

NeighborWorks[®] America

Request for Proposals for a Security
Assessment of the NeighborWorks[®] America
Online Reporting System (ORS) and
CounselorMax (CMAX) web applications

REQUEST FOR PROPOSAL

Web Applications Security Assessment

NeighborWorks® America, is seeking proposals, including timelines and budget, for a vendor to complete a security assessment of two public web applications, CounselorMax and the Online Reporting System (ORS) that are used by NeighborWorks® America partners and customers.

The purpose of this Request for Proposal is to facilitate selection of the most appropriate technology partner to complete this project. Information contained within your proposal will be evaluated by NeighborWorks® America and will be considered confidential. However, NeighborWorks® America is subject to the requirements of the Freedom of Information Act (the "Act"). Public disclosure of any or all information provided by you may be subject to public disclosure under the Act. Any and all information believed to be proprietary and exempt from public disclosure should be plainly and clearly marked or otherwise identified as such.

I. **NeighborWorks® America Background**

NeighborWorks® America is the country's preeminent leader in affordable housing and community development. We work to create opportunities for lower-income people to live in affordable homes in safe, sustainable neighborhoods that are healthy places for families to grow. Headquartered in Washington, DC, NeighborWorks® America operates through a national office, two regional offices and seven district offices.

NeighborWorks® delivers many of its community-focused programs and services through the national NeighborWorks® network – 235 independent, community-based nonprofit organizations serving more than 4,500 communities nationwide. More than one-third of these organizations serve rural communities. Together with its national and local partners, NeighborWorks® provides grants, programmatic support, training and technical assistance to its national network.

NeighborWorks® America works with several affiliated capital corporations to build partnerships, develop loan products and support financing vehicles that further expand affordable housing opportunities nationwide.

NeighborWorks® America
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II. **RFP Purpose**

NeighborWorks® America, is seeking proposals, including timelines and budget, for a vendor to complete a security assessment of two public web applications, CounselorMax and the Online Reporting System (ORS) that are used by NeighborWorks® America partners and customers.

The primary goal and intent of this request for proposal (RFP) is to retain a vendor who can assess the security of two web applications, identify flaws that could be exploited by attackers, rank risk associated with those flaws and provide a summary of remediation strategies for those flaws.

Testing and assessment should include an examination of the application hosting environment, data protection mechanisms, user authentication and authorization, comprehensive web application scanning to include session and state management checks, data validation testing, error handling and exception management, auditing and logging checks.

The final work product from the vendor must include a detailed, written report, including an executive summary, which prioritizes and explains findings and the impacts of any security risks. In addition, detailed technical findings should contain specifics for individual security issues and recommendations for mitigation.

III. RFP Provisions

The proposal is a firm offer that will be considered valid for ninety (90) calendar days from the due date. NeighborWorks® America shall not be responsible for any errors or omissions on the part of the Bidder in preparing this proposal. Bidder shall bear all costs associated with preparing the proposal. The project will be awarded based on organizational qualifications and experience, proposal content, schedule, and cost. We will be unable to provide any verbal or written feedback on individual proposals. NeighborWorks® America also reserves the right to cancel or to reissue the RFP in whole or in part, prior to final award of a contract.

Revisions to the RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors who received the RFP. Any submitted questions and the answers which are pertinent information to bidders shall be provided as an addendum to the RFP.

Schedule of Key Events

RFP Issued	20-Dec-2011
Vendor Intention to bid deadline.	10-Jan-2011
Questions from Vendors regarding scope, approach or deliverables due by date submitted by date.	24-Jan-2011
Bid Submission Deadline.	31-Jan-2011
Vendor Selected (<i>Estimated</i>)	14-Feb-2011
Anticipated Contract Start Date (<i>Estimated</i>)	6-Mar-2011

Declaration of Intent

Vendors who intend to bid on this project should notify Thomas Lyons (TLyons@NW.org), Director, Information Management, via email by 11:59pm (EST) Tuesday, January 10th. Please provide the following contact information of the person responsible for submitting the proposal:

Company providing the proposal (Bidder):
 Contact Name:
 Title:
 Address:
 Phone:
 Email:
 Company Website Address:

Proposal Submission

The proposal submission deadline is 11:59pm (EST), Tuesday, January 31, 2011. Your proposal (electronic document) should be submitted via email to:

Thomas Lyons
 Director, Information Management
TLyons@NW.org

Proposal Evaluation and Selection Process

NeighborWorks® America reserves the right to determine which bidders have met the base requirements of this RFP. In addition, NeighborWorks® America may reject, in whole or in part, any and all proposals, waive minor irregularities in proposals, allow an offer or to correct minor irregularities and negotiate with all responsible efforts in any matter deemed necessary to serve the best interest of NeighborWorks® America.

NeighborWorks® America reserves the right to reject any and all proposals when such rejection is in the interest of NeighborWorks® America, to reject the proposal of a bidder who has not met the prerequisites of the bid proposal or who has previously failed to perform properly or complete on time contracts of a similar nature, and to reject the proposal of a bidder who is not in the sole opinion of NeighborWorks® America, able to perform the contract to the sole satisfaction of NeighborWorks® America.

NeighborWorks® America also reserves the right to waive any informalities and technicalities in the bidding. NeighborWorks® America reserves the right, however, to award the contract in accordance with its best interest and will not be required to accept the lowest bid. Responses will be evaluated using the following criteria:

- Capacity and the qualifications of the vendor; ability to provide all the services requested.
- Availability of high quality vendor personnel with the required skills and experience for the specific approach proposed.
- Evidence of successfully conducting similar services for other agencies, companies or organizations.
- The soundness of the plan proposed for carrying out the assignment.
- Cost/fees

IV. Proposal Content

Please document your proposed strategy to address the objectives and scope of work for this proposal. Format your response in the same order as below. You must demonstrate a knowledge base consistent with the objectives and requirements of this RFP.

The following elements should be in your proposal:

- A. The Technical Proposal shall contain a comprehensive description of services describing how vendor will meet the responsibilities identified in Section II, including the following elements:
 1. Project Approach/Methodology – Include a complete description of the Consultant's proposed approach and methodology for the project. This section should convey the Vendors' understanding of the proposed project. A project status communication plan for the duration of the work should also be outlined.
 2. Work Plan – Include all project requirements and the proposed tasks, services, activities, etc. necessary to accomplish the scope of the project defined in this RFP. This section of the technical proposal shall contain sufficient detail to convey to members of the evaluation team the Consultant's knowledge of the subjects and skills necessary to successfully complete the

project. Include any required involvement of NeighborWorks® America staff. The Consultant may also present any creative approaches that might be appropriate and may provide any pertinent supporting documentation. All subcontracted work must be identified.

3. Project Schedule – Include a project schedule indicating when the elements of the work will be completed and when deliverables will be provided.
 4. Deliverables – Fully describe deliverables that will be provided.
- B. Project Costs – Identify all costs including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. Submit a detailed budget including staffing resource costs and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract. Third party expenses (e.g., subcontractors, software licensing, travel) must be identified and totaled separately from your direct service costs.
- C. List any previous similar and relevant organizational experience and provide information on the impact of this work on the client organizations/systems.
- D. Please describe the roles, qualifications and relevant experience of the types of staff that would be assigned to this project. Describe bonding process and coverage levels of employees. Affirm that no employees working on the engagement have ever been convicted of a felony.
- E. Provide three current corporate references for which you have performed similar work.
- F. Provide the following for your company:
- i. Official registered name (Corporate, D.B.A., Partnership, etc.), web site, address and main telephone number.
 - ii. Key contact name, title, address (if different from above address), direct telephone and email address.
 - iii. Brief history, including year established and number of years your company has been offering Information Security Testing.

V. Product Background Information

There are two products that must be examined during this assessment: CounselorMax®, a commercially available software product and ORS, an online reporting system for NeighborWorks® America partners. Dynaxys (<http://www.dynaxys.com/>) in Silver Spring, Maryland provides the application hosting services for both products.

CounselorMax®

CounselorMax® is a web based client management system for the housing counseling industry. It collects client contact and demographic information, client appointment and education records, detailed financial records related to housing purchases, housing rehabilitation, and foreclosure prevention services. The application stores extensive sensitive financial information especially related to foreclosure prevention cases, including credit scores, assets, liabilities, income, etc.

There are over 800 dynamic pages in the application. All of the pages use some form of centralized processing. For example, all requests to the db use a Data Access Layer. Many pages use a CRUD approach.

There are three user roles within the application: Admin, Counselor and Intake.

- A. **Admin:** allowing users with these rights to set customizable options, create new user accounts, and access all data related to the agency's account. This role is designed for agency managers who have the expertise to customize the application's options to their agency's business needs.
- B. **Counselor:** allows users with these rights to enter and access all client records but restricts their access to admin functions, as described above. This role is designed for the everyday user who is meeting with clients and entering real-time counseling and education data.
- C. **Intake:** allows users with these rights to access and save limited client data restricted to basic client contact information and client education activity data.

There is a demonstration site that can be made accessible to interested bidders, as well as a short guided demonstration of the application. Please forward a request for demonstration site access and product demonstration to: Thomas Lyons, Director, Information Management (TLyons@NW.org).

ORS

ORS is an online data gathering and survey system used by NeighborWorks America to collect data from its partners and grantees. ORS enables the creation, administration, and review of surveys and data collection instruments for the corporation. It also manages the responses and administration of the surveys by the respondents.

There are hundreds of dynamic pages rendered by the application. At the core of the system is a survey rendering engine. It should be noted ORS does collect potentially Personal Identifiable Information like address and phone number. There are multiple roles within the system for both survey/system management and survey response.

Survey/System Management roles:

- A. Response Reviewer – Review the responses
- B. Response Approver – Approves the responses
- C. Survey Administrator – Creates new surveys
- D. Survey Editor – Makes Changes to surveys
- E. User Administrator – Creates users

Respondent roles:

- A. Respondent – Responds to survey
- B. Respondent Manager – Creates user accounts under their organization, assign survey to users

There is a demonstration site that can be made accessible to interested bidders, as well as a short guided demonstration of the application. Please forward a request for demonstration site access and product demonstration to: Thomas Lyons, Director, Information Management (TLyons@NW.org).