



Condominium
Authority of
Ontario

Request for Proposal (RFS)

Condominium Authority of Ontario

RFS No 2020-02-001

IT Security Services

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Toronto, ON M4T 3A1

Issue date: Feb 24, 2020

Closing date: Mar, 2020

Issue Entity: Condominium Authority of Ontario

Contact:

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1. Introduction

1.1 Invitation

The Condominium Authority of Ontario (CAO), hereby issues this Request for Service (RFS) to identify and secure an IT security vendor to provide IT security services to the Condominium Authority of Ontario to conduct a security review of its infrastructure and system security.

1.2 Background Information about the CAO

The CAO is a self-funded, not-for-profit corporation responsible for the administration of delegated provisions of the *Condominium Act, 1998* and corresponding regulations as of September 2017. The CAO is also responsible for the operations of the CAT which has authority to resolve prescribed disputes.

The CAO aims to protect consumers and support condominium living by providing the following services and resources for condominium owners, residents, buyers, directors and managers across the province:

- Easy-to-use information to help owners and residents understand their rights and responsibilities;
- Free online resources, tools and guided steps to help condo owners and residents resolve common issues and disputes collaboratively;
- Mandatory training for condo directors elected or appointed on or after November 1, 2017 to help them understand their oversight and legal obligations;
- Easily accessible and cost-effective online dispute resolution service through the CAT;
- Easy to navigate condominium returns system to allow corporations to file and update key information; and

For more information about the CAO, please visit www.condoauthorityontario.ca.

2. Scope of Services

The outcome of the RFS is to select and secure a vendor to provide IT security services to the CAO IT department.

2.1 The detailed scope of services:

The CAO adopted a cloud-based approach to its IT infrastructure and business systems. The infrastructure and ERP Cloud Service Provider (CSP) is Microsoft / KPMG. Telephony CSP is 8x8. The Tribunal system is also online.

CAO's IT environment consist

For the purpose of this RFS, the respondent is to review and conduct test all the components of the system infrastructure. Since the environment is in the cloud, the successful vendor will need to work within the restrictions imposed by the CSP.

- Business systems components
 - Dynamics 365 CRM (Microsoft - SaaS)
 - Dynamics 365 Finance and Operations (Microsoft - SaaS)
 - Website is using ADX as part of CRM (SaaS)
 - Director Training (BaseCorp – SaaS hosted on Azure)
 - CAT-ODR Online tribunal (Internal custom hosted in Azure -IaaS)
- Productivity components
 - Office 365 for productivity
- Infrastructure components
 - SharePoint is part of Office 365 offering
 - VMs are hosted in Azure
 - SQL Databases are hosted in Azure
- External components (excluded from this review)
 - Internet connection is Bell
 - Telephony is hosted in the Cloud by 8x8

The objective is to review the current security setup for vulnerability and security setup.

Deliverables

- Using industry best practice in a cloud-based environment to develop an IT security and vulnerability testing checklist for CAO. This checklist will be used annually by CAO to measure and evaluate its security posture.
- Using the approved checklist to conduct a security and vulnerability scan to evaluate CAO's current IT environment security posture.
- Produce a summary report of the overall results, any improvements and recommendations to CAO for review and action if possible needed.

3. Timelines

The timeline for selection will be as follows:

Activity	Timeframe
Issue RFS	Feb 24, 2020
Last day for Questions submission	Feb 28, 2020
Responses to questions to all	Mar 2, 2020
Proposal Submission Deadline by noon EST	Mar 6, 2020
Notification of Successful Firm	Mar 11, 2020
Project Work Completion and report	Mar. 31, 2020

4. Terms and Conditions for the RFS Process

4.1 Submission Inquiries

All inquiries must be submitted electronically to the CAO no later than noon EST on Feb 28th, 2020. Inquiries received after that time will not be responded to. Responses to inquiries will be shared with all proponents. Please submit inquiries to the attention of:

Peter Chu

+1 (647) 919-5413

Peter.Chu@condoauthorityontario.ca

4.2 Submission Instructions

Provide an electronic submission in PDF format to the attention of Peter Chu at Peter.Chu@condoauthorityontario.ca. Submissions must be received on or before noon EST on Mar 6, 2020. It is the responsibility of the proponent to ensure that the submission is received by the time and date specified.

By submitting a response to the proposal, the proponent acknowledges that:

- The proposal submissions are irrevocable and open for acceptance for a period of 120 days following the proposal closing

- The proponent will be responsible for all losses suffered or incurred by the CAO arising from the proponent's inability or failure to carry out the responsibilities under the proposal once notice of acceptance is provided to the proponent by the CAO
- The proponent warrants that it is sufficiently experienced, properly qualified, equipped, staffed, organized, and financed to provide the services
- The CAO may at any time cancel, amend or clarify this RFS by issuing a written notice to this effect to the proponents. No proponent may rely on any oral explanation or interpretation respecting this RFS by the CAO or any of its representatives unless the information or instructions are provided in writing by the CAO RFS contact.

4.3 Evaluation Process

The evaluation process consists of a review of the mandatory requirements and point-rated requirements. Mandatory requirements are not assigned a point score. All proponents must meet the mandatory requirements before proceeding to the point-rated evaluation stage. Proposals that do not comply with all mandatory requirements may be disqualified. The proposal evaluation will be based on the point-rated requirements as outlined in Section 5.2.

The evaluation is based on the information and documentation provided in the proposal, and it is recommended that each item in the point-rated requirements be addressed in depth. The proposal should explain and demonstrate how the proponent will carry out the work identified and satisfy the contract deliverables. Those responding to this RFS shall submit all data required herein in order for the proposal to be evaluated and considered for award. Failure to submit such data could result in disqualification of the proposal from further consideration.

The evaluation criteria will be as follows:

Criteria	Description	Rating
Knowledge and Experience	Background and certifications, references, experiences/outcomes with similar security projects in a cloud based environment.	40%
Quality and Completeness of Proposed Services	Understanding of the scope of work and able to create a checklist that meets CAO's needs, a project plan with timelines and breakdown of deliverables, organizational resources to complete work.	30%
	Evaluation of proposed total pricing; include details	30%

Price	of hourly rate and costs for any anticipated additional expenses.	
TOTAL WEIGHTING		100%

More information regarding the type of information that the CAO is looking for under each evaluation category can be found in Section 5.2, which details the point-rated requirements.

All decisions as to the degree to which a proposal meets the requirements of the RFS are solely within the judgment of the CAO management.

4.4 Contract Award

The CAO reserves the right to accept or reject proposal submissions, in whole or in part, to adjust the scope of work or to modify any term or condition, which has been provided to the proponent at its sole and absolute discretion.

The CAO does not bind itself to accept any proposal submission. The CAO reserves the right to terminate the process without awarding the contract.

The awarding of the contract is subject to the availability of funds for this statement of work. Should all proposals received exceed the specified budgeted funds, the CAO reserves the right to terminate the process without awarding the contract.

Each proposal will constitute an offer by the proponent to enter into an agreement on the terms of that proposal. After the closing date, the CAO may interview any proponent and may seek clarification or additional information in respect of the proponent's proposal.

The CAO's interpretation of the contents of the official proposal documents shall prevail.

The CAO will notify all proponents of whether or not they have been selected as the successful vendor. Any material submitted by the proponent that is to be considered confidential must be clearly marked as such and must include all applicable restrictions. All documentation and manuals submitted by the proponent shall become the property of the CAO unless requested otherwise by the proponent at the time of submission.

4.5 Confidentiality and Non-Disclosure

The proponent acknowledges that any and all information provided by the CAO in connection with this RFS is confidential and proprietary to the CAO and shall not be disclosed to anyone except as required in order to prepare the submission without the prior written consent and approval of the CAO, which may be reasonably withheld.

Any material provided by the proponent that is to be considered confidential must be clearly marked as such and must include all applicable restrictions. All documentation submitted by the proponent shall become the property of the CAO unless requested otherwise by the proponent at the time of submission.

The proponent, which if applicable includes its partners, officers, directors, employees, contractors, agents, partners, shareholders and all persons or entities connected with or associated with the proponent in any way ("the proponents"), shall keep confidential and shall not communicate, release, disclose, copy, transfer, give or sell to any person or corporation or use for any commercial purpose all or any part of any information, including but not restricted to, lists, records, contracts, documents, data, proprietary designs, that is belonging to or obtained from or maintained by or through or about the CAO or any of its employees or agents, which comes to the proponent's knowledge or possession or control except as may be required in the course of the engagement of the proponent's services by the CAO or as the CAO may separately approve in writing.

Unless the CAO has given such a written release to the proponent, the proponent's obligations under this provision shall survive the term of the submission and be an ongoing obligation, regardless of whether a particular contract for the proponent's services is in existence or has been completed or the CAO enters into a new contract for the proponent's services or the CAO is no longer using the proponent's services or any other agreement or business relationship between the CAO and the proponent is terminated.

4.6 Cost of Submission

All costs incurred in the preparation and presentation to respond to this RFS in any way whatsoever will be wholly absorbed by the proponent.

4.7 Save Harmless

By submitting a proposal, the proponent agrees to protect and save harmless the CAO against any damages, costs or liability for any injuries or damages to any person (including death) or property arising from acts or omissions of the proponent, its employees or agents, any of which result from or are a consequence of the purchase or lease of goods and services from the proponent's proposal.

4.8 Disposition of Proposals and Submissions

All materials submitted in response to this RFS will become the property of the CAO and will be returned only at the CAO's option and the proponent's expense.

4.9 Bankruptcy, Insolvency or Change in Control

The proponent shall notify the CAO if he/she/it becomes bankrupt, insolvent or undergoes a change in control after submission of its proposal but before the awarding of the contract, which event shall constitute sufficient grounds for the CAO to not award the contract to that individual/entity.

5. Proposal Requirements

The following sections outline the requirements for this RFS.

5.1 Mandatory Requirements

Mandatory requirements are not assigned a point score. A pass will be assigned for each item submitted that meets the requirements. If any component fails or contains an item that for any reason cannot be evaluated, it shall be deemed non-compliant and the evaluation process will not continue to the next phase.

Submission Criteria:

- submitted by the method noted above in section 4.2;
- contains signed cover letter accepting terms and conditions of the proposal; and
- received before the closing date and closing time.

Proposal Inclusions:

The proposal must include the following information:

- a covering letter signed and dated by a duly authorized signing officer agreeing to be bound by the terms and conditions of this proposal (unconditional acceptance) with confirmation at or before the time of closing that the mandatory requirements have been met;
- Detail outline of the approach to the testing.
- value added suggestions, if any;
- proposed personnel and their professional qualifications and related experience;
- a minimum of three references, one of which is from a not-for-profit organization and/or Designated Administrative Authority (DAA);

- information addressing whether or not the proponent can meet all the requirements outlined in this RFS;
- disclose to the CAO any actual or perceived conflicts of interest;
- proposed project plan with a time schedule for completion;
- agreement to use the CAO's standard form contract attached as Appendix A;
- a summary of expectations of the CAO; and
- a quote for the scope of work, including an estimate of travel, disbursements and any other anticipated incidental expenses.

5.2 Point-Rated Requirements

5.2.1 Knowledge and Experience (40)

In this section, the CAO is looking for a description of the individual/firm and its relevant experience. The proposals will be assessed based on knowledge and experience in the areas. The following items should be addressed:

- a. The name of the individual/firm, address, telephone number, facsimile number, name of key contact person and email address of the key contact person.
- b. Outline knowledge and experience with projects of similar size and scope.
- c. Provide current curriculum vitae for each employee assigned to deliver the scope of work.
- d. Provide three (3) written references, with whom the proponent has worked within the last three years and provided relevant services that will demonstrate knowledge, experience, and improvements made in similar projects. For each reference, the following information shall be provided:
 - company name, primary contact person and phone number
 - time and duration of service provided; and
 - a written summary of services and outcomes of such services provided.

5.2.2 Quality and Completeness of Proposal

Proposals shall clearly state the consultant's understanding of the work to be performed and of the CAO's needs. Proposals must include a project plan with a focus on the scope of work, including the following:

- a. A proposed approach and methodology and list of tests to be conducted to test for vulnerabilities.
 - a. Environment
 - i. Endpoint
 - 1. List of tests to undertake for vulnerabilities
 - ii. Parameter
 - 1. Router, Firewalls, access points
 - iii. Office 365
 - 1. Exchange / Access /ATP
 - b. Business systems components
 - i. Dynamics 365 CRM (Microsoft - SaaS)
 - 1. Suggestion – given this is share tenant environment
 - 2. Permission configuration is out of scope for this RFS
 - ii. Dynamics 365 Finance and Operations (Microsoft - SaaS)
 - 1. Suggestion – given this is share tenant environment
 - 2. Permission configuration is out of scope for this RFS
 - iii. Website is using ADX as part of CRM (SaaS)
 - 1. Suggestion – given this is share tenant environment
 - 2. Permission configuration is out of scope for this RFS
 - iv. SharePoint is part of Office 365 offering
 - 1. Suggestion – given this is share tenant environment
 - 2. Permission configuration is out of scope for this RFS
 - v. Director Training (BaseCorp – SaaS hosted on Azure)
 - 1. Suggestion – given this is share tenant environment
 - 2. Permission configuration is out of scope for this RFS
 - vi. CAT-ODR Online tribunal (Internal custom hosted in Azure -IaaS)
 - 1. Coding vulnerability (for example SQL injection, etc.)
 - c. Infrastructure components
 - i. VMs are hosted in Azure
 - 1. List of tests that will be undertaking – standard server vulnerability tests (ports, open FTPs, etc.)
 - ii. SQL Databases are hosted in Azure
 - 1. List of tests that will be undertaken.
- b. Meeting the project deadline of March 31st
- c. Based on industry best practice, review CAO's

- a. Evidence of an organizational structure, including in-house resources to successfully manage and accomplish the tasks identified in the scope of work;
- b. Review demonstrated commitment to corporate governance excellence and continuous improvement.

5.2.3 Price

The service proposal should clearly establish the basis for remuneration as follows:

- a. Include collective and separate quotes for the components of the project.
- b. Estimation of the time required for each component of the project.
- c. Estimation of travel, disbursement and other anticipated incidental expenses. All anticipated additional expenses (i.e. travel, mileage, accommodations, etc.) must be stated separately.
- d. Hourly rates for any additional work beyond the scope of work.
- e. All pricing/fees are to be stated in Canadian funds.
- f. Applicable taxes should be stated separately.
- g. Outline standard terms for payment.

6. Financial Compensation

The CAO will compensate the successful proponent consistent with an agreed upon payment schedule.