

MARYLAND STATE RETIREMENT AGENCY

PRE-BID/PROPOSAL CONFERENCE

SOLICITATION NUMBER (TORFP#) G20-B84-00006

EXTERNAL NETWORK, INTERNAL WIRELESS NETWORK AND
APPLICATION SECURITY TESTING

120 East Baltimore Street
Baltimore, Maryland

Wednesday, July 18, 2018

PRESENT FROM MSRA:

MARGIE GORDON, Task Order Procurement Officer
IRA GREENSTEIN, Chief Information Systems Officer
JOHN HAYNES, Procurement Specialist
DAVID TOFT, Director IT Security
BOB DIEHL, Deputy Chief Information Systems
Officer
TOM MONTANYE, Director of Application Development

ALSO PRESENT:

DANIELLE BURNETTE, Applied Technology Services
BOB MARCHESE, Applied Technology Services
TED KOBLICK, Braxton-Grant Technologies
ANNA KOLLURI, Resourcesys Inc.
MAHENDER NARALA, Resourcesys Inc.
JAME SHENTON, Diverse Concepts
BHASKAR ROY, Web Traits
ALLAN TORRES, Web Traits
RANDY STAPLETON, CDW-G
JAY PAIGE, Ampcus Inc.
E. ALEX JUPITER, Jupiter CYBSEC
CLAIRE REINKIN, Visionary Technology Consultants
LOUIS BULLOCK, SQN Systems
CHRIS SNYDER, Synergy Systems & Services
ERIN HAMILTON, DK Consulting
PAM PITMAN, Pam Pitman, Ernst & Young

REPORTED BY: CHRIS HOFER, Notary Public

P R O C E E D I N G S

(10:10 a.m.)

MS. GORDON: Good morning.

UNIDENTIFIED SPEAKER: Good morning.

MS. GORDON: First off, we apologize for the meeting room but unfortunately our board room is being renovated and it started yesterday. So we do apologize for your college room seating. Brings back memories?

(Laughter.)

MS. GORDON: My name is Margie Gordon and I'm the Task Order Procurement Officer assisting with this process. And on behalf of Maryland State Retirement Agency I would like to welcome you.

Today we're going to share information with you concerning the task order request for proposal entitled External Network, Internal Wireless Network and Application Security Testing. And the agency

control number for this TORFP is G20-B84-00006.

Please note we have a court reporter from Hunt Reporting Company. They will be recording and transcribing this pre-proposal conference and a copy of this transcript will be emailed to all offerers, along with questions and answers if we do get those.

I'd like to start with the introductions. And start with Ira.

MR. GREENSTEIN: Ira Greenstein. I'm the Chief Information Systems Officer for the Agency.

MR. HAYNES: My name is John Haynes. I'm a Procurement Specialist.

MR. TOFT: David Toft, Director IT Security.

MR. DIEHL: Bob Diehl, Deputy Chief Information Systems Officer.

MR. MONTANYE: Tom Montanye, Director of Application Development.

MS. GORDON: Okay. And if you would go through -- go through the audience, please, and

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introduce yourself and your company and your name.

MS. BURNETTE: Danielle Burnette, Applied
Technology Services.

MR. MARCHESE: Bob Marchese, Applied
Technology Services.

MR. KOBLICK: Ted Koblick with Braxton-Grant
Technologies.

MS. KOLLURI: Anna Kolluri, Resourcesys
Inc., IT technology.

MR. NARALA: Mo Narala, Resourcesys Inc.

MR. SHENTON: James Shenton, Diverse
Concepts.

MR. ROY: Bhaskar Roy with Web Traits.

MR. TORRES: Allan Torres, Web Traits.

MR. STAPLETON: Randy Stapleton, CDW-G.

MR. PAIGE: Jay Paige, Ampcus Inc.

MR. JUPITER: E. Alex Jupiter, Jupiter
CYBSEC.

MS. REINKIN: Claire Reinkin, Visionary

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Technology Consultants.

MR. BULLOCK: Louis Bullock, SQN Systems for
MBE.

MR. SNYDER: Chris Snyder, Synergy Systems &
Services.

MS. HAMILTON: Erin Hamilton, DK Consulting.

MS. PITMAN: Pam Pitman, Ernst & Young.

MS. GORDON: Okay. Next we're going to
cover the important aspects of what this TORFP
represents, and I'm going to ask you to hold all your
questions until the panel's covered all the
information that you need.

Then we can hopefully answer those questions
that you have. And if there are some questions that
we might deem that we need to research, we will put
them into the Q&A and email it to everybody.

There is a -- I give you a key information
sheet up there basically where questions. We do ask
you that the questions that you have, if you have any,

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are due by Wednesday, August the 1st by 2:00 p.m.

And that this task order proposal will be due on Wednesday, August the 15th by 2:00 p.m. Not after 2:00 p.m. we will not accept anything. We prefer email submissions but if you do have hard copies, then you need to contact me if you want to send me a hard copy.

There's a 30 percent MBE goal with no sub-goals and there's no BS Veteran participation goal. It is a firm fixed price. This task order duration is for two years commencing from the effective date. The primary place of performance will be here.

And we'll basically go to Mr. Ira Greenstein. He will speak to you about min quals and the scope of work of the task order work orders --

MR. GREENSTEIN: Okay.

MS. GORDON: -- possibly.

MR. GREENSTEIN: Possibly, yeah. Thank you.

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The order of the sections in the task order RFP is established by the State. I'm going to go in order of the task order RFP just for simplicity, although I think it's perhaps illogical to do the other way they've structured it.

But looking on Page 1, the minimum qualifications, there are (indiscernible) personnel minimum qualifications, which basically are that at least one team member shall possess either current, you know, CISSP or a certified ethical hacker certification, at least one person should have experience conducting web application security risk assessments and that all the minimum experience for that person must be met by one individual.

There's also a requirement to have one team member have experience conducting non-intrusive external penetration testing and which is obvious, you know, that would need that from the RFP. There are no specific offeror minimum qualifications to us.

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The keys here are the people who will do the work and a reputable offeror, which considering that you've all be pre-screened by the CATS+ contract, we're going to assume, unless some -- unless you send us something that looks quite otherwise, we're going to assume a certain amount of reputability and we will obviously check things out.

But we didn't have minimum qualifications specific for the offeror just for the personnel. I'm not going to read everything verbatim. Rather, I just really want to highlight a few items from the task order RFP.

The scope of work starts on Page 2. I want to point out that this is to analyze and test the resiliency of our external internet facing systems and -- and three web enabled applications.

In addition, we want the -- the wireless environment here that we use internally tested and there -- and we also have a fourth application that is

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under development.

Everything that you guys would do under this contract has to remain confidential, not disclosed to any third party without the express written consent of the task order manager from here, which is Dave.

Just a quick update. We note that there's a -- the fourth internet application. It is under development. Development has begun. The go live date is anticipated to be September 2019, which means it should be ready for testing before the expiration of this particular task order.

We've made the task order a two year contract duration in order to be able to handle that extra stuff. But if you look at the deliverables, you'll see that most of them need to be done within the first eight months or so.

It's we deliberately made it a two year term in order to be able to accommodate the -- the subsequent testing, which would be done on a -- using

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a work order process rather than the initial bidding process, okay?

We're seeking one task order contractor to perform all the services and produce all the deliverables and we expect key personnel to be available as of the start date specified in the notice to proceed.

And for the dual purpose of project efficiency and limitation of risk exposure, the task order contractor shall propose the minimum number of persons necessary.

This is not a big environment. We are not the Department of Defense, okay? We're not a federal agency. We have all of our computing resources, network resources, in this building. It's one site plus a disaster recovery site.

We have had confusion about that in the past where people have come to us like taking a -- a large federal thing and pricing it accordingly. That's not

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this way. It's not that we are not important, but we're not big, okay?

On the next page, there are specifics for penetration testing and application testing. They're in Section 2.3. I'm not going to read them. But certainly we'll respond to any questions that you have at the end of this -- this pre-bid conference.

I do want to make one other note on Page 4 that penetration testing performed by the task order contractor shall be of a non-invasive -- non-intrusive passive nature to ensure that we don't have any production downtime.

We expect the task order contractor to coordinate the timing of the penetration, in fact all testing, with the task order manager. We don't want any disruption to production out of this.

Deliverables are presented starting on Page 7. Regarding deliverables, we want results and -- and then separately, you know, analysis and

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recommendations. If there's a simple recommendation and we can quickly resolve it, we might ask you to double-check after if you guys are still around.

You know, but that's as long -- assuming it's not a significant effort, you know, just so we can take one off the list and they say, yes, that -- that is a problem. We fix it. Oh, it's no longer a problem. Does go on -- it's taken off the list.

But we'll work with you guys on that and we don't expect to, you know, rip you guys off for a whole bunch of extra work, okay? That's not -- it's certainly not our intention. This is a collaborative effort here.

On Page 10 of the task order RFP, we talk about optional future work. I don't think this is going to be optional. I think this is happening. The application will be an internet facing secure portal for active members; retirees and beneficiaries and others who want to transact business with the Agency.

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That is a big deal here. We do not currently have a participant portal for our membership and we are working on it. It's probably the single biggest thing that if you had to ask our membership what would -- what we do to improve service, that would be it.

We are working on it. And what we will do is issue a subsequent work order to the successful task order contractor, and we do believe that this will be ready in time. We're four sprints into it out of about 28 or 29 or something like that and we're going great guns on it.

Skipping ahead to Page 15, security requirements, and I'm going to read this. "Unless specifically authorized in writing by the task order procurement officer and the task order manager the contractor shall not reference, discuss or disclose information related to this task order RFP with limited exception of information that has been

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directly and intentionally released to the general public by the Agency. For example, the fact that there is a contract.

But, in addition, the task order contractor shall not reference or disclose work performed or conducted pursuant to this task order RFP in any communication that is not specifically and directly related to the services and deliverables required, which shall preclude the disclosure of any such information materials to other state agencies or departments."

We do this for a very particular reason. This is a penetration test and it's important to us that your work for us is -- is not used by your company as a general reference or on your website or marketing materials or things like that.

We don't want to show up in other proposals that you submit for -- except for the public information we frankly can control. We have seen many

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times that, in fact, we have benefitted at times from seeing what other confidential information that -- that in other contracts by looking at people's websites or press releases and all that.

We have found things out about various contractors that were considering doing work for us here. That has been useful to us in negotiations. We don't want this to be one of those cases, okay? We don't want to see our name referenced and all that.

We don't want people to know that you're doing the work here other than the fact that it's a public contract and all that. Is that clear?

UNIDENTIFIED SPEAKER: Yes.

MR. GREENSTEIN: That is not standard language, but we specifically wanted it included. The second thing I would point out in that page is the whole business of security clearance and criminal background checks that we want you to make sure that -- that you have a signed statement permitting a

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background for anyone who's being proposed as personnel and prior to commencement of work, we want you to make sure that you've secured, at your expense, a national criminal history record check.

The check may be performed by a public or private entity. At a minimum the background check has to include convictions and probation before judgement dispositions.

You may not assign an individual too with a background check that reflects any criminal activity to work under this task order unless it's with our approval in advance.

Continuing onto Page 16, we want you to provide the criminal background check affidavit, which is Appendix 3, prior to any work commencing on this task order. Okay.

Further down that page related to -- in Section 3.7.4, information technology, we want to make sure that you implement administrative, physical and

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technical safeguards to protect our data that are no less rigorous than accepted industry best practices for information security.

We expect that any information that's derived from any testing will be protected. Enough said on that. We also don't want any output of this contract to be shared without our specific knowledge, and that includes with state entities.

Moving ahead. Page 22, there's Section 3.10 on substitution of personnel. Please read and understand the process and the constraints that are related to swapping personnel. These come from the State. They are enforced, okay? And we'll talk a little bit more about that in a second.

Moving along, on Page 32, D1 or D, "Offeror shall propose up to four key personnel in response to this task order RFP." This is State language. You may propose less than four, okay? Again, we want the minimum number that are required to be able to -- to

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perform the work that's required by the RFP.

The State and Agency, in turn, is very hesitant to evaluate credentials of personnel that you don't consider key since you can swap them out. You're free to substitute them and, therefore, please don't propose individuals who you may feel won't be available to do the work.

We don't want to go through this whole business. We don't want to have a situation where we make an award, you can't then provide the person that was considered key and we throw the whole thing out. We don't want to have that happen.

We do mean the substitute personnel and we do mean the key personnel clause. And if it's not key personnel, it will be very hard for us to evaluate the credentials so please think about that before submitting a proposal.

Moving along, Page 36, the technical proposal evaluation criteria, I'm not going to read

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them. We believe that these are consistent with what we see are important. There is one phrase that we add in this to the typical state language, and that is in 6.2.2.

In the middle of that paragraph it says, "The quality and accuracy of the task order proposal will be considered as one component of the offerors understanding of work requirements."

We want to specifically note that we consider the proposal quality to be indicative of the deliverable quality. If your proposals have spelling, grammar or inconsistent or format errors, we'll assume that your work effort here will have the same kinds of problems if we award the task order to you, okay?

We understand that certain -- sometimes marketing people write the one and the technical people write the other. We expect to have consistency in the quality and we will assume that what comes into the proposal is indicative of what happens in the

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actual contract.

Moving along. Finally, the pricing proposal, which is on Page 43. We want to note that the financial proposal is very simple and straight forward. It's deliberate. This is consistent with how we have successfully done this in the past.

This is not the first time we've done this. We've taken the exact same approach in the past. We haven't gotten any adverse feedback on it and we intend to do it again. The -- any subsequent work order that is an optional thing is not included in this.

So for the -- it's the three applications specifically that are included in this on the application side of things. The fourth would be something later, okay? And with that, I'm done with the highlights. Okay. And then back to Margie.

MS. GORDON: As I said, we're going to -- this is a 30 percent MBE goal and on Page 23 of the

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RFP basically tells you what you need to do, what your -- your attachments that are in the RFP.

Attachment -- Section 7 basically shows you what you're TORFP attachments are and what needs to be submitted and when they -- when you submit them, this will be -- this task order, the ranking will be demonstrate -- will be -- technicals will be given greater merit than financials.

And it says, you know, "In making this selection, the task order technical proposal will be given greater weight than the task order financial proposal. That's in Section 6.

Your submissions, all your task order submissions, shall be set with a password protection. That is the technical, as well as the financial. And what will happen is when I get your submissions, then I will contact you for your passwords and I will be the only one getting your passwords in order to open up your technical, as well as your financial.

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You will not hear from me with the financials unless you have passed through the compliance of the technical proposal and curing anything as far as that and the evaluation. There will be oral interviews and those will be for the vendors who pass the evaluation of the technical.

And then it goes into -- and you've been compliant. You've passed all the min quals. You've passed all their expectations. And then we will invite you to the oral interviews, and that has yet to be started as far as a date-wise. And then everyone will get questions to answer during this oral presentation.

Other than that, I think we're -- oh, on Page 22 and 23, when we were talking about the substitution of personnel, we're actually talking about 3.10.2 and 3.10.3. You'll see another section number next to it. Ignore that. But that's all I have for this point. Any questions now?

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(No response.)

MS. GORDON: If you will announce your company and your name? Yes?

MS. BURNETTE: Danielle Burnette, Applied Technology Services. I just I understand your go live date and that most of the deliverables are required in eight months NTP. Do you have an anticipated NTP? Are you shooting for an October 1st or a November 1st?

MR. GREENSTEIN: We're shooting for about a year ago --

(Laughter.)

MR. GREENSTEIN: -- okay? This was -- this has been delayed a number of times, not by, you know, the -- the IT group here.

MS. BURNETTE: Right.

MS. GORDON: Just blame me.

MR. GREENSTEIN: Yeah, well, I'll blame all kinds of people but it doesn't do me any good. We don't know how many proposals we're going to get, so

it's awfully hard to -- the thing I have historically said and the thing we have historically lived up to, all right, is that the evaluation process here will go as best as our little legs can carry us.

We have no incentive to delay this whatsoever, okay? But how many proposals come in, how long it'll take us to go through all that, how long it will then take us to clear the lists --

MS. GORDON: Curing. There's a -- in the beginning, when you submit your technicals, I have to go through them, make sure that all your paperwork there, all your attachments, all your forms are filled out correctly.

If they -- if something's missing, if you don't accept -- there are no exceptions, things of that nature, then it has to be cured. And curing can take God long, lot -- lots of time, but we're hoping if you bear with us, you know, and cure everything then we

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can --

MR. GREENSTEIN: Pay attention to the thing about what has to come in with each of the proposals.

MS. GORDON: Yes.

MR. GREENSTEIN: Certain things of which are not curable, but most of which the State bends over backwards to allow you to cure, you know. I mean we just don't know how long that will take, but it won't be delays because of us.

MS. GORDON: So once everything's cured, then the proposals will go to the evaluation committee and they will do their little magic and then they will send it to me and say, okay, here are the orals. Here are the companies that are passing.

And that's when -- and then it goes from that. Once the orals are done, then we do the evaluation of the recommendation -- a recommendation, and then I'll ask for your financial passwords. We'll

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do that.

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Once I get that, then I'll send you a letter requesting the best and final offer, which is unfortunately part of the State process. We get that and then we'll rank everybody as far as what's going, notify those who have notice of intent, goes to do it --

MR. GREENSTEIN: Yes.

MS. GORDON: -- for their approval, and sometimes they take a little while to go through it. They'll let us know, okay, yes, and then we'll go from there.

MR. GREENSTEIN: There's an implicit pain that you're, you know, communicating to us here, okay?

(Laughter.)

MR. GREENSTEIN: We are very well aware of it, but there's only so much that we can do about it. It's very hard to schedule people not know -- and to

even know that they're going to be with you, you know,

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six months in advance.

MS. BURNETTE: I'm actually from the other direction thinking about it because I just want to make sure NTP isn't too close to (laughs) --

MR. GREENSTEIN: All right.

MS. GORDON: Oh, your due date.

MR. GREENSTEIN: Your due date. Okay.

MS. GORDON: Oh, mommy.

MS. BURNETTE: I'm in the other direction.

MR. GREENSTEIN: Yeah.

MS. BURNETTE: I'm sorry.

MR. GREENSTEIN: But, well, you know, it all works. There's a reason that we put eight months from NTP --

MS. BURNETTE: Yeah.

MR. GREENSTEIN: -- for work that probably could be done in a month of dedicated work. We

understand, and that's about -- and the rules about substitution of personnel is something we cannot do anything about.

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MS. BURNETTE: Right.

MR. GREENSTEIN: I don't -- I would say I feel your pain, but I really don't want to --

(Laughter.)

MR. GREENSTEIN: -- go there.

(Laughter.)

UNIDENTIFIED SPEAKER: No, you don't.

(Laughter.)

MS. GORDON: I did receive one question from a vendor, and that question is, "Who is the incumbent for this work or is it completely a new task order? Do you have profiles of CATS+ vendors on the website?" And our question -- our answer is, this is a new task order.

The DoIT website provides limited

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information on CATS+ master contractors, contact

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information, links to business, you know, etcetera.

Basically this email -- this task order was sent up to 380 -- whoever's on the Function Area 7 of the CATS+ master contract, and it was -- at that time it was 381 vendors.

And if you go into DoIT's website, click on the master contractors you will see who the -- those are. They have some information that is free to, you know, for you to look at. You can look at the same thing I look at.

So with that, if -- any more questions?

Yes?

(Mr. Roy is not near a microphone during his questions.)

MR. ROY: Did you say --

MS. GORDON: Your name?

MR. ROY: -- excuse me -- Web Traits,

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Bhaksar Roy. You have said 30 percent MBE goal. Do

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you (indiscernible) is that be considered part --

MS. GORDON: Split 15?

MR. ROY: Uh-hum.

MS. GORDON: You can split 50 percent.

MR. ROY: Okay. I have more questions.

MS. GORDON: Go ahead.

MR. ROY: So you said the background checks of the personnel, if our personnel have Top Secret do we still have to go through background investigation (indiscernible) Top Secret?

MS. GORDON: He's asking about if --

MR. GREENSTEIN: Yeah.

MS. GORDON: -- he already has Top Secret --

MR. GREENSTEIN: If they've got Top Secret clearance, do we want them to go through -- huh?

UNIDENTIFIED SPEAKER: I don't think he'd want to (indiscernible). You would have to again.

You would have to at that point.

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MR. GREENSTEIN: Right. So we're --

UNIDENTIFIED SPEAKER: Yeah.

MR. GREENSTEIN: If they're Top Secret they're cool.

MR. ROY: Okay. Secret or Top Secret?

MR. GREENSTEIN: Presumably, yeah.

MR. ROY: Same thing.

MR. GREENSTEIN: Yeah.

MR. ROY: And is the new application that you're developing, is it on the Cloud?

MR. GREENSTEIN: That's an interesting question. There may be components of it that are Cloud based, but the decision of whether the whole thing is, we know that the source data that will be used by the application are resident onsite and how much beyond that gets offsite is to be -- is still to be determined.

MR. ROY: Okay. Just typically, it's a

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(indiscernible) started by hosting data center, then part of the (indiscernible) is kind of taken care of, global application securities not included as part of (indiscernible).

MR. GREENSTEIN: And that would be -- that is specifically an application test. There will be an authentication component to it. There will be a registration authentication and probably password reset component that are going to be commercial products. And whether those commercial products are on PRAM or in the Cloud is to be determined.

There will be a web application firewall in front of it. Whether that is physically onsite here or in the Cloud is to be determined, so I can't -- I can't really answer the question at this point in time.

MR. ROY: (Indiscernible.)

MR. GREENSTEIN: But the work order's not

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being issued yet either.

MR. ROY: Right. But generally speaking, do you use single sign on for any of your applications in the acting directory?

MR. GREENSTEIN: (No response.)

MR. ROY: Part of your DSS?

MR. GREENSTEIN: Well, for internal applications or the ones you're testing?

MR. ROY: No, the ones that we are testing.

MR. GREENSTEIN: No. At this point, none of them are single sign on because they're --

MR. ROY: Are multi-authentication?

MR. GREENSTEIN: Yeah. Well, there, like for example, one of -- the employer payroll upload. The employers aren't in our active directory. They're not us. We service 100 some odd employers around the state of Maryland. So the authentication --

MR. ROY: But there is an admin side to

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that --

MR. GREENSTEIN: Yes.

MR. ROY: -- correct? Okay. So that total is not that many (indiscernible). It's not --

MR. GREENSTEIN: Active directory.

MR. ROY: -- single sign on?

UNIDENTIFIED SPEAKER: There's only a single application for our employers, so in that regard there is a single sign on but it -- it's not a single sign on for access to multiple applications.

MR. GREENSTEIN: Yeah.

MR. ROY: All right. Yeah, that's all I have for now.

MR. GREENSTEIN: Okay. I mean our applications internally within the Agency are all through active directory because we're a Microsoft environment.

MR. ROY: Right.

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MR. GREENSTEIN: But, you know, once you start getting to stuff that's facing the internet, that's not our own people.

MR. ROY: Right.

MS. GORDON: Yes, Ted?

MR. KOBLICK: My name's Ted Koblick with Braxton-Grant Technologies. And regard the penetration testing site, just curious about how many end points? You know about how many v-lans or subnet devices, you know, access Gateway and types of firewall to understand how -- how big that penetration testing job could be.

MR. GREENSTEIN: There's one way out of this agency (indiscernible) agency, and there's one firewall onsite here. Then there's one at the DR site. We don't have a -- I mean, you know, beyond that --

UNIDENTIFIED SPEAKER: How deep you want to

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go with that?

MR. GREENSTEIN: Yeah, I don't know.

UNIDENTIFIED SPEAKER: I mean we could give you answers to all those. I mean if you want to do it here or we can do it her on the back side. Margie, doesn't matter.

MR. GREENSTEIN: Well, I mean, we -- if you -- tell you what. If you put the specific detail that you want in writing for Margie, we'll give a specific answer that will go to everyone. But generally speaking, I mean there's one way in and out of this place in terms of a primary internet connection at this point in time. So it's not --

UNIDENTIFIED SPEAKER: It's not a large environment.

MR. GREENSTEIN: It's not a large environment.

UNIDENTIFIED SPEAKER: Okay.

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MS. GORDON: Yes?

UNIDENTIFIED SPEAKER: Can I?

MS. GORDON: Oh, I'm sorry. You had more?

UNIDENTIFIED SPEAKER: Yeah, I had a few.

MS. GORDON: Okay.

MR. GREENSTEIN: Go for it.

UNIDENTIFIED SPEAKER: Is there a certain brand or are both bylaws the same brand? I guess I've got to put that in there.

MR. GREENSTEIN: Yeah, they're the same brand.

UNIDENTIFIED SPEAKER: As far as the keeping the system up and running have you talked about when you're doing the penetration test as far as --

MR. GREENSTEIN: Can you hear this in the back --

UNIDENTIFIED SPEAKER: Oh.

MR. GREENSTEIN: -- by the way?

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UNIDENTIFIED SPEAKER: Can you?

MR. GREENSTEIN: You can?

UNIDENTIFIED SPEAKER: Do you need --

MR. GREENSTEIN: Okay.

UNIDENTIFIED SPEAKER: -- coordinate the time, because the words kind of said 100 percent out time.

MR. GREENSTEIN: Yes.

UNIDENTIFIED SPEAKER: But most penetration tests sometimes we have to pull things offline at 2:00 a.m. or 3:00 a.m. We don't then?

MR. GREENSTEIN: We said want 100 percent, the production, of time. If production doesn't run in the evening, then we can do it in the evening. We don't want disruption only because our people actually operate seven by 24.

Yes, the office hours here are -- are

defined and we would work with you to limit the amount

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of exposure that way, but we have people who are traveling who are doing remote login and things like that.

So in our minds, while there are -- there are times that are less risky, we -- we like to be a seven by 24 operation in our mind set. So we would look to minimize the amount of disruption in that -- in that case and would work with you in terms of the timing and all that.

UNIDENTIFIED SPEAKER: Okay. And then as far as this work over two years --

MR. GREENSTEIN: Yes?

UNIDENTIFIED SPEAKER: -- I was wondering, how many times do you want -- need a -- the penetration testing done or application because you might do it in the beginning eight months, if you will, or whatever and then want to do it at the end?

MR. GREENSTEIN: I think it's spelled out in

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the RFP --

UNIDENTIFIED SPEAKER: It's --

MR. GREENSTEIN: -- that we're not -- the intent right now is to -- and what you're bidding on is to do the penetration testing all one time up, you know, in the first eight months, not a repetitive kind of process.

This is for a penetration test of our environment and the wifi network and the application testing. If there is a repeat, it would be on an extraordinarily limited basis. We would work with you guys on that.

Again, like I said, like if there's something that we can fix very quickly in an application and you can take a look at it and say, yeah, it's done then we'd -- we'd like to think that we can work that kind of stuff out.

But, no, we're not looking for multiple

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incidents of penetration testing.

UNIDENTIFIED SPEAKER: Okay.

MR. GREENSTEIN: The reason that we put it
two years --

UNIDENTIFIED SPEAKER: Yes.

MR. GREENSTEIN: -- is entirely driven by
the fact that we have the other application, that we
want to make sure that if it's ready we want to test
it. We don't want to have to go through another two
year process in order to get an RFP issued to test the
one application when it's ready. And that's what this
has taken.

UNIDENTIFIED SPEAKER: Yeah. And that's a
good segway into my next question, which is should the
fourth app then --

MR. GREENSTEIN: Yes.

UNIDENTIFIED SPEAKER: -- the fourth

application that's in development now --

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MR. GREENSTEIN: Yes.

UNIDENTIFIED SPEAKER: -- that's the one test, I thought I heard you say something about it's going to be a work order.

So as we get ready to propose this and thing about sending our proposal and should we be thinking about all four applications or just the three on the proposal or then the fourth is going to be a separate work order --

MR. GREENSTEIN: The price --

UNIDENTIFIED SPEAKER: -- separate --

MR. GREENSTEIN: I think it's clear in the RFP that what we're looking for here is on the initial pricing proposal you submitted it will have the environment, the wifi and the three applications and then the four -- there is a work order process that's spelled out by the State that allows us to put

additional work in and that's what we would use for

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the fourth.

There's -- so when you submit a proposal you're submitting it on the three applications. All right. Am I mis-speaking?

UNIDENTIFIED SPEAKER: Okay. And then I apologize. I couldn't -- you mentioned on Page 10 that something says optional.

MR. GREENSTEIN: That is the work order and that's the fourth application.

UNIDENTIFIED SPEAKER: But, okay, so that one (indiscernible). Okay.

MR. GREENSTEIN: It is not --

UNIDENTIFIED SPEAKER: Maybe. Right.

MR. GREENSTEIN: It's maybe. I'm telling you it's --

UNIDENTIFIED SPEAKER: Probably.

MR. GREENSTEIN: -- it's --

UNIDENTIFIED SPEAKER: Yeah. So there's --

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MR. GREENSTEIN: -- really high probability.

UNIDENTIFIED SPEAKER: There's an
(indiscernible). Okay. I guess that wraps up my
questions for now reserving the right to ask another.

MR. GREENSTEIN: That's fine.

UNIDENTIFIED SPEAKER: A yell-back.

UNIDENTIFIED SPEAKER: I'm good.

MS. GORDON: He answered your questions?

UNIDENTIFIED SPEAKER: Yes.

MS. GORDON: Okay. Anybody -- yes?

MR. ROY: Sorry. So --

UNIDENTIFIED SPEAKER: No, go ahead.

MR. ROY: Yeah. Okay. Sorry. I have a few
more. So --

MR. GREENSTEIN: Please state name and --

MR. ROY: Sorry. Sorry. Bhaksar Roy, Web
Traits.

MR. GREENSTEIN: Okay.

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MR. ROY: There is no mention of page
limits?

MR. GREENSTEIN: Of what limits?

MR. ROY: Page limits for --

MS. GORDON: Page --

MR. ROY: -- the response?

MS. GORDON: -- limits?

MR. GREENSTEIN: On the proposal?

MR. ROY: Yeah.

MR. GREENSTEIN: You're right. There is no
mention.

MR. ROY: Okay. So we are okay?

MS. GORDON: Whatever you do -- you need --

MR. GREENSTEIN: What it takes --

MS. GORDON: -- on your technical --

MR. GREENSTEIN: -- to come in.

MS. GORDON: Yeah.

MR. ROY: Yeah.

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MS. GORDON: Your technical proposal to explain.

MR. GREENSTEIN: Well, I think, you know, looking at it from a pragmatic point of view, no one wants a 500 page proposal I have to read through because this is not a 500 page --

MR. ROY: Yeah.

MR. GREENSTEIN: -- RFP kind of thing. All right. This is a fairly straightforward kind of a thing. But what you submit is what you submit.

MR. ROY: Okay. Next question is, there is a requirement for personnel that says the personnel must have performed two application penetration testing in the last two years.

And that two applications, and I'm not saying this is our case but I'm just, can that two application be considered the same application but

done over subsequent years or (indiscernible) years?

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MR. GREENSTEIN: From a language of the RFP perspective, it could go either way. I would say that it would be preferable --

MR. ROY: Yeah.

MR. GREENSTEIN: -- to have someone who has done more than one app twice. And in the past I will tell you that people who have done this far exceeded the minimum qualifications in that regard.

I'm not saying that you don't meet minimum qualifications, but that doesn't mean you're going to, you know -- that I'm telling you competitors will come in with something better than that if -- if I were betting.

MR. ROY: No, definitely. Like I said, just the language I wanted to make sure.

MR. GREENSTEIN: The language is what, you know, you know, what we could come up with.

MR. ROY: Yeah, sure.

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MR. GREENSTEIN: But we consider that a minimum. I would say that based on the twice or three times in the past that we've issued a similar RFP. The submissions will exceed the minimum of personnel.

MR. ROY: Yeah, sure. Not that (indiscernible) but I'm just asking. You mentioned about protecting your data. Is any of these resources expected to have access to the data outside of this environment? Meaning the data that you're trying to protect was just a result of penetration testing scans, whatever, is going to recite on government (indiscernible), right?

MR. GREENSTEIN: No. We're assuming that you, in doing a penetration test, for example, that you will be probably getting results and those results are going to be on tools that you will have loaded on your equipment.

And therefore, the output is now sitting on

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your --

MR. ROY: Right.

MR. GREENSTEIN: -- equipment.

MR. ROY: Okay. So that's typically the case. So we want to make sure that laptops will not be provided with the tools installed?

MR. GREENSTEIN: No.

MR. ROY: Or --

MR. GREENSTEIN: We're expecting --

MR. ROY: -- we (indiscernible).

MR. GREENSTEIN: -- you to provide your own tools.

MR. ROY: Okay. All right. So sure. And because of the rule of engagement for the penetration testing, it is expected that will be outside the normal business hours is part of it?

MR. GREENSTEIN: Yes. For the testing

itself, we are not inclined at all to allow

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penetration during work hours.

MR. ROY: Okay. So that means we will be doing from our office? The vendor will be doing from our office?

MR. GREENSTEIN: Yes. But we would assume that would have to be the case anyway. If you're doing a penetration test, it has to be done from outside --

MR. ROY: Externally.

MR. GREENSTEIN: -- looking in. It's external testing. And, therefore, if you're doing it from in here that's not going to help.

On the application testing, we can talk about it but -- but generally speaking we're expected the penetration test will be done, you know -- it has to be done from outside the environment.

UNIDENTIFIED SPEAKER: (Indiscernible.)

MR. GREENSTEIN: Oh, the wireless, yes --

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MR. ROY: Wireless.

MR. GREENSTEIN: -- will have to be done.

Thank you. We added the wireless this time for -- we didn't do that in the past, so I -- I apologize.

That's correct. Wireless will have to be done from inside.

MR. ROY: Thank you. That's all I have.

Thank you.

UNIDENTIFIED SPEAKER: So more that I learn from sources, I had similar question. So most of the work can be done remote.

So for the penetration testing, you want the resource to be here and try to penetrate from an external source and do your internal penetration testing or sit at their own office somewhere in Maryland, New Jersey, wherever (indiscernible) do the penetration testing?

MR. GREENSTEIN: Historically it's been done

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remotely. It's been done from the company's offices in the past and I would expect that that would be your assumption to start with anyway. No, we don't need to physically see people in order to -- to know that you're doing something or have a result.

MS. GORDON: I want to interject. As long as you are within the United States of America --

MR. GREENSTEIN: Thank you.

UNIDENTIFIED SPEAKER: That was my next question. Thank you.

MS. GORDON: It cannot be in India, China or anything outside of the United States.

MR. GREENSTEIN: And in a lot of cases, if you tried to get in we'd block you anyway. We're fairly tight in terms of what we allow, you know, into the environment here.

UNIDENTIFIED SPEAKER: Do you have any

specific tools in your mind specified for this testing

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or it comes with the technical proposal and you will evaluate it?

MR. GREENSTEIN: It comes with your technical proposal and we will evaluate it.

UNIDENTIFIED SPEAKER: Okay. Thank you.

MR. GREENSTEIN: We know what's been done in the past. We know what typically is out there, but that's something you will purpose to us.

UNIDENTIFIED SPEAKER: Okay.

MR. GREENSTEIN: We're not going to tell you what tools to use.

UNIDENTIFIED SPEAKER: Okay. Thank you.

MS. GORDON: Anybody else?

(Sneezes.)

MS. GORDON: Bless you.

MR. GREENSTEIN: Bless you.

MS. GORDON: All right. The last two people

that just came in, if you would remember to sign in on

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the sign in sheet over there please. Any other questions?

UNIDENTIFIED SPEAKER: Just administratively, we will have access to the sign in sheet?

MS. GORDON: I will get to that as I -- in my little spiel. So if there are no more questions, on behalf of Maryland State Retirement Agency we would like to thank you all for your interest in doing business with the state of Maryland.

A copy of this transcript of this conference, a list of the attendees and a copy of their business cards, if -- if you do so leave them, will -- and any questions and responses that were covered today, as well as any additional questions that you may have will be emailed -- posted on email and market place for everyone that is on this task

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order -- not email and marketplace, excuse.

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It will be emailed to you because this is a CATS+. My apologies. So this will be emailed to everybody that has responded to this RFP and that we sent it out to.

Again, the due is Wednesday, August 15th of 2018 by 2:00 p.m. for your submissions for the task orders. Any questions that you have, I need to get them by Wednesday, August the 1st to my attention no later than 2 o'clock.

And I'm done. Thank you.

ALL: Thank you.

MS. GORDON: Appreciate your coming.

(Whereupon, the oral presentation was adjourned.)

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Wednesday, July 18, 2018 - 10:00 AM

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