



# Research Services for the MITLA RACS Project

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## Request for Proposals

**Reference Number:** MITLA090518  
**Date of Publication:** 4/6/2018  
**Closing Date:** 29/6/2018 - 5PM

Confidential

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SmartCity Malta, SCM1001, Ricasoli, Malta

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PARLIAMENTARY SECRETARY FOR YOUTH,  
SPORT AND VOLUNTARY ORGANISATIONS

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## 1. Instructions to Bidders

In submitting a proposal, the Bidder accepts in full and in its entirety, the content of this Request for Proposals (RFP) document, including subsequent Clarifications issued by MITLA. Approved Bidders are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this RFP document.

No account can be taken of any reservation in the Proposal as regards the requirements set out in the RFP document. Any disagreement, contradiction, alteration or deviation shall lead to the Proposal not being considered any further.

Prospective Approved Bidders must submit their Proposal to this RFP via email to [info@mitla.org.mt](mailto:info@mitla.org.mt) as a single PDF document addressing all areas requested in this RFP.

Prospective Approved Bidders take full responsibility to submit their proposal well before the RFP submission deadline in order to avoid last minute issues. Any late proposals will be rejected.

### Timetable

	Date
Date of Publication of RFP	4/6/2018
Deadline by which bidders interested to participate in the project are to notify MITLA on via email to be sent to <a href="mailto:info@mitla.org.mt">info@mitla.org.mt</a> - the purpose of this action is to allow MITLA to inform said members of any clarifications issued.	11/6/2018
Deadline for request for any clarifications from MITLA to be sent to <a href="mailto:info@mitla.org.mt">info@mitla.org.mt</a>	17/6/2018
Last date on which clarifications are issued by MITLA	22/6/2018, 5PM CET
Deadline for Submission of Proposals to be sent to <a href="mailto:info@mitla.org.mt">info@mitla.org.mt</a>	29/6/2018, 5PM CET

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**Bidders** are urged to promptly notify MITLA of any ambiguity in/or discrepancy between any of the appendices or contents of this RFP which may be discovered upon examination of this document.

**Bidders** are to submit queries or questions concerning this RFP to [info@mitla.org.mt](mailto:info@mitla.org.mt)

**Bidders** are notified that any interpretations, corrections or changes to the RFP will be notified to all participants who would have registered their interest as specific in the timetable above. It is the responsibility of Approved **Bidders** to be aware of the latest information published prior to submitting the Proposal. Interpretations, corrections or changes made in any other manner will not be valid and Approved **Bidders** shall not rely upon such interpretations, corrections and changes.

Approved **Bidders** are committed to retain the validity of the Proposal for a period of sixty (60) days from the Deadline for Submission of Proposals as indicated above.

#### **Proof of Technical Capacity**

Provision of evidence of professional capacity to provide the legal services as identified hereunder and specifically by providing:

- At least two CVs of qualified individuals, who will be assigned to the project and who have working experience in the subject matter being tackled.
- At least, one case-study detailing a project with a similar size and scope as Red-Alert.

## **1. Lots**

This proposal contains two lots named 'WP1' and 'WP2'. Bidders may participate in any (or both) of these lots as long as they can prove technical capacity therein as specified above.

A maximum budget of €6,000 excluding VAT is being made available for WP1.

A maximum budget of €10,000 excluding VAT is being made available for WP2.

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## 2. About MITLA

The Malta IT Law Association was set up in 2014 and presently counts more than 200 members most of which are C-suite executive which hail from the legal, professional and technical streams. MITLA is registered as a Voluntary Organisation (VO/1166) in terms of Article 3 of the Voluntary Organisations Act 2007 (Act No, XXII of 2007), Malta.

As per its statute, MITLA has the following objectives:

- Promote the advancement and development of information technology law, including but not solely limited to computer law, internet law, electronic communications law, information law, electronic commerce law, remote gaming law and cybercrime, (hereinafter referred to as “ICT Law”) in Malta and the advancement of Malta as an international centre of excellence in ICT Law;
- Actively research, discuss and circulate information on legal developments taking place on the international plane and within the European Union with respect to ICT Law and the knowledge economy;
- Promote with international and regional organisations or associations and other national government and non-government bodies legislative and regulatory changes related to ICT Law and to consider together with these entities proposals for legislative interventions having the same aim;
- Afford opportunities for the discussion and consideration of matters of interest to members of the Association and to undertake or assist in the preparation of legal instruments and papers in respect of such matters; and
- Collect and circulate statistical and other information of interest to the members of the Association and to form a collection of publications and documents accessible to the members of the Association.

Visit <http://www.mitla.org.mt> for more information.

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### 3. About VOPS

The Voluntary Organisations Project Scheme is an initiative which falls under and is managed the Ministry for Education and Employment (MEDE), and is managed and administered on its behalf by the Malta Council for the Voluntary Sector (MCVS).

The call for e-applications was issued by the Malta Council for the Voluntary Sector (MCVS) under the Voluntary Organisations Projects Scheme herein referred to as VOPS. The guidelines for the VOPS are published on the Malta Council for the Voluntary Sector website [www.maltacvs.org](http://www.maltacvs.org) and the New Funding Portal [www.vofunding.org.mt](http://www.vofunding.org.mt)

MITLA successfully was awarded a project under the VOPS scheme.

The Voluntary Organizations Project Scheme (VOPS) is designed to assist applicants looking for funding on projects that can make a real difference to their local communities. The general objectives establishing the Voluntary Organisations Projects Fund are the following:

- To stimulate co-operation and networking between voluntary organisations.
- To provide a consultative forum that can effectively address issues related to the Voluntary Sector.
- To provide a platform from which to develop co-operation between voluntary organisations and the Government.
- To promote and encourage a culture of volunteering and the participation in volunteer activities among people, especially children and youths, as an aspect of personal and social development.
- To foster co-operation in the volunteer sector with local and international bodies, entities or other persons for the encouragement and promotion of the development of volunteering programmes, initiatives and activities.
- To encourage, in furtherance of the principle of subsidiary, non-governmental bodies and private entities or persons and local councils to contribute to the promotion of volunteering in Malta.

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## 4. Raising Awareness on Cyber Security (RACS)

MITLA aims to embark on the RACS project to study where SMEs and Voluntary Organisations (VOs) in Malta stand on cybersecurity and cyber threats.

Defined as “malicious attempt[s] to inflict damage or disruption within cyber space, through cyber attacks”, cyber threats, such as malware, web-based attacks, cyber espionage and information leakage, are noted to be on the increase.

In the business world, a recent assessment on cybercrime has indeed shown that over 70% of ICT attacks are on small businesses, given that their lack of security and monitoring makes them easy targets for hackers. In recent days, it was reported in the local news that malware was attacking businesses’ ICT systems, and that several local businesses were victims of this attack.

As these small businesses or VOs try to race against larger, well-established international competitors in today’s digital age, they are forced to invest in new technology and establish an online presence. With restricted finances, resources and IT knowledge, ICT security is often overlooked and this comes at a cost: increased exposure to hacking, reputational damage, financial losses, administrative penalties, privacy breaches, and costly litigation. Even where the resources of an enterprise are limited, due to its reach in a local market, a key characteristic of cyber threats is that they may be conducted anywhere that is digitally connected, instantaneously, with little or no response time and minimal traceability.

The circumstances reported above, become particularly important in the light of the Maltese context, where, due to local geographic proportions, the vast majority of local businesses are micro-enterprises or SMEs, with small or non-existent internal IT departments. Likewise, VOs are vulnerable to cyber attacks, given the shift of all member data and VO processes online, and that given that size and resources of VOs, ICT security is often overlooked.

As a result, an understanding of cyber-security practices and regulations, also amongst local businesses and VOs, has become a matter of top priority. At national level the Malta Information Technology Agency published a National Cyber Security Strategy Green Paper in 2015 and the resulting [National Cyber Security Strategy](#) (the NCSS), which promote the need for awareness, knowledge, expertise, good practice,

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regulatory and legislative updates, as well as cooperation and collaboration in the field of cyber security. At EU level, cybercrime is one of the top priorities on the European Agenda on Security for the years 2015 to 2020.

## A. General Project Objectives:

On account of these initiatives and present-day concerns, the RACS project will work through three fundamental work packages so as to reach its objectives: Work Package 1 (Discovery Phase); Work Package 2 (Research Phase); and Work Package 3 (Dissemination). WP1 and WP2 are the subject of this RFP which contains both lots.

In WP1, the RACS project aims to study the Maltese cyber security legal framework, to determine laws regulating cyber security and any legal developments in the field, if any, which apply to VOs and local businesses to protect them against cyber threats. The involvement of other VOs interested in cyber security, cyber security experts, ICT lawyers and law student organisations, shall be sought for the identification of such laws. This task will contribute to the element of collaboration, education and social inclusion that this scheme intends to secure.

The review will consider local, EU and international legal instruments which regulate online security, including privacy and data protection laws, criminal laws, intellectual property laws, electronic communications laws, laws on electronic commerce, and other instruments regulating confidentiality. This analysis will assist in identifying and researching technical permutations of local VOs and businesses which are directly dependent on legal obligations related to cybersecurity.

In WP 2, the RACs project shall aim to investigate the level of awareness on cybercrime amongst VOs and micro-businesses in Malta and gauge measures implemented by said businesses to mitigate security breaches. The current understanding amongst the local business and the VO community remains unclear and merits an investigation, in line with the local and EU laws, towards effective cyber security. VOs appear to be marginalised in this field as there is nothing specifically targeted to raise VOs awareness on cyber threats and measures, thereby increasing their (and their members') exposure to hacking, reputational damage, financial losses, administrative penalties, privacy breaches, and costly disputes.

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A situational analysis shall be conducted through the involvement and interviewing of local stakeholders, particularly, other voluntary organisations and SMEs to make collaboration and the involvement of VOs and various sectors of the economy a key initiative for the RACS project.

In WP3, a report shall be drawn up on the conclusions of the survey which will assist VOs and local microbusinesses in the field of cybersecurity.

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## B. Project's design

RACS will work towards the common goal of assessing the cybersecurity-readiness of SMEs and VOs in Malta. It will assess SME's and VO's current level of awareness, knowledge, and compliance in relation to existing cyber security regulations. RACS will work through work packages that will aim to have an impact on the members of the organisation and on the Maltese community. The project will engage the active involvement of VOs and members from the business community.

To help achieve this goal, the project will begin with the identification of Maltese, EU and international legislation related to cyber security to understand the “as is” legal position of Malta in relation to cyber security.

A questionnaire on cybersecurity measures, cyber threats and compliance with laws shall be drawn up in question form for a VO and SME survey. The scope of this questionnaire will be to provide us with an accurate picture of the organisations' cyber security awareness.

The target audience for this questionnaire will be a representative quantity of micro-enterprises and VOs and it will be carried out on a national level. Once completed, all respondents' replies and the survey shall be extrapolated. The survey results shall be published so that organisations have an overview of the current state of affairs. In order to help guarantee this project's success, a marketing organisation which can assist in the sectorial analysis and shall be involved to conduct this survey.

A marketing company can assist in the creation of marketing material to raise the awareness and help publish the project results to the public, including VOs and SMEs. MITLA shall also promote the project and publicise the outcome of the project through various means such as online social media, the MITLA website and in the local press.

## C. Impact, multiplier effect and follow-up

Outcomes and Benefits

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The information and analysis derived from WP 1 and WP 2 of the RACS project, shall be recorded in a RACS report and made public. The published results shall provide businesses and VOs with a perspective of the current situation on cyber crime and their cyber security measures.

#### Impact on the Local Community and Long Term Perspective of Project

The RACS project is in line with the Government NCSS, which aims to foster cooperation and collaboration amongst various stakeholders at national level. The RACS project, along with the published data, intends to: raise awareness and educate local micro-businesses and VOs on the existence of cyber-threats and the current state of play in this field, including the extent of the problem at the domestic front. This shall in turn raise awareness amongst the local communities and encourage them to adopt adequate measures to protect themselves against said threats. VOs and micro businesses shall have the tools to identify common threats and security measures that specifically target them (thanks to the survey conducted by RACS).

Besides businesses and VOs, the information in the RACS report will also be easily consumable by anyone interested in ICT, including security experts and non-experts, regulators and the Government, in line with local and EU proposals for a safer digital Malta.

In addition to knowledge sharing and availability of data to the public, the RACS project is designed to be self-sustainable and periodic re-runs can be conducted.

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## 5. Deliverable Requirements

The objective of this RFP is to outsource Work Package 1 (Discovery Phase) and Work Package 2 (Research Phase)

### a. WP1 Requirements

The output for this research should be a report on the Maltese cyber security legal framework which applies to VOs and local businesses. It should be a report which synthesizes the most relevant criteria for operating as a business (or VO) in compliance to the law. The report will be published 'as is' and will also contain recommendations for which the Bidders for WP2 can utilise to formulate their own questionnaire.

The report shall include the following deliverables:

1. The report shall take into account local, EU and international legal instruments which regulate online security, including privacy and data protection laws, criminal laws, and other laws (such as intellectual property laws, electronic communications laws, laws on electronic commerce) as long as these are relevant to Cybersecurity,
2. Provide a synthesis of the Malta Information Technology Agency National Cyber Security Strategy Green Paper in 2015 and the resulting National Cyber Security Strategy
3. The Report should also consider any legal developments which are being considered in the field and which will have an impact on VOs and local businesses – including but not limited any conventions, directives or international law applicable to this sector;
4. The report should contain an executive summary;
5. It is essential that the report and underlying research is sufficiently robust so that MITLA can use this to carry out WP2 in particular to conduct research on the readiness or otherwise of VOs and local business to the identified legislative requirements;
6. The selected supplier would need to be available for consultation not exceeding five (5) hours in relation to the implementation of WP2 and the supplier may be requested to make a brief presentation of the findings of the report to the supplier of WP2;

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7. The Report should be of publication quality and drafted in English;
8. A draft interim version of the Report should be presented to MITLA 3 weeks prior to the established due date set above;

Kindly note that MITLA will retain ownership of and copyright in the report.

## **b. WP2 Requirements**

WP2 is described as: “... to conduct quantitative and qualitative research within a representative quantity of micro-enterprises and VOs to gather feedback on the readiness emanating from WP 1 above.”

Expected Activities to be conducted by the Approved Supplier:

1. Receive the outcomes from WP1 (presently being produced by MITLA) which will assist the supplier with *formulating* the research questions from WP2;
2. Formulate the questionnaire;
3. Identify the sample of both micro-enterprises and VOs (the latter is available here) [https://education.gov.mt/en/vo\\_home/Pages/vo\\_list.aspx](https://education.gov.mt/en/vo_home/Pages/vo_list.aspx) . While MITLA won't impose a minimum (or maximum) amount of sample participants, and subsequently respondents, we would expect the supplier to recommend a representative sample which would allow MITLA to reach its objectives above;
4. Conduct the research;
5. Tabulate the data and responses;
6. Extract meaningful insights from the above;
7. Draw up a report (in Word DOC format) which will be used as the final report to comply with the objectives and scope of WP2;
8. Draw-up a readiness index for micro-enterprises and VOs;
9. Draw comparisons to EU studies and readiness-indices presently available;
10. Participate in all meetings and project management sessions necessary with MITLA.

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## 6. Project Requirements

The following timetable indicates the expected delivery dates:

LOT1: Completion is expected within 8 weeks from award date.

LOT2: Completion is expected by 14<sup>th</sup> December 2018.

### Payment Terms

The full payment will be affected within 20 days from receipt of invoice. The project invoice will be issued upon acceptance of the final deliverable.

### Expected Response Format

Bidders are expected to adopt their own preferred document structure, however at minimum MITLA expects to see, the following information:

- A one-page executive summary of the bid.
- Corporate information about the Bidder including year of formation, list of partners/directors, company registration number and/or partnership number, organisational structure and setup.
- A short history of Bidder's development and growth (track record).
- Bidder of key personnel to be assigned to this project.
- Proof of Technical Capacity as indicated and requested above.
- A list of deliverables which the Bidder believes it will provide.
- A description of how each deliverable will be executed including the rationale behind such delivery.
- Submission of a high-level GANTT chart (or similar time-based view) of how the Bidder intends to execute the tasks within the allocated time, and any dependencies foreseen.
- A list of assumptions, if any, being made by the Bidder.
- Financial Offer.

Bidders are to compile their response in ONE PDF document neatly organised into sections and with an initial index. Should the file-size exceed 10Mb, the Bidder may choose to use a file-transfer service (such as WeTransfer or DropBox) to send this to MITLA.

### Evaluation of Quotations

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- The entire evaluation procedure is confidential. The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy.
- All Quotations will be checked against the Requirements within this Proposal. Any Quotation that does not meet any of the Requirements will not be considered further.
- All Quotations that meet the Mandatory Requirements will be ranked according to quality (70% weighting) and price (30% weighting) with the cheapest offer gaining the highest points from the 30% weighting.
- In the interest of transparency and equal treatment and without being able to modify the submitted Proposal, the Approved Supplier may be required, at the sole written request of MITLA, to provide clarifications.

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