



## **Multi-State Lottery Association – Request for Proposal**

**Date of Issuance: March 17, 2023 - Proposals to RFP Due March 30, 2023**

### **Introduction to MUSL**

The Multi-State Lottery Association (MUSL) is an unincorporated non-profit government benefit association owned and operated by thirty- eight (38) governmental lotteries (Member Lotteries). MUSL assists both Member Lotteries and additional lotteries licensed to sell multi-jurisdictional lottery games such as Powerball, in the operation and sale of those lottery games. As part of its services to Member Lotteries, MUSL develops and maintains websites for the promotion of these games.

### **Background**

MUSL seeks to establish a contract with a Managed Security Services Provider (MSSP) to provide Detection and Response (MDR) services, Security Incident and Event Management (SIEM) services, and Security Operations Center (SOC) services in support of MUSL's Information Security Policy.

### **Organizational Context**

The MUSL Information Technology (MUSL IT) Department provides information technology (IT) services to the business units of MUSL. MUSL IT is responsible for the implementation and ongoing support of MUSL's IT systems while ensuring that IT services are aligned and in support of MUSL's business objectives.

The MUSL Information Security (MUSL IS) Department provides information security services to the business units of MUSL. MUSL IS provides services and support to meet the needs of all business units within MUSL and ensures the necessary governance controls are in place and policies are followed.

The MSSP engaged will provide MDR, SIEM, and SOC as a Service to MUSL in close liaison with MUSL IT and IS.

### **Operational Context**

MUSL's primary purpose is to ensure timely and successful operation of its multi-jurisdictional lottery games. MUSL maintains systems and data that are critical to its operations and must be adequately protected. MUSL wants to ensure strong security at the right cost for its organization through a combination of information, processes and scalable security systems.

### **Business Objectives**

MUSL is putting in place strong and consistent security controls to protect its information systems in alignment with its Information Security Policy.

The overall objective of this initiative is to enhance the security of its information systems in order to achieve compliance with its own internal policies and in the future, industry recognized cybersecurity frameworks.

The implementation of services provided by MDR, SIEM, and SOC solutions in this RFP have been identified as one of the requirements in the Information Security Policy.

## **MUSL Landscape**

MUSL has three sites in the US, a headquarters in Johnston, IA, a branch office in Tallahassee, FL and a colocation center in Boone, IA. Approximately 25 employees are based in Johnston, Iowa and (six) 6 employees are based in Tallahassee, FL. In addition, MUSL utilizes Microsoft Azure services, which are geographically dispersed. It is anticipated that within the course of the engagement additional resources will be stood up within the Azure cloud environment.

MUSL IT Assets in scope are estimated and summarized as follows:

- 29 Users
- 22 Desktops (Majority Windows, Some Linux and MacOS)
- 88 Servers (Majority Windows, Some Linux)
- 2 (HA Pair) Firewalls
- 4 Routers
- 4 Switches
- 4 Wireless Access Points
- 12 Web Applications
  - 4 Externally Accessible
  - 8 Internally Accessible
- Other devices discovered during network discovery
- Dedicated internet connections at all sites
- One OpenTelemetry service connection

## **MUSL Organization**

MUSL (29 Staff)

MUSL Information Technology (2 Staff)

MUSL information Security (5 Staff)

Organizational chart and details available upon request.

## **Timeline for the RFP**

It is anticipated that a project kick-off meeting will be held the week of **May 1, 2023**.

March 17, 2023 - Issue Request for Proposal.

March 23, 2023 - Written questions from interested Vendors due to MUSL.

March 29, 2023 - Written responses to Vendor questions and distributed to all Vendors.

April 3 2023 – Proposals Due; a PDF emailed to contact listed below.

April 3-21, 2023 - Vendor proposal evaluation and selection process; evaluation team may require teleconference with vendors that submit proposals.

April 21, 2023 - Successful Vendor selected.

May 2023 - Contract negotiations.

## 1. **Summary of Services Requested**

- A cloud-based SIEM deployed and maintained by the MSSP.
- Advanced threat detection for all hosts, network devices, servers and critical applications.
- Monitor all systems and alert MUSL staff in case of notable events.
- Ingest, aggregate and correlate log feeds from the systems outlined in "MUSL Landscape" above.
- Retain all data collected from the above-mentioned systems.
- Retention of all relevant and detailed event data for each escalated incident to be preserved until the resolution of the incident itself.
- Ability to analyze and detect advanced threats and capacity to target threat hunting and fine tune detection systems as needed.
- 24/7 monitoring of events, logs, suspicious activity and alerts
- 24/7 concierge service to act as trusted security advisor and extension of MUSL's IT and IS staff.
- Ability to scale horizontally and vertically as business needs change. MUSL anticipates moving some and/or all of the systems identified above to the cloud, through Azure or other platform.
- 20 Hours Incident Management retainer per year
- 20 Hours of Cybersecurity expert consulting per year
- Train and assist MUSL staff as necessary.
- Work with MUSL staff to initially set up appropriate filters, and configure events, if required.
- Provide a Project Manager who will be assigned to the project for its duration, absent extenuating circumstances, such as termination of employment, inability to complete the assignment, etc.
- Participate in document exchange and incident response exercises at least two (2) times per year
- No less than monthly summaries of activities related to this engagement

## 2. **Deliverables**

- Kick-off meeting, mutually determine statement of work, deliverables, and task assignments. A sample statement of work is attached to this RFP
- Designated MSSP Project Manager
- Weekly meetings scheduled by MSSP Project Manager during the project
- Anticipated completion of initial implementation: two (2) to four (4) months after project kick-off meeting
- Ongoing monitoring of SIEM solution

### **3. Evaluation and MSSP Selection**

It is anticipated that MSSP Evaluation and Selection will begin on March 27, 2023, and a preferred vendor selected March 31, 2023.

The following are criteria, which will be used for consideration of Proposals (order not necessarily indicative of evaluation weighting):

- Sufficiency of Proposal and Information Presented (Interested bidders are encouraged to tailor submitted proposals to the requirements as set forth by MUSL in this RFP)
- Ability to perform the Scope of Services
- Past Work and Performance
- Proposed Costs, including licensing and ongoing costs
- Terms and Conditions for Products and Services (Interested bidders must include the appropriate terms and conditions in their proposals.)

MUSL may contact any MSSP for clarifications or additional information regarding their Proposals and may negotiate contract terms including Scope of Work, deliverables and budget.

MUSL may contact any client or former client of the MSSP for additional information regarding the MSSP's services.

MUSL will notify all MSSPs submitting proposals as to its selection of a contracted MSSP.

**4. Background Security Reviews.** The Selected MSSP will be subject to successful completion of a financial and criminal history background check of the organization, its owners and all staff who will be assigned to work on the MUSL SIEM project.

**5. Contractual Terms and Conditions.** Any resulting contract will include requirements regarding confidentiality, bonding and insurance, compliance with MUSL security requirements, intellectual property assurances and other provisions. A non-disclosure agreement may be included in the contractual terms and conditions.

**6. Costs of Proposals.** MSSPs are responsible for the costs associated with submitting Proposals in response to this RFP; MUSL will not reimburse any MSSP for costs incurred in the submission of a Proposal. MUSL is not required to enter into a contract with any MSSP as a result of the issuance of this RFP.

**7. Other Information.** By issuing this RFP, MUSL is not offering to enter into a contract with any interested MSSP, nor does acceptance of a proposal or additional information constitute an agreement to enter into a contract with any interested MSSP. MSSP selection schedule may change.

**8. Requirements.** The successful MSSP must be regularly and continuously engaged in the business of providing services performed by its Information Technology professionals and cybersecurity experts during the past three (3) years. This must be verifiable through the MSSP's website, references, and past projects completed.

Bidders must provide at least three (3) professional references, including name, title, phone number, email and physical address. Bidders must provide a brief description of the services performed.

**9. Bidder Information.** Please provide responses to these questions:

- What is the estimated timeline for completion of the implementation phase of the project?
- Does your company have a process for replacing individuals who are not qualified or are unable to work well with outside staff?
- Please briefly describe the process for assigning and replacing staff assigned to the project.
- What type of insurance does your company carry currently?
- What type of warranty do you provide for the MDR, SIEM, and SOC services?
- Will you provide training on technical and non-technical requirements necessary to maintain the services requested?

MUSL Contact Information:

Interested MSSPs may submit their questions and Proposals by email only to:

**SAMPLE**

**STATEMENT OF WORK**

**FOR**

**(PROJECT NAME)**

**As agreed to by**

**THE MULTI-STATE LOTTERY ASSOCIATION**

**And**

**VENDOR/SUPPLIER NAME**

Pursuant to the Agreement, signed by the Multi-State Lottery Association and (NAME OF VENDOR) (“Parties”) on **XXX, 20XX**, this Statement of Work (SOW) is hereby incorporated and made a part of the Agreement. Any modifications to the SOW must be mutually agreed to in writing and signed by the Parties in accordance with the Change Order provisions identified below.

**1. Introduction**

*Describe the deliverables-based services and/or goods and each of the deliverables at a summary level. The statement of work (SOW) is unique and distinct for each project.*

**2. Background**

*Explain why MUSL is contracting for this deliverables-based service. Provide useful information regarding the MUSL organization, project history, future plans or any other relevant information regarding the work to be performed. Identify the Project Manager and if required, the Contract Manager.*

**3. Scope**

**(Example - Provide a detailed listing of what will be required for the project)**

- Scope of work
- Project risks, assumptions and constraints (if any)
- Security measures
- Roles and responsibilities of the supplier and MUSL
- Detailed description of deliverables (see chart below)

- Acceptance criteria (this step should almost always be included)
- Project completion criteria and date
- Project schedule
- Consider payment based on successful performance of the project, or the milestone/key deliverables. (See legal counsel for more information)
  - Identify who from MUSL, and who from the vendor will be responsible for monitoring and tracking the services and performance

A kickoff meeting will be held no later than **XXXXXX, 20XX** at a location and time selected by MUSL where the Vendor and its staff will be introduced to MUSL staff.

#### 4. Deliverables

- Deliverables must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the MUSL project manager, or contract manager, or designee.
- All deliverables must be submitted in a format pre-approved by the MUSL project manager.
- If the deliverable cannot be provided within the scheduled timeframe, the Vendor is required to contact the MUSL project manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall project, including any impacts to project costs.
- A request for a revised schedule must be reviewed and approved, in writing, by the MUSL project manager before being effective. Contract Terms and Conditions may dictate that an amendment be entered into, and should reflect the appropriate remedies, costs, and other actions based on the facts related to the request for a revised schedule.
- MUSL will complete a review of each submitted deliverable within specified working days from the date of receipt and identify if the deliverable is accepted (per the acceptance criteria), or, if the deliverable is rejected as not meeting the agreed-upon deliverable. Vendor will have time to correct the deficiencies.

#### Sample Delivery Schedule

No.	Item	(optional column for payment amount associated with the deliverable or other requirements)	Due Date	Recipient
1	Requirements for implementation provided to MUSL			
2	Kick-Off Call			
3	Weekly reporting during implementation phase			
4	Training provided to MUSL Staff			
5	Incident Response Exercise conducted			
6				
7				
8				
9				
10				
11	Project implementation completed/sign off by MUSL			

#### 5. Performance Monitoring

- The Vendor is required to provide the MUSL contract manager with weekly written progress reports of this project. Items to be covered in the progress report may include:
  - Required documents (plans, estimates, schedules, analyses)
  - Degree of accuracy of estimates (schedule, budget, resources, total)
  - Effective risk management and response (adherence to plans)
  - Effective scope management and change control (adherence to plans)

- Data quality (fitness for use, accuracy, precision, completeness)
- Ad hoc query response (usually written in terms of averages)

- The progress reports shall cover all work performed and completed during the week for which the progress report is provided and shall present the work to be performed during the subsequent week.
- The progress report shall identify outstanding issues encountered with an explanation of the cause, proposed resolution, and timeframe in which the issue will be resolved.
- The Vendor will be responsible for conducting status meetings with the MUSL contract manager.

**6. Invoices**

Describe the Vendor’s responsibilities for invoicing MUSL including invoice content, frequency/schedule and instructions for submitting invoices. Payments will be made in accordance with the Contract.

**7. MUSL/Vendor-Furnished Equipment and Work Space**

Specify what equipment and/or work space the MUSL will provide or the expectations of what the Vendor will provide.

**8. Pricing**

The main purpose of this section is to detail the pricing for the deliverables-based services. Vendors should also provide a summary of any assumptions and exclusions.

(Example - expand or revise as needed)

Deliverable No.	Deliverable Name	Price

**9. Acceptance Criteria**

(Example – expand or revise as needed)

Deliverable No.	Deliverable Name/Acceptance Criteria	Accepted (y/n)

(Payments should be made based on MUSL’s Acceptance of the Deliverables.)

**10. Change Order Process**

Changes to the original scope of the project shall be identified through a change order proposal, which shall be in writing, and submitted to the other party. The proposal shall describe the specific change(s) needed, why it wasn’t identified in the original project scope, and how it will assist in successful completion of the project. The proposal shall also include the increase or decrease in costs associated with the proposed change.

The other party shall have three (3) business days to review and discuss with the other party. If accepted, the proposal shall be signed, and dated by both parties. If rejected, the parties may discuss alternatives to the proposal, and jointly develop a change order proposal for review, and signature.