preceding the end of the most recent fiscal year. The financial information listed above should be compiled, reviewed, and audited by a Certified Public Accountant;
  - 5.1.7 Lines of business and approximate percentages; and
  - 5.1.8 Number of years the company has been in business.
- 5.2 Experience
- 5.2.1 The Vendor must discuss experience of company in furnishing the proposed services requested in response to the RFP.
  - 5.2.2 The Vendor must provide detail demonstrating the ability to provide security assessments.
  - 5.2.3 Vendor must have experience and understanding of state and local government contracting and be responsive to its unique requirements.
- 5.3 Staff Qualifications
- 5.3.1 The Vendor must identify the executive and professional personnel who will be assigned to the security/risk assessment projects and state their duties and responsibilities.
  - 5.3.2 The Vendor must provide resumes and references for each individual assigned to the project. Resumes must reflect

qualifications and recent experience relevant to the scope of the work indicated in this RFP and the area of the project that the proposed individual will be assigned.

- 5.3.3 The Vendor must identify relevant certifications and/or security clearance/classifications and any special certifications possessed by the proposed, such as HIPAA or a Payment Card Industry (PCI) approved scanning staff. Vendor must provide proof of certification and references.
- 5.3.4 The State reserves the right to approve all individuals assigned to this project.
- 5.3.5 Vendor must agree to allow the proposed staff, including any subcontractors, to be subject to background checks. The Vendor must describe the background verification process used in the hiring of their management staff and their individual consultants.

## 6. General Requirements

### 6.1 Security Assessment Services General Requirements and Objectives:

- 6.1.1 Vendor must follow all state and federal laws for all security assessment services provided.
- 6.1.2 Vendor must maintain ethical standards for all security assessments services provided.
- 6.1.3 Vendor must perform security assessment services based on “real world” exploits/vulnerabilities.
- 6.1.4 Vendor must obtain prior approval before proceeding and keep the appropriate staff informed on the progress of the assessment.
- 6.1.5 Vendor must develop a detailed assessment plan and update the plan as needed throughout the assessment project. Vendor must provide revised plans to the appropriate staff.
- 6.1.6 Vendor must properly protect data throughout the entire assessment process and delete all collected data and resulting reports in accordance with the State of Mississippi Enterprise Security Policy (ESP).
- 6.1.7 Vendor must collect a list of known and/or accepted vulnerabilities from the agency and exclude those items in the results of the security assessment.
- 6.1.8 Vendor must meet with the customer prior to each security assessment engagement and provide assessment strategy recommendations.

6.1.9 Vendor must rate all vulnerabilities discovered using the following scale:

Severity	Definition
High Risk	Indicates a security vulnerability that could severely impact the overall safety of the identified system, could severely affect the usability of the network, is likely to result in a system compromise or is likely to expose information.
Medium Risk	Indicates that a serious security threat exists that could allow a non-privileged user to gain access to information or negatively impact the usability of the network.
Low Risk	Indicates a security risk associated with specific or unlikely circumstances or that might provide access to non-sensitive information.
Information	Details information that does not necessarily represent a security threat, but can be useful to the administrator to assess the security posture of the identified system or device.

6.2 ITS maintains a vulnerability scanner (currently BeyondTrust Retina) and regularly performs both internal and external vulnerability scans. Vendor will be provided access to the server console to gather any scan data need for services under this RFP. Vendor must ignore all internal scan information obtained from the console while perform assessments from outside the network.

**7. Technical/Functional Requirements**

7.1 Windows System Review

7.1.1 The proposed service must include a manual review of the devices being scanned.

- 7.1.2 Vendor must describe the manual review services offered and provide the cost in the Section VIII, *Cost Information Submission*, as a separate item.
  - 7.1.3 The manual review must check for, at a minimum, the following:
    - 7.1.3.1 Review administrator password complexity;
    - 7.1.3.2 Verify the administrator account is renamed;
    - 7.1.3.3 Review the account lockout settings;
    - 7.1.3.4 Verify the guest account is disabled;
    - 7.1.3.5 Check for the presence of local users (member servers);
    - 7.1.3.6 Verify the Anonymous related settings are restricted;
    - 7.1.3.7 Verify the LANMAN Hash is disabled;
    - 7.1.3.8 Check for the presence of unnecessary services (i.e. SNMP, etc);
    - 7.1.3.9 Review the auditing/event log settings;
    - 7.1.3.10 Review restrictions/password complexity; and
    - 7.1.3.11 Verify that appropriate security hardening settings have been applied.
  - 7.1.4 The Assessment must consider the role of the server (i.e. Domain Controller, Member Server, SQL Server, etc.) when reviewing the security countermeasures.
  - 7.1.5 The results of the review must be provided in a manner that allows the administrators of the system to easily discern patterns and prioritize remediation based on risk.
  - 7.1.6 The data from the Windows system review must be normalized and the resulting vulnerabilities sorted by risk factor and category in a final report.
  - 7.1.7 The Vendor must identify any items outlined in the manual review description above that it will not provide.
- 7.2 Solaris/Linux/Unix System Review
- 7.2.1 The proposed service must consist of a manual review of the devices being scanned.

- 7.2.2 Vendor must describe the manual review services offered and provide the cost in Section VIII, *Cost Information Submission* as a separate item.
  - 7.2.3 The manual review must include, at a minimum, the following:
    - 7.2.3.1 Review root password complexity;
    - 7.2.3.2 Review the account lockout settings;
    - 7.2.3.3 Check for the presence of unnecessary services (i.e. SNMP, etc);
    - 7.2.3.4 Review the logging configuration; and
    - 7.2.3.5 Review password restrictions and password complexity.
  - 7.2.4 The role of the server (i.e. Authentication Server, Web Server, NFS server, DNS server, etc.) must also be considered when reviewing the security countermeasures.
  - 7.2.5 The data from the vulnerability assessment must be normalized and the resulting vulnerabilities sorted by risk factor and category in a final report.
  - 7.2.6 The results of the review must be provided in a manner that allows the administrators of the system to easily discern patterns and prioritize remediation based on risk.
  - 7.2.7 The Vendor must identify any items outlined in the manual review description above that it will not provide.
- 7.3 Mainframe System Review
- 7.3.1 The proposed service must consist of a manual review of the devices being scanned.
  - 7.3.2 Vendor must describe the manual review services offered and provide the cost in Section VIII, *Cost Information Submission*, as a separate item.
  - 7.3.3 The manual review must check for, at a minimum, the following:
    - 7.3.3.1 Examination of user ID and password requirements;
    - 7.3.3.2 Review of CICS security classes in use;
    - 7.3.3.3 Review of the protection levels of CISC resources;

- 7.3.3.4 Review of the standard MVS back doors, as well as how they are controlled;
  - 7.3.3.5 Review of the RACF configuration options; and
  - 7.3.3.6 Review of the disaster recovery procedures. The internal and external vulnerability scan must be included in this analysis.
- 7.3.4 The data from the Mainframe system review must be normalized and the resulting vulnerabilities sorted by risk factor and category then included in a final report.
- 7.4 Network Device Review
- 7.4.1 The assessment services must include a network device review to detect, quantify and prioritize security vulnerabilities associated with the network devices (router, core switch, edge switch, wireless access point, firewall, phone switch, VPN, etc.).
  - 7.4.2 The data from the device review must be normalized and the resulting vulnerabilities sorted by risk factor and category to be included in a final report.
  - 7.4.3 The Vendor must describe the manual review services offered and provide the cost in Section VIII, *Cost Information Submission*, as a separate item.
- 7.5 Virtual Host Server System Review
- 7.5.1 The assessment services must include a virtual host server review to identify flaws or weaknesses in operating system software, server-based application software, and communication services on these systems.
  - 7.5.2 The manual review must check for, at a minimum, the following:
    - 7.5.2.1 Examining the authentication mechanisms;
    - 7.5.2.2 Examining the file permissions;
    - 7.5.2.3 Examining the use of complex passwords;
    - 7.5.2.4 Examining the logging capability;
    - 7.5.2.5 Examining the SNMP configuration;
    - 7.5.2.6 Examining the network access restrictions;

- 7.5.2.7 Verifying that the operating system software and any management programs are properly patched and updated; and
- 7.5.2.8 Examining the limitations on management access.
- 7.5.3 The data from the vulnerability assessment must be normalized and the resulting vulnerabilities sorted by risk factor and category to be included in a final report.
- 7.6 Wireless Scanning
  - 7.6.1 The assessment services must include wireless scanning.
  - 7.6.2 The scan must include, at a minimum:
    - 7.6.2.1 Discover wireless signals outside the organization's perimeter;
    - 7.6.2.2 Detect potential backdoors, and
    - 7.6.2.3 Identify unauthorized wireless devices.
  - 7.6.3 Vendor must provide detailed information describing how wireless scanning services are performed.
- 7.7 Firewall Analysis
  - 7.7.1 The Vendor must conduct a comprehensive analysis of the network firewall.
  - 7.7.2 The firewall analysis must include the following:
    - 7.7.2.1 Examining the rule-base for overly permissive or unnecessary rules;
    - 7.7.2.2 Reviewing the configuration of any DMZ interfaces and ensuring the access lists are securely configured;
    - 7.7.2.3 Performing TCP/UDP scans through each un-trusted interface directed towards each trusted interface;
    - 7.7.2.4 Reviewing any management protocols, such as telnet, SSH, HTTP or HTTPS, that might be exposed;
    - 7.7.2.5 Evaluating logging and alerting capabilities associated with the firewall; and

- 7.7.2.6 Verifying that the operating system software and any management programs are properly patched and updated.

## 7.8 Internal and External Router Analysis

- 7.8.1 Vendor must analyze internal and external network routers as follows:

- 7.8.1.1 Examine the devices for dangerous or unnecessary services;

- 7.8.1.2 Evaluate authentication mechanisms for potential issues;

- 7.8.1.3 Review device management configuration and capabilities;

- 7.8.1.4 Evaluate the device configurations for potential improvement;

- 7.8.1.5 Verify that the operating system software and any management programs are properly patched and updated; and

- 7.8.1.6 Review the auditing/event log settings. Any findings or suggested changes to configuration must be documented in the final report for remediation.

- 7.8.2 Additionally, Vendor must analyze external network routers as follow:

- 7.8.2.1 Review the configuration and ensure that access list are securely configured; and

- 7.8.2.2 Ensure proper restrictions on management and monitoring protocols.

## 7.9 Core Network Switch and Edge Network Switch Analysis

- 7.9.1 The Vendor must perform analysis of the high performance network switch that provides a central point of connectivity for several edge switches (core switch), and the network switch that provides connectivity to network workstations or devices (edge switch).

- 7.9.2 This analysis must include, at a minimum, the following:

- 7.9.2.1 Examining the devices for dangerous or unnecessary services;

- 7.9.2.2 Evaluating authentication mechanisms for potential issues;
  - 7.9.2.3 Reviewing device management configuration and capabilities;
  - 7.9.2.4 Evaluating the device configurations for potential improvement;
  - 7.9.2.5 Completing vulnerability scans;
  - 7.9.2.6 Verifying that the operating system software and any management programs are properly patched and updated; and
  - 7.9.2.7 Reviewing the auditing/event log settings. Any findings or suggested changes to configuration must be documented in the final report for remediation.
- 7.10 VPN Concentrator/Firewall Assessment
- 7.10.1 The Vendor must perform a VPN Concentrator/Firewall assessment and document any findings or suggestions to the configuration in the final report for remediation.
  - 7.10.2 The assessment services must include the following:
    - 7.10.2.1 Review the device configuration including group setup, client firewall requirements, split tunneling configuration, access/filter restrictions, site-to-site VPN restrictions, and routing configuration;
    - 7.10.2.2 Examine the authentication/encryption mechanisms;
    - 7.10.2.3 Ensure the administrator password has appropriate complexity;
    - 7.10.2.4 Reviewing the enabled management protocols;
    - 7.10.2.5 Review, overall, the VPN concentrator/firewall solution as it pertains to the latest industry best practices in relation to providing security remote access; and
    - 7.10.2.6 Review the auditing/event log settings.
- 7.11 Cisco Secure ACS Analysis
- 7.11.1 The Vendor must perform analysis of the Cisco ACS and document any findings or suggestions to the configuration in the final report for remediation.

- 7.11.2 The analysis must include, at a minimum:
  - 7.11.2.1 Review of the operating systems security configuration settings;
  - 7.11.2.2 Verification that the operating system software and any management programs are properly patched and updated;
  - 7.11.2.3 Review of the auditing/event log settings; and
  - 7.11.2.4 Review of the configuration of the ACS software installation.
  
- 7.12 VOIP Server Security Analysis
  - 7.12.1 Vendor must perform an analysis of the VOIP Server security.
  - 7.12.2 The analysis must include the following components:
    - 7.12.2.1 Manual review of the VOIP Server security restrictions;
    - 7.12.2.2 Review of the host operating system (if applicable);
    - 7.12.2.3 Verification that the operating system software and any management programs are properly patched and updated; and
    - 7.12.2.4 Review of the auditing/event log settings. Any findings or suggested changes to configuration must be documented in the final report for remediation.
  
- 7.13 Database Vulnerability Scan
  - 7.13.1 The assessment must include a database scan to provide a thorough examination of the databases that store and process critical agency information through the use of a database platform specific vulnerability scan as well as a vulnerability scan of the host operating system.
  - 7.13.2 The Vendor should document any findings or suggested changes to configuration in the final report for remediation.
  
- 7.14 Database Security Analysis
  - 7.14.1 The Vendors' qualified engineer must perform a manual analysis of the database.
  - 7.14.2 Any findings or suggested changes to configuration must be documented in the final report for remediation.

- 7.14.3 The manual review of the database server must consist of items such as:
  - 7.14.3.1 Service Pack/Hot Fix;
  - 7.14.3.2 DB replication;
  - 7.14.3.3 Server Login;
  - 7.14.3.4 Active Directory member;
  - 7.14.3.5 Antivirus;
  - 7.14.3.6 Removal of sample databases;
  - 7.14.3.7 SA Password assignment;
  - 7.14.3.8 Check for weak user passwords;
  - 7.14.3.9 Authentication mode;
  - 7.14.3.10 Guest SQL user removed from databases;
  - 7.14.3.11 Check for local SQL accounts;
  - 7.14.3.12 File system concerns;
  - 7.14.3.13 Default stored procedures;
  - 7.14.3.14 Remote access restrictions;
  - 7.14.3.15 Review of the auditing/event log settings; and
  - 7.14.3.16 Appropriate listener passwords and network issues.
- 7.15 Password Strength Assessment
  - 7.15.1 The Vendor must perform an assessment to determine if users and system administrators are selecting sufficiently complex passwords and if the security policy regarding password selection is being followed.
  - 7.15.2 The assessment should include:
    - 7.15.2.1 Simple Password Test;
    - 7.15.2.2 Dictionary Password Test;
    - 7.15.2.3 Hybrid Password Test; and

- 7.15.2.4 Brute Force Password Test - When using brute force as a password strength assessment method, ITS requires a consistent timeframe utilized for each assessment performed. Vendor is required to provide a recommendation for a consistent duration (7 days, 14 days, 21 days, etc.) for brute force assessments so that ITS can develop consistent metrics for comparing password strength.
- 7.15.3 At the completion of each test the number and percentage of compromised domain user and administrator passwords must be recorded and the user and administrator accounts with weak passwords identified and provided in the final report. Actual compromised passwords must not be included on any reports.
- 7.16 Application Assessment Services
  - 7.16.1 Vendor must perform application assessment services to detect, quantify and prioritize security vulnerabilities associated with applications, web applications and website URLs.
  - 7.16.2 The data from the vulnerability assessment must be normalized and the resulting vulnerabilities sorted by risk factor and category then included in a final report.
  - 7.16.3 The Vendor must list the application platforms where they possess the required resources for providing assessments. At a minimum, Vendor must have resources available to assess JAVA and .NET application platforms.
  - 7.16.4 The Vendor must describe the process for performing manual source code reviews. The manual review must check for, at a minimum, the following:
    - 7.16.4.1 Input that has not been validated;
    - 7.16.4.2 Broken access control;
    - 7.16.4.3 Broken authentication and session management;
    - 7.16.4.4 Injection flaws;
    - 7.16.4.5 Improper error handling;
    - 7.16.4.6 Insecure configuration management;
    - 7.16.4.7 Insecure storage;
    - 7.16.4.8 Vulnerable to cross-site scripting (XSS);

- 7.16.4.9 Insecure direct object references;
  - 7.16.4.10 Vulnerable to cross-site request forgery (CSRF);
  - 7.16.4.11 Insufficient transport layer protection;
  - 7.16.4.12 Un-validated redirects and forwards;
  - 7.16.4.13 Behavior under a denial of service or resource exhaustion attack;
  - 7.16.4.14 Sensitive data exposure;
  - 7.16.4.15 Missing function level access control; and
  - 7.16.4.16 Utilization of known vulnerable components.
- 7.16.5 The results of the review must be provided in a manner that allows the administrators of the system to easily discern patterns and prioritize remediation based on risk. The Vendor must identify any items outlined in the manual review description above that will not be provided.
- 7.16.6 The Vendor must provide pricing for automated and manual application assessment services in Section VIII, *Cost Information Submission*, as a separate item.
- 7.16.6.1 If there is an additional charge for performing source code analysis onsite, Vendor is required to propose the pricing. In many cases, ITS will not allow source code to be reviewed offsite.
  - 7.16.6.2 The Vendor must indicate whether penetration services for testing applications are included in the pricing proposed for penetration services described above in item 7.16.4. If not included, Vendor must provide pricing for application penetration testing in Section VIII, *Cost Information Submission*, as a separate item. Penetration testing requirements are included in Item 7.18.
- 7.17 Network Sniffing
- 7.17.1 The Vendor must provide a network sniffing technique to monitor network communication, decode protocols and examine headers and payloads to flag information of interest.
  - 7.17.2 Network sniffing services must include:
    - 7.17.2.1 Capturing and replaying network traffic;

- 7.17.2.2 Performing passive network discovery;
  - 7.17.2.3 Identifying operating systems, applications, services, and protocols, including unsecured (e.g., telnet) and unauthorized (e.g., peer-to-peer file sharing) protocols;
  - 7.17.2.4 Identifying unauthorized and inappropriate activities, such as the unencrypted transmission of sensitive information; and
  - 7.17.2.5 Collecting information, such as unencrypted usernames and passwords.
- 7.18 Penetration Testing Services
- 7.18.1 The Vendor must perform penetration testing that will take on the appearance of a hack attempt using the same tools that a hacker might use in an attempt to compromise selected external or internal hosts.
  - 7.18.2 The method used and access level gained must be recorded in the security assessment report using screen shots and text explanations of the activities depicted.
  - 7.18.3 The Vendor must make recommendations on improvements to system countermeasures to combat and/or detect this type of activity.
  - 7.18.4 The Vendor must be sensitive to the possibility of system downtime or data corruption and must stay in regular communication with ITS staff during penetration testing.
  - 7.18.5 During the external penetration testing the Vendor must provide, at minimum, the following:
    - 7.18.5.1 Document detailing a fingerprint of the systems offering Internet services;
    - 7.18.5.2 Document detailing attempts to use any available services to gain system access; and
    - 7.18.5.3 Document detailing the level of access gained and the method used.
  - 7.18.6 The internal penetration testing should simulate a scenario in which the attack is originating from within the internal network. The perimeter firewall and IPS are not factors. Instead, the network security is dependent on the countermeasures that have been enabled on the individual hosts. The goal should be to gain

administrative level access on target hosts or to obtain sensitive information by performing, at minimum, the following steps:

- 7.18.6.1 Attempt an enumeration of the user accounts of each targeted platform;
  - 7.18.6.2 Examine user accounts for weak passwords;
  - 7.18.6.3 Check for improperly secured network shares;
  - 7.18.6.4 Perform an audit scan to test security policy compliance;
  - 7.18.6.5 Check for installation of the latest service packs/hotfixes;
  - 7.18.6.6 Perform a TCP/UDP port scan to check for suspicious, unexpected or potentially insecure services;
  - 7.18.6.7 Search for sensitive data that is stored in an insecure, unencrypted or unauthorized manner; and
  - 7.18.6.8 Check for appropriate system security countermeasures.
- 7.18.7 Penetration testing services must also include physical and cyber social engineering options. Vendor is required to provide details on the types of social engineering techniques utilized.
- 7.18.8 The Vendor must document any findings or suggested changes to configurations in the final report for remediation.
- 7.19 Documentation Review
- 7.19.1 The Vendor must provide services to review documentation to determine if the technical aspects of policies and procedures are current and comprehensive.
  - 7.19.2 Documents to review for technical accuracy and completeness can include, but is not limited to:
    - 7.19.2.1 Security policies, architectures, and requirements;
    - 7.19.2.2 Standard operating procedures;
    - 7.19.2.3 System security plans and authorization agreements;
    - 7.19.2.4 Memoranda of understanding and agreement for system interconnections; and

- 7.19.2.5 Incident response plans.
- 7.19.3 The Vendor must identify gaps and weaknesses as well as make recommendations.
- 7.19.4 The Vendor must provide an hourly rate and/or a per document rate for the documentation review charges for future projects, or provide tier pricing with ranges in Section VIII, *Cost Information Submission*.
- 7.20 Security Policy Review
  - 7.20.1 The Vendor must perform a Security Policy Review consisting of a review of all or part of the State's Enterprise Security Policy (ESP) and all or part of various internal security policies.
  - 7.20.2 Where appropriate, the Vendor is required to make recommendations as well as provide examples of additional policy statements.
  - 7.20.3 Vendor must provide pricing for the security policy review in Section VIII, *Cost Information Submission* that allows for all or specific parts of policy to be reviewed.

## 8. Project Management

- 8.1 Vendor must state the project management methodology that will be used to guide the assessment project(s). This must include detail on the standards, process, etc., that the Vendor will use to meet the requirements for this RFP.
- 8.2 Vendor must provide a complete list of the tools that will be used to complete this assessment along with a description of which of the services listed in Item 6 of this section that the tool addresses.
- 8.3 Issue Resolution Escalation - The Vendor must describe the issue resolution escalation process that will be used within the Vendor's organization to resolve any problems or issues that may arise during the course of an assessment.

## 9. Project Workplan/Statement of Work

- 9.1 Vendor must agree to provide Statement of Work (SOW) identifying all components of the services that will be provided for each project awarded from this RFP.
- 9.2 Vendor must include a sample Project Workplan/SOW with the proposal submitted in response to this RFP.

- 9.3 Each SOW must include sufficient detail to identify all significant work tasks and steps required to complete the assessment. Each SOW must include, at a minimum, the following components:
- 9.3.1 Scope of work including listing of responsibilities and accountable parties (Vendor, State, other);
  - 9.3.2 Description of the planning phase to review priorities, and establish recommendations and timetables for implementation;
  - 9.3.3 Outline of the process to be used in providing these services (interviews, scans, analysis, etc.), including a listing of key individuals that must be available on the customer side to assist in the data gathering, investigation, and review process;
  - 9.3.4 List of the deliverables resulting from these services such as:
    - 9.3.4.1 Vulnerability and Threat Assessment, Suggested Security Architecture/Tools, Examples of Security Policy, etc. The Vendor will be responsible for defining the vulnerabilities detected, defining how to resolve the vulnerabilities, and providing an estimate of the time, money, staff, equipment and all other related resources that will be required to remedy the vulnerabilities;
    - 9.3.4.2 Description of the reports generated and provided as a result of the assessment;
    - 9.3.4.3 Recommendations and details for contracting ongoing security assessments (annually, bi-annually, quarterly, etc.) to the customer;
    - 9.3.4.4 Review of the entity's existing security policy, if requested, and make recommendations and provide examples of additional policy statements relative to the following areas of security:
      - 9.3.4.4.1 Monitoring of Adherence to the Enterprise Security Policy;
      - 9.3.4.4.2 Administration of Security Policy;
      - 9.3.4.4.3 Reporting and Responding to Security Incidents;
      - 9.3.4.4.4 Identification and Authentication;
      - 9.3.4.4.5 Digital Signatures and Certificates;
      - 9.3.4.4.6 Password Management;

- 9.3.4.4.7 Encryption;
  - 9.3.4.4.8 Remote Access;
  - 9.3.4.4.9 Virtual Private Networks;
  - 9.3.4.4.10 Virus Prevention, Detection, and Removal;
  - 9.3.4.4.11 Software Licensing;
  - 9.3.4.4.12 Proper Use of Firewalls and VPNs;
  - 9.3.4.4.13 E-Mail Security;
  - 9.3.4.4.14 Securing Operating System and Hardware Platforms (Patch Management);
  - 9.3.4.4.15 Security Tools (Security Scanners, Intrusion Detection Systems); and
  - 9.3.4.4.16 Physical Security.
- 9.3.5 Schedule/timetable for the entire project;
  - 9.3.6 Itemized description of the total cost of the project based on the pricing proposed in this RFP; and
  - 9.3.7 The Vendor must include any assumptions or constraints considered by the Vendor in developing the WorkPlan.
- 9.4 Deliverables Presentation/Submission Requirements
    - 9.4.1 The minimum required results from an assessment engagement must include, but not be limited to:
      - 9.4.1.1 The Vendor must provide a hard copy and electronic copy report indicating the specific findings.
      - 9.4.1.2 The Vendor must provide management level report summarizing the detailed report information.
      - 9.4.1.3 The Vendor must provide a hard copy and electronic copy of the remediation plan detailing the specific findings, and a proposed resolution for each vulnerability:
        - 9.4.1.3.1 The electronic version of the remediation plan must be in a format such as Word or

Excel that can be edited by the agency/entity.

- 9.4.1.3.2 Individual vulnerabilities that have been reported in previous assessments must be flagged for each recurring item in the remediation plan including the date(s) it was reported.
- 9.4.1.4 The Vendor must be willing to work with ITS on the specific format for all documentation provided as a deliverable;
- 9.4.1.5 If Awarded Vendor is requested to conduct more than one assessment, Vendor must provide a comprehensive report comparing the results of all previous assessments performed by the awarded Vendor under this agreement. The report must include a list of vulnerabilities that were discovered in previous assessments that have not been resolved; and
- 9.4.1.6 For each assessment engagement, the Vendor must provide an overall assessment rating along with a recommendations summary. The ratings shall be defined as:
  - 9.4.1.6.1 Excellent: No significant issues and all appropriate security countermeasures in place;
  - 9.4.1.6.2 Good: No major issues discovered and appropriate security countermeasures in place;
  - 9.4.1.6.3 Needs Improvement: Significant issues discovered and minimal security countermeasures in place; and
  - 9.4.1.6.4 Poor: Significant issues discovered with serious security consequences and ineffective security countermeasures in place.
- 9.4.2 The Vendor must immediately report any vulnerability of critical or high severity discovered during any assessment engagement to the agency contact person.
- 9.4.3 The Vendor should be prepared to make one or more on-site oral presentation of the findings, if so desired, to Management and Executive level staff. Vendor must provide examples of their

reporting documents in the proposal submitted in response to this RFP.

- 9.4.4 The Vendor must ensure that all deliverables are provided to the customer in a secure manner. Vendor must describe how deliverables will be provided to the customer securely.
- 9.4.5 The Vendor is precluded from providing remediation services after an assessment(s) is completed.

**10. Location of Work**

When on-site, the Vendor will be provided office space and access to resources necessary to complete the assessment. Vendor must maintain communications with various staff as the assessment progresses in accordance with the restrictions as defined by the ITS staff.

**11. Cost Proposal**

- 11.1 The Vendor must propose a fixed amount for all services requested in this RFP, including professional services, and any travel, subsistence or lodging costs. A fixed price proposal must be submitted using the tables in Section VIII, *Cost Information Submission*.
- 11.2 The Vendor must include and complete all parts of the cost proposal, Section VIII, *Cost Information Submission*, in a clear and accurate manner. The Vendor must summarize all costs in Section VIII and fully and explicitly itemize them on a separate document as supporting documentation of how they were derived. These costs must include all initial, one-time purchase prices, as well as, all recurring costs.
- 11.3 The pricing must be proposed in such a way that the evaluation team can calculate pricing for security/risk assessment services regardless of the size and complexity of a security assessment engagement.
- 11.4 The itemized pricing proposed by the Vendor will be used to develop the pricing for security assessment engagements, including, but not limited to the following:
  - 11.4.1 Comprehensive security assessments;
  - 11.4.2 Monthly/quarterly vulnerability scans;
  - 11.4.3 Ad hoc vulnerability scans; and
  - 11.4.4 Security consulting services.
- 11.5 The Vendor must provide an hourly rate for general security consulting services for which a per-instance cost cannot be determined based on the

specifications included in Section VII of this RFP. This rate must be provided in Table 3 of Section VIII, *Cost Information Submission*.

**12. Change Order**

- 12.1 The Vendor must submit, in Section VIII, *Cost Information Submission*, Table 3, a fully-loaded rate to include any travel or per diem costs, and a base rate that does not include travel or per diem costs. The fully-loaded rate would be used only when travel is required. These rates shall remain in effect for the duration of the contract.
- 12.2 Contractor staff related travel expenses, as required and approved by the State for a Change Order, must be invoiced at the fully-loaded rate (or less). Travel expenses will not be reimbursed for Change Order hours for any Contractor staff where travel is not required, and must be billed at the base rate Contractor Qualifications. See Article 39 of the Standard Contract attached as Appendix A for terms and conditions for Change Orders.

**13. Scoring Methodology**

- 13.1 An Evaluation Team composed of **ITS** staff will review and evaluate all proposals. All information provided by the Vendors, as well as any other information available to evaluation team, will be used to evaluate the proposals.
  - 13.1.1 Each category included in the scoring mechanism is assigned a weight between one and 100.
  - 13.1.2 The sum of all categories, other than Value-Add, equals 100 possible points.
  - 13.1.3 Value-Add is defined as product(s) or service(s), exclusive of the stated functional and technical requirements and provided to the State at no additional charge, which, in the sole judgment of the State, provide both benefit and value to the State significant enough to distinguish the proposal and merit the award of additional points. A Value-Add rating between 0 and 5 may be assigned based on the assessment of the evaluation team. These points will be added to the total score.
  - 13.1.4 For the evaluation of this RFP, the Evaluation Team will use the following categories and possible points:

Category	Possible Points
Non-Cost Categories:	
Vendor Qualifications	30
Technical Requirements	20
Project Management/Workplan	20
Total Non-Cost Points	70

Cost	30
Total Base Points	100
Value Add	5
<b>Maximum Possible Points</b>	<b>105</b>

13.2 The evaluation will be conducted in four stages as follows:

13.2.1 Stage 1 – Selection of Responsive/Valid Proposals – Each proposal will be reviewed to determine if it is sufficiently responsive to the RFP requirements to permit a complete evaluation. A responsive proposal must comply with the instructions stated in this RFP with regard to content, organization/format, Vendor experience, number of copies, bond requirement, and timely delivery. No evaluation points will be awarded in this stage. Failure to submit a complete proposal may result in rejection of the proposal.

13.2.2 Stage 2 – Non-cost Evaluation (all requirements excluding cost)

13.2.2.1 Non-cost categories and possible point values are as follows:

Non-Cost Categories	Possible Points
Vendor Qualifications	30
Technical Requirements	20
Project Management/Workplan	20
<b>Maximum Possible Points</b>	<b>70</b>

13.2.2.2 Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration.

13.2.2.3 ITS scores the non-cost categories on a 10-point scale, with 9 points for meeting the requirement. The ‘Meets Specs’ score for each category is 90% of the total points allocated for that category. For example, the ‘Vendor Qualifications’ category was allocated 30 points; a proposal that fully met all requirements in that section would have scored 27 points. The additional 10% is used for a proposal that exceeds the requirement for an item in a way that provides additional benefits to the state.

13.2.3 Stage 3 – Cost Evaluation

13.2.3.1 Points will be assigned using the following formula:

$$(1 - ((B - A) / A)) * n$$

Where:

A = Total lifecycle cost of lowest valid proposal

B = Total lifecycle cost of proposal being scored

n = Maximum number of points allocated to cost for acquisition

13.2.3.2 Cost categories and maximum point values are as follows:

<b>Cost Category</b>	<b>Possible Points</b>
Change Order Rate	2
Lifecycle Cost	28
<b>Maximum Possible Points</b>	<b>30</b>

13.2.4 Stage 4 – Selection of the successful Vendor

Final Quantitative Evaluation - Following any requested presentation and demonstrations using the guidelines in 13.3 and 13.4 below, the Evaluation Team will re-evaluate any technical/functional scores as necessary. The technical/functional and cost scores will then be combined to determine the Vendor’s final score.

13.3 On-site Demonstrations and Interviews (as applicable)

13.3.1 At the discretion of the State, evaluators may request interviews, on-site presentations, demonstrations or discussions with any and all Vendors for the purpose of system overview and/or clarification or amplification of information presented in any part of the proposal.

13.3.2 If requested, Vendors must be prepared to make on-site demonstrations of system functionality and/or proposal clarifications to the evaluation team and its affiliates within seven calendar days of notification. Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project.

13.3.3 Proposed key team members must be present at the on-site demonstration. The evaluation team reserves the right to interview the proposed key team members during this onsite visit.

13.3.4 Although on-site demonstrations may be requested, the demonstration will not be allowed in lieu of a written proposal.

13.4 Site Visits (as applicable)

At the State's option, Vendors that remain within a competitive range must be prepared to provide a reference site within seven calendar days of notification. If possible, the reference site should be in the Southeastern region of the United States. Vendor must list potential reference sites in the proposal.

**SECTION VIII  
 COST INFORMATION SUBMISSION**

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

**Table 1 – Assessment Services**

Function/Expertise/Service	Estimated Hours to Complete	Per Instance Cost
Windows System Review		
Solaris/Linux/Unix External System Review		
Network Device Review		
Virtual Host Server System Review		
Wireless Scanning		
Perimeter Firewall Analysis		
Internal and External Router Analysis		
Core Network Switch Analysis		
Edge Network Switch Analysis		
VPN Concentrator/Firewall Assessment		
Cisco Secure ACS Analysis		
VOIP Server Security Analysis		
Database Vulnerability Scan		
Database Security Analysis		
Password Strength Assessment		
Application Assessment Services (automated)		
Other: (Specify)		
Other: (specify)		
Other: (specify)		



**Table 3 – Hourly Rate Services**

Function/Expertise/Service	Hourly Rate	*Estimated Range of Hours to Complete a Small-sized Job	*Estimated Range of Hours to Complete a Medium-sized Job	*Estimated Range of Hours to Complete a Large-sized Job
Mainframe System Review				
Application Assessment Services (manual)				
Network Sniffing				
Penetration Testing Services				
Documentation Review				
Other: (Specify)				
Other: (specify)				
Other: (specify)				

\*Additional detail may be included describing what is considered a small, medium, or large-sized job.

**Table 4 – Change Order Rates**

Item Description	Base Rate	Fully-Loaded Rate

## SECTION IX REFERENCES

Please return the following Reference Forms, and if applicable, Subcontractor Reference Forms.

### 1. References

- 1.1 The Vendor must provide at least **three (3)** references consisting of Vendor accounts that the State may contact. Required information includes customer contact name, address, telephone number, email address, and engagement starting and ending dates. Forms for providing reference information are included later in this RFP section. The Vendor must make arrangements in advance with the account references so that they may be contacted at the Project team's convenience without further clearance or Vendor intercession.
- 1.2 Any of the following may subject the Vendor's proposal to being rated unfavorably relative to these criteria or removed from further consideration, at the State's sole discretion:
  - 1.2.1 Failure to provide reference information in the manner described;
  - 1.2.2 Inability of the State to substantiate minimum experience or other requirements from the references provided;
  - 1.2.3 Non-responsiveness of references to the State's attempts to contact them; or
  - 1.2.4 Unfavorable references that raise serious concerns about material risks to the State in contracting with the Vendor for the proposed products or services.
- 1.3 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:
  - 1.3.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued;
  - 1.3.2 The reference installation must have been operational for at least six (6) months.
- 1.4 The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, including the procuring agency and/or other agencies or institutions of the State, even if that customer is not included in the Vendor's list of references, and to utilize such information in the evaluation of the Vendor's proposal.
- 1.5 Unless otherwise indicated in the Scoring Methodology in Section VII, reference information available to the State will be used as follows:

- 1.5.1 As documentation supporting mandatory experience requirements for companies, products, and/or individuals, as required in this RFP;
  - 1.5.2 To confirm the capabilities and quality of a Vendor, product, or individual for the proposal deemed lowest and best, prior to finalizing the award.
- 1.6 The State reserves the right to forego reference checking when, at the State's sole discretion, the evaluation team determines that the capabilities of the recommended Vendor are known to the State.

## 2. **Subcontractors**

The Vendor's proposal must identify any subcontractor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work, and three (3) references for whom the subcontractor has performed work that the State may contact. Forms for providing subcontractor information and references are included at the end of this section.

Unless otherwise noted, the requirements found in the References section may be met through a combination of Vendor and subcontractor references and experience. Vendor's proposal should clearly indicate any mandatory experience requirements met by subcontractors. NOTE: The State reserves the right to eliminate from further consideration proposals in which the prime Vendor does not, in the State's sole opinion, provide substantive value or investment in the total solution proposed. (i.e. the State does not typically accept proposals in which the prime Vendor is only a brokering agent.)

## REFERENCE FORM

**Complete three (3) Reference Forms.**

Contact Name:

Company Name:

Address:

Phone #:

E-Mail:

Project Start Date:

Project End Date:

Description of product/services/project, including start and end dates:

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### **SUBCONTRACTOR REFERENCE FORM**

**Complete a separate form for each subcontractor proposed.**

Contact Name:  
Company name:  
Address:  
Phone #:  
E-Mail:

Scope of services/products to be provided by subcontractor:

**Complete three (3) Reference Forms for each Subcontractor.**

Contact Name:  
Company name:  
Address:  
Phone #:  
E-Mail:

Description of product/services/project, including start and end dates:

## **APPENDIX A STANDARD CONTRACT**

A properly executed contract is a requirement of this RFP. After an award has been made, it will be necessary for the winning Vendor to execute a contract with **ITS**. The inclusion of this contract does not preclude **ITS** from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor(s) specific to the projects covered by this RFP.

If Vendor cannot comply with any term or condition of this Standard Contract, Vendor must list and explain each specific exception on the *Proposal Exception Summary Form* included in Section V.

**MASTER SECURITY CONSULTING SERVICES AGREEMENT  
BETWEEN  
INSERT VENDOR NAME  
AND  
MISSISSIPPI DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES  
AS CONTRACTING AGENT FOR THE  
AGENCIES AND INSTITUTIONS OF THE STATE OF MISSISSIPPI**

This Master Security Consulting Services Agreement (hereinafter referred to as "Master Agreement") is entered into by and between **INSERT VENDOR NAME** a **INSERT STATE OF INCORPORATION** corporation having its principal offices at **INSERT VENDOR STREET ADDRESS** (hereinafter referred to as "Contractor") and the Mississippi Department of Information Technology Services, having its principal place of business at 3771 Eastwood Drive, Jackson, Mississippi 39211 (hereinafter referred to as "ITS"), as contracting agent for the governmental agencies and educational institutions of the State of Mississippi (hereinafter referred to as "Customer"). ITS and Customer are sometimes collectively referred to herein as "State."

**WHEREAS**, ITS, pursuant to Request for Proposals ("RFP") Number 3735 requested proposals for the acquisition of a master contract containing the terms and conditions which will govern any orders placed by Customer during the term of this Master Agreement for security consulting services used by Customer ("Services"); and

**WHEREAS**, the Contractor was the successful respondent in an open, fair and competitive procurement process to provide the above mentioned Services;

**NOW THEREFORE**, in consideration of the mutual understandings, promises, consideration and agreements set forth, the parties hereto agree as follows:

**ARTICLE 1 TERM OF AGREEMENT**

Unless terminated as prescribed elsewhere herein, this Master Agreement will become effective on the date it is signed by all parties (the "Effective Date") and will continue in effect for three (3) years thereafter, or until all warranties provided by Contractor to Customer have expired, whichever occurs last. At the end of the initial term, the Master Agreement may, upon the written agreement of ITS and Contractor, be renewed for an additional term, the length of which will be agreed upon by the parties. Contractor will notify ITS sixty (60) days in advance prior to the expiration of the initial or any renewal term and ITS shall have thirty (30) days in which to notify Contractor of its intention to either renew or cancel this Master Agreement.

**ARTICLE 2 DEFINITIONS**

The following terms as used herein shall have the following meanings:

**2.1 "Contractor"** means **INSERT VENDOR NAME** and its successors and assigns.

**2.2 "Customer"** means, in each instance, the governmental agency, educational institution

or other governing authority of the state of Mississippi who engages Contractor to perform the security consulting Services pursuant to this Master Agreement, and who shall be bound by the terms and conditions of this Master Agreement.

**2.3 “Purchase Order”** means the document pursuant to which, among other things, Customer orders the Services from Contractor.

**2.4 “Services”** means the security consulting services specified in RFP No. 3735 and Contractor’s Proposal, as accepted by ITS, in response thereto, as well as the Statement of Work for each individual project.

**2.5 “Statement of Work”** means the document prepared by the Contractor and submitted to the Customer that includes but is not limited to, the objectives, requirements, deliverables, timetable, and costs for the particular project.

### **ARTICLE 3 MODIFICATION OR RENEGOTIATION**

This Master Agreement may be modified only by written agreement signed by the parties hereto, and any attempt at oral modification shall be void and of no effect. The parties agree to renegotiate the Master Agreement in the event that federal and/or state revisions of any applicable laws or regulations make changes in this Master Agreement necessary.

### **ARTICLE 4 INCLUDED PARTIES AND PRICING**

Contractor will accept orders from and furnish the Services under this Master Agreement to Customers based on Contractor’s pricing submitted in its proposal in response to RFP No. 3735 and attached hereto as Exhibit A and distributed to the various Customers. At the end of the initial term of this Master Agreement, ITS and Contractor may mutually agree in writing to modify, amend or replace the pricing specified in Exhibit A.

### **ARTICLE 5 ORDERS**

**5.1** The State does not guarantee that it will purchase any certain amount under this Master Agreement.

**5.2** When a Customer decides to procure any Services from Contractor, the Customer, after following applicable state procurement rules and regulations, may issue a Purchase Order to Contractor. The Purchase Order shall reference this Master Agreement and shall set forth the Services to be procured; the prices for same; the specific details of the transaction, the Customer’s designated contact, and any additional terms and conditions that apply to the specific Purchase Order as agreed to in writing by the parties. Any additional terms and conditions contained in any Purchase Order shall apply solely to the Services being procured therein. All Purchase Orders and Contractor’s Statement of Work or other terms and conditions shall be governed by, and incorporate by reference, the terms and conditions of this Master Agreement. Contractor will provide Customer with a Statement of Work as specified in RFP No. 3735. Such Statement of Work shall become effective when signed by both parties. Excluding better pricing and/or discounts which may be specified in a Purchase Order or Statement of

Work, in the event of a conflict between the other terms and conditions in a Purchase Order or Statement of Work and this Master Agreement, the terms and conditions of this Master Agreement shall prevail. The parties agree that the Customer has the right to adjust the quantities of purchases based upon the availability of funding or as determined necessary by the Customer.

**5.3** Contractor guarantees the pricing stated in the attached Exhibit A for the initial three (3) year term of this Master Agreement. In the event Contractor announces or implements a national price decrease for the Services bid during that time, Contractor agrees to extend the new, lower pricing to Customer.

## **ARTICLE 6 METHOD AND TIME OF PAYMENT**

**6.1** As consideration for the performance of any Purchase Order, Customer shall pay Contractor at prices not to exceed the pricing specified in the attached Exhibit A for the actual Services rendered as specified in the applicable Statement of Work. Contractor shall keep daily records of the actual number of hours worked and of the tasks performed and shall immediately supply such records to Customer upon request.

**6.2** Contractor shall submit invoices and supporting documentation electronically to Customer monthly for any month in which Services are rendered, using the processes and procedures identified by the State. Contractor shall certify that the billing is true and correct. Customer agrees to pay Contractor in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies," Sections 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, which generally provides for payment of undisputed amounts by the State within forty-five (45) days of receipt of the invoice. All payments shall be in United States currency. Contractor understands and agrees that Customer is exempt from the payment of taxes. Payments by state agencies using the Statewide Automated Accounting System ("SAAS") shall be made and remittance information provided electronically as directed by the State. These payments by SAAS agencies shall be deposited into the bank account of the Contractor's choice. No payment, including final payment, shall be construed as acceptance of incomplete work, and Contractor shall remain responsible and liable for full performance in strict compliance with the contract documents specified in the Article herein titled "Entire Agreement."

**6.3** If payment of undisputed amounts is not made to Contractor within forty-five (45) days of Customer's receipt of the invoice, Customer shall be liable to Contractor for interest at a rate of one and one-half percent (1 ½%) per month (or such lesser rate as may be the maximum permissible rate under the law) on the unpaid balance from the expiration of such forty-five (45) day period until such time as payment is made. This provision for late payments shall apply only to undisputed amounts for which payment has been authorized.

**6.4** Acceptance by Contractor of the last payment from the Customer under a Purchase Order shall operate as a release of all claims against the State by Contractor and any subcontractors or other persons supplying labor or materials used in the performance of any work under a Purchase Order.

## **ARTICLE 7 SCOPE OF SERVICES**

Contractor agrees to provide, at the pricing specified in the attached Exhibit A, the security consulting Services as specified in RFP No. 3735 and Contractor's Proposal, as accepted by ITS, in response thereto, which are both incorporated herein by reference.

## **ARTICLE 8 WARRANTIES**

**8.1** Contractor represents and warrants that the Services provided by Contractor to Customer shall meet or exceed the minimum specifications set forth in RFP No. 3735 and Contractor's Proposal in response thereto.

**8.2** Contractor represents and warrants that its Services shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such Services and shall comply in all respects with the requirements of this Master Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the Services, perform the Services again, at no cost to Customer, or if Contractor is unable to perform the Services as warranted, Contractor shall reimburse Customer the fees paid to Contractor for the unsatisfactory Services.

**8.3** Contractor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Contractor agrees to maintain records of such compliance and, upon request of the State and approval of the Social Security Administration or Department of Homeland Security, where required, to provide a copy of each such verification to the State. Contractor further represents and warrants that any person assigned to perform Services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi. Contractor understands and agrees that any breach of these warranties may subject Contractor to the following: (a) termination of the Purchase Order and this Master Agreement and ineligibility for any state or public contract in Mississippi for up to three (3) years, with notice of such cancellation/termination being made public, or (b) the loss of any license, permit, certification or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. In the event of such termination/cancellation, Contractor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

**8.4** Contractor represents and warrants that no official or employee of Customer or of ITS, and no other public official of the State of Mississippi who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of any project shall,

prior to the completion of said project, voluntarily acquire any personal interest, direct or indirect, in the Purchase Order or this Master Agreement.

**8.5** The Contractor represents and warrants that no elected or appointed officer or other employee of the State of Mississippi, nor any member of or delegate to Congress has or shall benefit financially or materially from this Master Agreement. No individual employed by the State of Mississippi shall be admitted to any share or part of the Master Agreement or to any benefit that may arise therefrom. The State of Mississippi may, by written notice to the Contractor, terminate the right of the Contractor to proceed under this Master Agreement if it is found, after notice and hearing by the ITS Executive Director or his/her designee, that gratuities in the form of entertainment, gifts, jobs, or otherwise were offered or given by the Contractor to any officer or employee of the State of Mississippi with a view toward securing this Master Agreement or securing favorable treatment with respect to the award, or amending or making of any determinations with respect to the performing of such contract, provided that the existence of the facts upon which the ITS Executive Director makes such findings shall be in issue and may be reviewed in any competent court. In the event this Master Agreement is terminated under this article, the State of Mississippi shall be entitled to pursue the same remedies against the Contractor as it would pursue in the event of a breach of contract by the Contractor, including punitive damages, in addition to any other damages to which it may be entitled at law or in equity.

## **ARTICLE 9 EMPLOYMENT STATUS**

**9.1** Contractor shall, during the entire term of this Master Agreement, be construed to be an independent contractor. Nothing in this Master Agreement is intended to nor shall it be construed to create an employer-employee relationship, partnership, agency, or joint venture relationship.

**9.2** Contractor represents that it has, or will secure, if needed, at its own expense, applicable personnel who shall be qualified to perform the required duties identified in a Purchase Order. Such personnel shall not be deemed in any way directly or indirectly, expressly or by implication, to be employees of Customer. Contractor shall pay when due, all salaries and wages of its employees and it accepts exclusive responsibility for the payment of federal income tax, state income tax, social security, unemployment compensation and any other withholdings that may be required. Neither Contractor nor employees of Contractor are entitled to state retirement or leave benefits.

**9.3** Any person assigned by Contractor to perform the Services hereunder shall be the employee of Contractor, who shall have the sole right to hire and discharge its employee. Customer may, however, direct Contractor to replace any of its employees performing services under this Master Agreement.

## **ARTICLE 10 BEHAVIOR OF EMPLOYEES/SUBCONTRACTORS**

Contractor will be responsible for the behavior of all its employees and subcontractors while on the premises of any Customer location. Any Contractor employee or subcontractor acting in a

manner determined by the administration of that location to be detrimental, abusive or offensive to any of Customer's staff and/or student body, will be asked to leave the premises and may be suspended from further work on the premises. All Contractor employees and subcontractors who will be working at such locations to provide Services shall be covered by Contractor's comprehensive general liability insurance policy.

## **ARTICLE 11 AUTHORITY, ASSIGNMENT AND SUBCONTRACTS**

**11.1** In matters of proposals, negotiations, contracts, and resolution of issues and/or disputes, the parties agree that Contractor represents all contractors, third parties, and/or subcontractors Contractor has assembled for any given Customer project. The Customer is required to negotiate only with Contractor, as Contractor's commitments are binding on all proposed contractors, third parties, and subcontractors.

**11.2** Neither Customer nor Contractor may assign or otherwise transfer the Purchase Order and this Master Agreement or its obligations hereunder without the prior written consent of the other party, which consent shall not be unreasonably withheld. Any attempted assignment or transfer of its obligations without such consent shall be null and void. The Purchase Order and this Master Agreement shall be binding upon the parties' respective successors and assigns.

**11.3** Contractor must obtain the written approval of Customer before subcontracting any portion of the Purchase Order and this Master Agreement. No such approval by Customer of any subcontract shall be deemed in any way to provide for the incurrence of any obligation of Customer in addition to the total fixed price agreed upon in the Purchase Order. All subcontracts shall incorporate the terms of the applicable Purchase Order and this Master Agreement and shall be subject to the terms and conditions of same and to any conditions of approval that Customer may deem necessary.

**11.4** Contractor represents and warrants that any subcontract agreement Contractor enters into shall contain a provision advising the subcontractor that the subcontractor shall have no lien and no legal right to assert control over any funds held by the Customer, and that the subcontractor acknowledges that no privity of contract exists between the Customer and the subcontractor and that Contractor is solely liable for any and all payments which may be due to the subcontractor pursuant to its subcontract agreement with Contractor. Contractor shall indemnify and hold harmless the State from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever arising as a result of Contractor's failure to pay any and all amounts due by Contractor to any subcontractor, materialman, laborer or the like.

**11.5** All subcontractors shall be bound by any negotiation, arbitration, appeal, adjudication or settlement of any dispute between Contractor and the Customer, where such dispute affects the subcontract.

## **ARTICLE 12 AVAILABILITY OF FUNDS**

It is expressly understood and agreed that the obligation of Customer to proceed under this Master Agreement and the Purchase Order is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds for the performances required under this Master Agreement. If the funds anticipated for the fulfillment of this Master Agreement and the Purchase Order are, at any time, not forthcoming, or are insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds, or if there is a discontinuance or material alteration of the program under which funds were available to Customer for the payments or performance due under this Master Agreement, Customer shall have the right to immediately terminate the Purchase Order and this Master Agreement as to itself only, without damage, penalty, cost or expense to Customer of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination. Customer shall have the sole right to determine whether funds are available for the payments or performances due under the Purchase Order and this Master Agreement. In the event of termination due to unavailability of funds, Contractor shall be entitled to receive just and equitable compensation for satisfactory work completed by Contractor in connection with this Master Agreement and accepted by Customer prior to the date of receipt of notification of termination.

## **ARTICLE 13 TERMINATION**

**13.1 Termination Upon Mutual Agreement:** A Purchase Order may be terminated in whole or in part upon the mutual written agreement of Contractor and the Customer.

**13.2 Termination Due To Bankruptcy:** Should Contractor become the subject of bankruptcy or receivership proceedings, whether voluntary or involuntary, or execute an assignment for the benefit of its creditors, the Customer may, upon the giving of thirty (30) days prior written notice, terminate a Purchase Order and this Master Agreement without the assessment of penalties, solely as between those two parties.

**13.3 Termination Other Than For Cause:** A Customer may terminate a Purchase Order and this Master Agreement as to itself only, in whole or in part and without the assessment of penalties, for any reason by giving thirty (30) calendar days written notice specifying the effective date thereof to Contractor.

**13.4 Termination For Cause:** If either party fails to comply with the terms and conditions of the Purchase Order or this Master Agreement and that breach continues for thirty (30) days after the defaulting party receives written notice from the other party, then the non-defaulting party has the right to terminate the Purchase Order and this Master Agreement solely as between those two parties. The non-defaulting party may also pursue any remedy available to it in law or in equity.

**13.5 Termination of Master Agreement:** ITS may terminate this Master Agreement without the assessment of penalties for any reason after giving thirty (30) calendar days written notice specifying the effective date thereof to Contractor but any Purchase Order entered into prior to

the termination date of this Master Agreement shall survive the termination of the Master Agreement. The terms of this Master Agreement shall survive its termination/expiration with respect to any un-expired Purchase Orders.

**13.6** In the event a Purchase Order is terminated, Contractor shall be paid for Services completed by Contractor and accepted by Customer prior to the termination. Such compensation shall be based upon and shall not exceed the amounts set forth in the particular Purchase Order.

#### **ARTICLE 14 GOVERNING LAW**

This Master Agreement and each Purchase Order shall be construed and governed in accordance with the laws of the State of Mississippi and venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi. Contractor expressly agrees that under no circumstances shall Customer or ITS be obligated to pay an attorneys fee, prejudgment interest or the cost of legal action to Contractor. Further, nothing in this Master Agreement shall affect any statutory rights Contractor and Customer may have that cannot be waived or limited by contract.

#### **ARTICLE 15 WAIVER**

Failure of either party hereto to insist upon strict compliance with any of the terms, covenants and conditions hereof shall not be deemed a waiver or relinquishment of any similar right or power hereunder at any subsequent time or of any other provision hereof, nor shall it be construed to be a modification of the terms of this Master Agreement. A waiver by the State to be effective, must be in writing, must set out the specifics of what is being waived, and must be signed by an authorized representative of the State.

#### **ARTICLE 16 SEVERABILITY**

If any term or provision of a Purchase Order or this Master Agreement is prohibited by the laws of the State of Mississippi or declared invalid or void by a court of competent jurisdiction, the remainder of the Purchase Order or this Master Agreement shall be valid and enforceable to the fullest extent permitted by law provided that the Customer's purpose for entering into the Purchase Order can be fully achieved by the remaining portions of the Purchase Order that have not been severed.

#### **ARTICLE 17 CAPTIONS**

The captions or headings in this Master Agreement are for convenience only, and in no way define, limit or describe the scope or intent of any provision or section of this Master Agreement.

#### **ARTICLE 18 HOLD HARMLESS**

To the fullest extent allowed by law, Contractor shall indemnify, defend, save and hold harmless, protect and exonerate Customer, ITS and the State, its Board Members, officers, employees, agents and representatives from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs and expenses of every kind and nature whatsoever, including without limitation, court costs, investigative fees and expenses, attorney

fees and claims for damages arising out of or caused by Contractor and/or its partners, principals, agents, employees or subcontractors in the performance of or failure to perform the Purchase Order and this Master Agreement.

#### **ARTICLE 19 THIRD PARTY ACTION NOTIFICATION**

Contractor shall notify Customer in writing within five (5) business days of Contractor filing bankruptcy, reorganization, liquidation or receivership proceedings or within five (5) business days of its receipt of notification of any action or suit being filed or any claim being made against Contractor or Customer by any entity that may result in litigation related in any way to the Purchase Order or this Master Agreement and/or which may affect the Contractor's performance under the Purchase Order or this Master Agreement. Failure of the Contractor to provide such written notice to Customer shall be considered a material breach of this Master Agreement and the Customer may, at its sole discretion, pursue its rights as set forth in the Termination Article herein and any other rights and remedies it may have at law or in equity.

#### **ARTICLE 20 AUTHORITY TO CONTRACT**

Contractor warrants that it is a validly organized business with valid authority to enter into this Master Agreement; that entry into and performance under this Master Agreement is not restricted or prohibited by any loan, security, financing, contractual or other agreement of any kind, and notwithstanding any other provision of this Master Agreement to the contrary, that there are no existing legal proceedings, or prospective legal proceedings, either voluntary or otherwise, which may adversely affect its ability to perform its obligations under a Purchase Order and this Master Agreement.

#### **ARTICLE 21 NOTICE**

Any notice required or permitted to be given under this Master Agreement shall be in writing and personally delivered or sent by electronic means provided that the original of such notice is sent by certified United States mail, postage prepaid, return receipt requested, or overnight courier with signed receipt, to the party to whom the notice should be given at their usual business address. ITS' address for notice is: Craig P. Orgeron, Ph.D., Executive Director, Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Contractor's address for notice is: **INSERT NAME, TITLE & ADDRESS OF VENDOR PERSON FOR NOTICE**. Customer's address for notice will be set forth in the applicable Purchase Order. Notice shall be deemed given when actually received or when refused. The parties agree to promptly notify each other in writing of any change of address or points of contact.

#### **ARTICLE 22 RECORD RETENTION AND ACCESS TO RECORDS**

Contractor shall establish and maintain financial records, supporting documents, statistical records and such other records as may be necessary to reflect its performance of the provisions of this Master Agreement and the Purchase Order. The Customer, ITS, any state or federal agency authorized to audit Customer, and/or any of their duly authorized representatives, accountants or attorneys, shall have unimpeded, prompt access to the Purchase Order, this Master Agreement, and to any of Contractor's proposals, books, documents, papers and/or

records that are pertinent to the Purchase Order and this Master Agreement to make audits, copies, examinations, excerpts and transcriptions at the State's or Contractor's office as applicable where such records are kept during normal business hours. All records relating to this Master Agreement and the Purchase Order shall be retained by Contractor for three (3) years from the date of receipt of final payment under this Master Agreement and the Purchase Order. However, if any litigation or other legal action, by or for the state or federal government has begun that is not completed at the end of the three (3) year period, or if an audit finding, litigation or other legal action has not been resolved at the end of the three (3) year period, the records shall be retained until resolution.

### **ARTICLE 23 INSURANCE**

Contractor represents that it will maintain workers' compensation insurance as prescribed by law which shall inure to the benefit of Contractor's personnel, as well as comprehensive general liability and employee fidelity bond insurance. Contractor will, upon request, furnish Customer with a certificate of conformity providing the aforesaid coverage.

### **ARTICLE 24 DISPUTES**

**24.1** Should disputes arise with respect to a Purchase Order or this Master Agreement, Contractor and Customer agree to act immediately to resolve such disputes. Time is of the essence in the resolution of disputes. Contractor agrees that, the existence of a dispute notwithstanding, it will continue without delay to carry out all of its responsibilities under the Purchase Order and/or this Master Agreement. Should Contractor fail to continue without delay to perform its responsibilities under the Purchase Order and/or this Master Agreement in the accomplishment of all work, any additional costs incurred by Contractor or Customer as a result of such failure to proceed shall be borne by Contractor and Contractor shall make no claim against Customer for such costs.

**24.2** If Contractor and Customer cannot resolve a dispute within ten (10) calendar days following written notification by either party of the existence of said dispute, then the following procedure shall apply:

**A.** The parties agree to resolve such matters through submission of their dispute to the Executive Director of ITS, who shall reduce his/her decision to writing and mail or otherwise furnish a copy thereof to the parties within ten (10) calendar days after presentation of such dispute for his/her decision.

**B.** Customer may withhold payments on disputed items pending resolution of the dispute. The withholding of such disputed payments shall not constitute cause for termination or suspension of the Purchase Order and/or this Master Agreement by Contractor.

**C.** The Executive Director's decision shall not be a final determination of the parties' rights and obligations under the terms of this Master Agreement. Such disagreeing party shall be entitled to seek such other rights and remedies available it may have at law or in equity.

### **ARTICLE 25 COMPLIANCE WITH LAWS**

**25.1** Contractor shall comply with, and all activities under a Purchase Order and this Master

Agreement shall be subject to all Customer policies and procedures of which Contractor has knowledge, and all applicable federal, state and local laws and regulations as now existing and as may be amended or modified. Specifically, but not limited to, Contractor shall not discriminate against any employee nor shall any party be subject to discrimination in the performance of the Purchase Order and this Master Agreement because of race, creed, color, sex, age, national origin or disability.

**25.2** Contractor represents and warrants that it will comply with the state's data breach notification laws codified at Section 75-24-29 of the Mississippi Code Annotated (Supp. 2012). Further, to the extent applicable, Contractor represents and warrants that it will comply with the applicable provisions of the HIPAA Privacy Rule and Security Regulations (45 CFR Parts 160, 162 and 164) ("Privacy Rule" and "Security Regulations", individually; or "Privacy and Security Regulations", collectively); and the provisions of the Health Information Technology for Economic and Clinical Health Act, Title XIII of the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5 (the "HITECH Act").

#### **ARTICLE 26 CONFLICT OF INTEREST**

Contractor shall notify Customer of any potential conflict of interest resulting from the representation of or service to other clients. If such conflict cannot be resolved to Customer's satisfaction, Customer reserves the right to terminate the Purchase Order and this Master Agreement as to itself only. It is understood by the parties that the Contractor cannot perform security assessment services for customers in situations where the Customer and the Contractor have a pre-existing network business relationship.

#### **ARTICLE 27 SOVEREIGN IMMUNITY**

By entering into this Master Agreement with Contractor, the State of Mississippi does in no way waive its sovereign immunities or defenses as provided by law.

#### **ARTICLE 28 CONFIDENTIAL INFORMATION**

**28.1** Contractor shall treat all Customer data and information to which it has access by its performance under the Purchase Order and this Master Agreement as confidential and shall not disclose such data or information to a third party without specific written consent of Customer. In the event that Contractor receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of such information, Contractor shall promptly inform Customer and thereafter respond in conformity with such subpoena to the extent mandated by state and/or federal laws, rules and regulations. This Article shall survive the termination or completion of the Purchase Order or this Master Agreement and shall continue in full force and effect and shall be binding upon the Contractor and its agents, employees, successors, assigns, subcontractors or any party or entity claiming an interest in the Purchase Order or this Master Agreement on behalf of, or under the rights of the Contractor following any termination or completion of the Purchase Order or this Master Agreement.

**28.2** With the exception of any attached exhibits which are labeled as "confidential", the

parties understand and agree that the Purchase Order and this Master Agreement do not constitute confidential information, and may be reproduced and distributed by the State without notification to Contractor. ITS will provide third party notice to Contractor of any requests received by ITS for any such confidential exhibits so as to allow Contractor the opportunity to protect the information by court order as outlined in ITS Public Records Procedures.

**28.3** Contractor understands and agrees that due to the very nature of the Services to be performed on Customer's systems, any and all proposals, reports and documents created during any project resulting from RFP No. 3735 shall be classified as confidential and shall not be available for public disclosure.

#### **ARTICLE 29 EFFECT OF SIGNATURE**

Each person signing a Purchase Order or this Master Agreement represents that he or she has read the Purchase Order and this Master Agreement in its entirety, understands its terms, is duly authorized to execute the Purchase Order or this Master Agreement on behalf of the parties and agrees to be bound by the terms contained herein. Accordingly, the Purchase Order and this Master Agreement shall not be construed or interpreted in favor of or against the State or the Contractor on the basis of draftsmanship or preparation hereof.

#### **ARTICLE 30 STATE PROPERTY**

Contractor shall be responsible for the proper custody of any Customer-owned property furnished for Contractor's use in connection with work performed pursuant to any Purchase Order. Contractor shall reimburse the Customer for any loss or damage, normal wear and tear excepted.

#### **ARTICLE 31 NEWS RELEASES**

News releases pertaining to a Purchase Order or this Master Agreement or the products, study, data, or project to which it relates will not be made without Customer's prior written approval, and then only in accordance with the explicit written instructions from Customer.

#### **ARTICLE 32 SURVIVAL**

Articles 8, 14, 18, 22, 27, 28, 33, 36, and all other articles which, by their express terms so survive or which should so reasonably survive, shall survive any termination or expiration of the Purchase Order or this Master Agreement.

#### **ARTICLE 33 OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS**

The Customer shall own all files, work papers, documentation, and/or other material, electronic or otherwise, collected and created in connection with work performed under a Purchase Order, whether completed or in progress, except for: (a) Contractor's internal administrative and quality assurance files and internal project correspondence; (b) documents, objects or things owned by Contractor and pre-existing the work performed under the Purchase Order, and (c) documents, objects or things in which Contractor has no right to transfer ownership. As to such documents, objects and things, Contractor shall convey such right or interest to the extent allowed by law.

Contractor shall deliver such documents and work papers to Customer upon termination or completion of the Purchase Order.

#### **ARTICLE 34 ENTIRE AGREEMENT**

**34.1** This Master Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein and supersedes and replaces any and all prior negotiations, understandings and agreements, written or oral, between the parties relating hereto, including all terms of any unsigned or “shrink-wrap” license included in any package, media or electronic version of Contractor-furnished software, or any “click-wrap” or “browse-wrap” license presenting in connection with a purchase via the internet. The Purchase Order, RFP No. 3735, and Contractor’s Proposal submitted in response thereto are hereby incorporated into and made a part of this Master Agreement as far as the individual Customer is concerned.

**34.2** The Master Agreement made by and between the parties hereto shall consist of, and precedence is hereby established by the order of the following:

- A. This Master Agreement signed by Contractor and ITS;
- B. Any Exhibits attached to this Master Agreement;
- C. The Purchase Order signed by Customer and Contractor, as applicable;
- D. RFP No. 3735 and all written clarifications/addenda;
- E. The mutually agreed upon Statement of Work, and
- F. Contractor’s Proposal, as accepted by ITS, in response to RFP No. 3735.

**34.3** The intent of the above listed documents is to include all items necessary for the proper execution and completion of the services by Contractor. The documents are complementary, and what is required by one shall be binding as if required by all. A higher order document shall supersede a lower order document to the extent necessary to resolve any conflict or inconsistency arising under the various provisions thereof; provided, however, that in the event an issue is addressed in one of the above mentioned documents but is not addressed in another of such documents, no conflict or inconsistency shall be deemed to occur by reason thereof. The documents listed above are shown in descending order of priority, that is, the highest document begins with the first listed document (“A. This Master Agreement”) and the lowest document is listed last (“F. Contractor’s Proposal”).

#### **ARTICLE 35 DEBARMENT AND SUSPENSION CERTIFICATION**

Contractor certifies that neither it nor its principals: (a) are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or agency; (b) have, within a three (3) year period preceding this Master Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; (c) are presently indicted of or otherwise criminally or civilly charged by a

governmental entity with the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property, and (d) have, within a three (3) year period preceding this Master Agreement, had one or more public transaction (federal, state or local) terminated for cause or default.

#### **ARTICLE 36 NON-SOLICITATION OF EMPLOYEES**

Contractor agrees not to employ or to solicit for employment, directly or indirectly, any of Customer's employees until at least one (1) year after the expiration/termination of the Purchase Order unless mutually agreed to the contrary in writing by the Customer and Contractor and provided that such an agreement between these two entities is not a violation of the laws of the State of Mississippi or the federal government.

#### **ARTICLE 37 COMPLIANCE WITH ENTERPRISE SECURITY POLICY**

Contractor and Customer understand and agree that all Services provided by Contractor under this Master Agreement must be and remain in compliance with the State of Mississippi's Enterprise Security Policy. The parties understand and agree that the State's Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines at the time of contract execution. The State reserves the right to introduce a new policy during the term of this Master Agreement and require the Contractor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

#### **ARTICLE 38 PERSONNEL ASSIGNMENT GUARANTEE**

Contractor guarantees that the personnel identified in the Contractor's proposal will remain available to and participate in the security consulting service project throughout the duration of this Master Agreement as long as the personnel are employed by the Contractor and are not replaced by Contractor pursuant to the third paragraph of the Article herein titled "Employment Status." Contractor further agrees that the assigned personnel will function in the capacity for which their services were acquired throughout the life of this Master Agreement, and any failure by Contractor to so provide these persons shall entitle the Customer to terminate this Master Agreement for cause. Contractor agrees to pay the Customer fifty percent (50%) of the total contract amount if any of the assigned personnel is removed from the pool of personnel available to the security consulting service project prior to the ending date of the Master Agreement for reasons other than departure from Contractor's employment or replacement by Contractor pursuant to the third paragraph of the Article herein titled "Employment Status." Subject to the Customer's written approval, the Contractor may substitute qualified persons in the event of the separation of the incumbents therein from employment with Contractor or for other compelling reasons that are acceptable to the Customer, and may assign additional staff to provide technical support to Customer. The replacement personnel shall have equal or greater ability, experience and qualifications than the departing personnel, and shall be subject to the prior written approval of the Customer. The Contractor shall not permanently divert any

staff member from meeting work schedules developed and approved under the project unless approved in writing by the Customer. In the event of Contractor personnel loss or redirection, the services performed by the Contractor shall be uninterrupted and the Contractor shall report in required status reports its efforts and progress in finding replacements and the effect of the absence of those personnel.

### **ARTICLE 39 CHANGE ORDER RATE AND PROCEDURE**

**39.1** It is understood that the Customer may, at any time by a written order, make changes in the scope of the project. No changes in scope are to be conducted or performed by the Contractor except by the express written approval of the Customer. The Contractor shall be obligated to perform all changes requested by the Customer which have no price or schedule effect.

**39.2** The Contractor shall have no obligation to proceed with any change that has a price or schedule effect until the parties have mutually agreed in writing thereto. Neither the Customer nor the Contractor shall be obligated to execute such a change order; and if no such change order is executed, the Contractor shall not be obliged or authorized to perform services beyond the scope of the initial project and the contract documents. All executed change orders shall be incorporated into previously defined deliverables.

**39.3** With respect to any change orders issued in accordance with this Article, the Contractor shall be compensated for work performed under a change order according to the hourly change order rates specified in the attached Exhibit A, which is incorporated herein. If there is a service that is not defined in the change order rate, the Contractor and the Customer will negotiate the rate. The Contractor agrees that each change order rate shall be a "fully loaded" rate, that is, it includes the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Contractor in the performance of the change order. The Contractor shall invoice the Customer upon acceptance by the Customer of all work documented in the change order, and the Customer shall pay invoice amounts on the terms set forth in this Master Agreement.

**39.4** Upon agreement of the parties to enter into a change order, the parties will execute such a change order setting forth in reasonable detail the work to be performed thereunder, the revisions necessary to the specifications or performance schedules of any affected project work plan, and the estimated number of professional services hours that will be necessary to implement the work contemplated therein. The price of the work to be performed under any change order will be determined based upon the change order rate; however, the change order will be issued for a total fixed dollar amount and may not be exceeded regardless of the number of hours actually expended by the Contractor to complete the work required by that change order. The project work plan will be revised as necessary.

**39.5** The Contractor will include in the progress reports delivered under the project, the status of work performed under all then current change orders.

**39.6** In the event the Contractor and the Customer enter into a change order which increases or decreases the time required for the performance of any part of the work under the project, the Contractor shall submit to the Customer a revised version of the project work plan, clearly indicating all changes, at least five (5) working days prior to implementing any such changes.

**39.7** The Customer shall promptly review all revised project work plans submitted, and shall notify the Contractor of its approval or disapproval, in whole or in part, of the proposed revisions, stating with particularity all grounds for any disapproval, within ten (10) working days of receiving the revisions from the Contractor. If the Customer fails to respond in such time period or any extension thereof, the Customer shall be deemed to have approved the revised project work plan.

#### **ARTICLE 40 TRANSPARENCY**

In accordance with the Mississippi Accountability and Transparency Act of 2008, §27-104-151, et seq., of the Mississippi Code of 1972, as Amended, the American Accountability and Transparency Act of 2009 (P.L. 111-5), where applicable, and §31-7-13 of the Mississippi Code of 1972, as amended, where applicable, a fully executed copy of this Master Agreement shall be posted to the State of Mississippi's accountability website at: <https://www.transparency.mississippi.gov>. Prior to Purchaser posting the Master Agreement to the website, any attached exhibits which contain trade secrets or other proprietary information and are labeled as "confidential" will be redacted by ITS.

#### **ARTICLE 41 LIABILITY ISSUES**

Unless jointly agreed otherwise in writing, Contractor's liability for a specific project shall not exceed the total amount paid by Customer to Contractor under the applicable Statement of Work. In no event will Contractor be liable to Customer for special, indirect, consequential or incidental damages including lost profits, lost savings or lost revenues of any kind unless Contractor was advised of the possibility of such loss or damage or unless such loss or damage could have been reasonably foreseen. Excluded from this or any liability limitation are claims related to fraud, bad faith, infringement issues, bodily injury, death, physical damage to tangible personal property and real property, and the intentional and willful misconduct or gross negligent acts of Contractor. The language contained herein tending to limit the liability of the Contractor will apply to Customer to the extent it is permitted and not prohibited by the laws or constitution of Mississippi. Further, the parties understand and agree that the Contractor is precluded from relying on any contractual damages limitation language within this article where the Contractor acts fraudulently or in bad faith.

For the faithful performance of the terms of this Master Agreement, the parties have caused this Master Agreement to be executed by their undersigned representatives.

**State of Mississippi, Department of  
Information Technology Services, on  
behalf of the agencies and institutions  
of the State of Mississippi**

**INSERT VENDOR NAME**

By: \_\_\_\_\_  
Authorized Signature

Printed Name: Craig P. Orgeron, Ph.D.

Title: Executive Director

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Authorized Signature

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



**APPENDIX B**

**CERTIFICATION OF DESTRUCTION**



Letter of Certification of Destruction  
of Security Related Reports

Vendors must certify that the required security reports and information gathered by their company during the process of providing security risk and assessment services has been delivered in both hard copy and electronic form to the customer. The Vendor must certify that within 30 days of the delivery of said reports and information, all subsequent copies, both hard copies and electronic copies have been properly shredded, otherwise destroyed, or deleted.

I hereby certify that the reports and information gathered by our company in the execution of our responsibilities under contract no. \_\_\_\_\_ have been properly shredded, otherwise destroyed, or deleted in accordance with the requirements stated above.

Company Name:

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Company Representative (Print Name):

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Company Signature:

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Date Submitted: \_\_\_\_\_