



September 1, 2016

The following (Q&A) will serve as Amendment #1 to NYSIF's Invitation for Bids (IFB) for Stenography Services, bid number 2016-25-CL. Material in this Amendment supersedes any contradictory material in the IFB.

Included in Amendment #1 are the following documents:

1. Responses to bidder inquiries.
2. Updated Appendix T, which now includes all drop down options.

Please note that the due date for the submission of bids **remains unchanged**.

**All bids are due 9/15/16, by 2:00 p.m.(eastern).**

Sincerely,

A handwritten signature in black ink that reads "Alexandria Romano".

Alexandria Romano  
Contract Management Specialist 1

**Stenography Services**

**IFB # 2016-25-CL**

**Amendment 1**

#	Question	NYSIF Response
1	Are we privy to the previous awarded winning agencies and their submitted proposal(s) for this bid?	Not material to this IFB.
2	<p>Can you please clarify if there is a specific required method of creating the record?</p> <p>There are several references to recording "stenographically" but we weren't sure if that was meant in the literal sense, to the exclusion of digital- or electronic-reporting, or if it was being used in the more generic manner.</p> <p>Section III.3 of the IFB references the NYS Administrative Procedures Act. That Act in §302, paragraph 2, states: "The agency shall make a complete record of all adjudicatory proceedings conducted before it. For this purpose, unless otherwise required by statute, the agency may use whatever means it deems appropriate, including but not limited to the use of stenographic transcriptions or electronic recording devices."</p>	<p>Depositions are to be transcribed by the stenographer as they happen. The stenographer must be a NYS licensed notary. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported.</p>
3	Is there an existing contract for this work and how can we obtain the present rates.	Not material to this IFB.
4	Is the current rate table based on a per page rate or daily/hourly rate?	Per the Appendix Z, rates should be provided based on Normal, Priority, Overnight and Immediate rates for 20 pages of transcripts.
5	Is one or more agencies awarded this bid??	Per IFB Section I.5. "NYSIF reserves the right to make multiple awards in a particular region. Matters will be assigned to Bidders based on first right of refusal for each awarded region." Please see IFB Section I.5. for the anticipated number of awards per region.
6	Anticipated number of jobs per day to each contractor?	Per IFB Section I.5. "Matters will be assigned to Bidders based on the first right of refusal for each awarded region". Please see Appendix Z for the estimated number of depositions for each region. The number of jobs per day will vary.
7	<p>We are a WBENC (national woman-business certified company) does this satisfy any percentage of the MWBE participation goals for this bid?</p> <p>If this does not fulfill the MWBE requirements, how can we fulfill this goal if we do not subcontract any of our work out to other firms? Our policy is to handle 100% of the work, and we would like to know what steps we can take to bid on this solicitation without subcontracting any of the work.</p>	<p>The WBENC certification/designation does not satisfy M/WBE requirements as firms need to be certified by NYS Empire State Development (ESD) in order for their utilization to be counted under Executive Law 15-A.</p> <p>If bidders are not able to obtain certification from ESD, they would have to subcontract work to a NYS-certified vendor do establish attainable and sustainable 30% M/WBE goals for the duration of the contract. NYS ESD's directory of certified M/WBE firms can be found at:  <a href="https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp?TN=ny&amp;XID=4215">https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp?TN=ny&amp;XID=4215</a></p>
8	Can vendor assume the work volume will be one-third of what the anticipated volume of work is since in region 1 you intend award 3 contracts?	No. A first right of refusal is a contractual right of an contracted vendor to be given the opportunity to enter into a stenography services opportunity before anyone else can. If the contracted vendor declines the stenography services opportunity it will move onto the next vendor. In this case, the lowest bidding vendor for a region will have first right of refusal for all work. Then, the second lowest bidder will have first right of refusal for work declined by lowest bidder per region. Then, the work will be offered to the third lowest bidder.
9	Can you explain what is meant by "matters will be assigned to Bidders based on the first right of refusal for each awarded region."	Please see answer to Question #8.
10	telephonic depositions can be conducted in the reporter's home?	Depositions may be conducted from the stenographer's home provided the standards set in section III.1 of the IFB are met.
11	generally does one deposition take place per day per court reporter or can several be done in a row on the same day by the same court reporter?	Please consult Section III.7 regarding the volume per region. In region one many depositions can occur simultaneously. In other regions, the likelihood is lower, but multiple stenographers may be needed. A stenographer may participate in multiple depositions per day provided that they do not overlap."

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12	Please clarify "stenographically recorded". I am interpreting this as meaning a "Notarized Court Reporter" because if you look at the Definition Page (Exhibit 1), transcripts have to be taken in "REAL TIME". This enables the reporter to read back questions during the testimony. I need to clarify that a NOTARIZED typist recording the deposition and later transcribing it themselves or sending it out for transcription, is not what you are looking for, nor does it fall under the definition described throughout the contract, and is also not the way depositions were taken in the past. Please specifically clarify if a NOTARIZED typist as described above is allowed to be used?	A notarized typist is not acceptable. Depositions are to be transcribed by the stenographer as they happen. The stenographer must be a NYS licensed notary. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported.
13	Form 104 - Request for Waiver Form. If you are currently an applicant who filed for a MWBE certificate, do need to ONLY send No. 11 -- a copy of application receipt issued by ESD, or do you still need to send in documentation as outlined on instruction page numbered 1 through 10 of Form 104.	If a bidder has a pending ESD certification, bidder can check Box 3 and only has to send No. 11 listed in the Form 104 Instructions.
14	Please give examples or specifics as to completing Appendix T, as that was not included in the last contract? Does this form need to be completed by our office Computer Tech, as I am not familiar with all the terms, etc. Please try to give a detailed explanation of exactly what you are looking for.,	NYSIF is looking for information on the vendors security. Bidders should have the employee(s) most familiar with computer technology and information security to complete the survey. No examples are available as answers are unique to each company.
15	Form T has a column entitled "Response" - (Using Dropdown). My form does not have a "Dropdown". Form T appears to be a scanned document, thereby not allowing a "Dropdown Menu". Please advise.	An updated Appendix T has been included in Amendment 1.
16	Form U - What is the different between Vendor Company Information and Vendor Resource Completing Questionnaire on the Top of Form?	Vendor Company Information is the vendor's company information, and Vendor Resource is the individual completing the profile.
17	Can you clearly state if a typist (notarized) or typing service (notarized) is acceptable for this contract if they record depositions verbatim? As I understand it, a typist who is recording the deposition would not be able to take "real time" notes, nor "read back" testimony during the deposition, which is the way depositions have been taken in the past.	A notarized typist is not acceptable. Depositions are to be transcribed by the stenographer as they happen. The stenographer must be a NYS licensed notary. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported.
18	On Appendix Z (Fee Schedule) For telephonic depositions, is "X 85% frequency" calculated by finding 85% of 2700 total depositions?	Yes, line 13 on Appendix Z (Fee Schedule) is calculated automatically by using your Normal Completion Rate for 20 pages provided on line 12 and finding 85% of the 2700 total deposition rates.
19	There is a new Appendix U that appears as one of this IFB appendices. It is not listed in the "Required Appendices" list on page 18. Is it required at the time of submission or after?	Per the RFP, "The awarded contractor(s) will be required to complete these forms prior to contract execution." Appendix U is not required at the time of bid submission.
20	If the Vendor Profile (Appendix U) is required at the time of submission of this bid, can you please elaborate on the Data Exchange section? Does the information contained in deposition transcripts regarding claimants or doctor's evaluations fall under any of the Data Exchange questions?	Appendix U is not required at the time of bid submission.
21	On the new version of Form 101 (Staffing Plan) there is no space set aside to list a name of subcontractor when they are the reporting entity. Can that subcontractor's name be added right under the check box "subcontractor" at the top-left?	Bidder can submit a separate Form 101 for subcontractors. Bidder can check subcontractor box and put subcontractor name/address in "Offerors" section.
22	The contract seems to conflict itself, do you require a court Reporter who can take depositions "in realtime" or is someone with a notary and a recording device good enough?	Depositions are to be transcribed by the stenographer as they happen. The stenographer must be a NYS licensed notary. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported.
23	We currently work for the SIF doing workers comps and from our experience at least 80% are expedited. is that something that they are changing?	Per the IFB, "The information and volumes provided are estimated volumes for evaluation purposes only. NO guarantee of actual volume is implied and may vary."

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24	you state in the contract that SIF has the right to pick a bidder other than the lowest bidder, if that's the case what will you be using in that scenario to pick the winner?	<p>Per Exhibit B, Clause 28, "NYSIF reserves the right to accept or reject any and all Bids, or separable portions of offers, and waive technicalities, irregularities, and omissions if NYSIF determines the best interests of the State will be served. NYSIF, in its sole discretion, may accept or reject illegible, incomplete or vague Bids and its decision shall be final. A conditional or revocable Bid which clearly communicates the terms or limitations of acceptance may be considered, and Contract award may be made in compliance with the Bidder's conditional or revocable terms in the offer."</p> <p>In addition, NYSIF is a New York State entity and similarly reserves bid acceptance rights under NYSIF Exhibit B, Clause 38(b), "Accept and/or reject any or all bids, and waive technicalities or portions of the bids in the best interest of the State".</p>
25	since this same contract was just put out not long ago, will last times bids be used at all to compare?	No.
26	SIF currently hosts their own conference calls, are we sure they will stop and we have to provide the call in numbers for all parties at our expense?	Yes, per Section III.1 of the IFB, "The contractor shall furnish all labor and materials required to provide session reporting at the designated New York locations within the region of the Contract. For telephonic depositions, the contractor shall supply a telephone line and the associated phone number for the parties to call. That number shall allow a minimum of 10 callers to be a party to the same deposition."
27	will SIF provide wifi access for the stenographer on site in order to meet expedited deadlines?	No, as indicated in section III.1 of the IFB the vast majority of depositions will be conducted telephonically without the need for in-person presence of the stenographer. On occasion the reporter's in-person presence may be required in certain cases, depending on the claim and the claimant's counsel. When in-person presence is required, the stenographer will report to the deponent's location.
28	what was the winning bid of the last contract (looking for the min, reg delivery rate)	Not material to this IFB.
29	were any new agencies other than the ones listed last time notified about this contract? If so which ones?	NYSIF's procurements are available on NYSIF's website at <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> . NYSIF does not monitor the potential bidders who view our website.
30	Does Experience working for SIF and working for SIF currently mean anything to you when picking the winning bidder?	<p>Per the IFB, "In the event of a tie, the order of precedence will be:</p> <ol style="list-style-type: none"> <li>1. NYS Certified M/WBE</li> <li>2. Favorable experience with NYSIF</li> <li>3. Coin Flip – Note: The coin flip will occur within 48 hours after bid opening"</li> </ol> <p>Awards are made based on the lowest responsive and responsible bidder. Additional past experience is not considered other than the tie scenario mentioned above.</p>
31	why was the last contract cancelled? ( and then another one put out a week later)	Not material to this IFB.
32	<p>Appendix T Questions:</p> <ol style="list-style-type: none"> <li>a) it says to respond using dropdowns but the first three have no drop downs, what should we do?</li> <li>b) what are you looking for under "Substantiating Documents" ?</li> <li>c) Please define an "Audit log" (number 6 on list)</li> </ol>	<ol style="list-style-type: none"> <li>a) An updated Appendix T has been included in Amendment 1.</li> <li>b) Documentation which supports the bidder's explanation of controls.</li> <li>c) An audit log is a list of events which have occurred on a computer system.</li> </ol>
33	Is there a place to obtain the specifics of the current contract and what is being charged now?	Not material to this IFB.
34	There is reference in the IFB of the Fee Proposal Appendix Z. I have printed two copies and can not locate that page in this proposal. How can I receive an updated copy of Appendix Z. I am presently using a form from a previous NSIF proposal in anticipation that it is the same form.	Appendix Z (Fee Schedule) is a separate excel document and can be located on NYSIF's website: <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> .

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35	For the proposed rates for normal completion rate (7 days) for 20 pages, do you want to know the rate per page for 20 pages or the total dollar amount for the 20 pages? For example if the total dollar amount is \$400.00 for 20 pages, would I put down \$400.00? Or are you looking for the rate per page which in this example would be \$20.00?	NYSIF is requesting bidders provide the total rate for 20 pages.
36	The IFB describes that most of the depositions will be conducted telephonically. On the occasions where an in-person's presence is required, will the assignment be at a NYSIF office or to the doctor's office?	When in-person stenography is required, it will occur at the deponent's location which will vary (example: doctor's office). A teleconference will still be needed.
37	How does one figure out total annual cost if you do not know how many depositions during the year are normal completion rate, priority jobs , overnight jobs or immediate jobs?	Total cost is calculated automatically in the excel Appendix Z (Fee Schedule). Deposition details are provided to bidders in Section III.7. and the Appendix Z (Fee Schedule). Appendix Z (Fee Schedule) is a separate excel document and can be located on NYSIF's website: <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> .
38	For telephone depositions where the contractor will make arrangements for a minimum of 10 callers to be a party to the same deposition, will NYSIF be providing the stenographer with the telephone numbers and e-mails of each of the participants?	No, the contractor will notify NYSIF of the telephone call in line and NYSIF will distribute that call in number to each of the deposition participants.
39	Is there a provision for the five year contract to have increases?	Per the IFB, "A 5-year contract covering the services detailed in this IFB is anticipated."
40	If the estimated number of telephonic depositions and in-person depositions per year equate to 1230 and there is "no guarantee of actual volume is implied and may vary", to what degree would the volume vary year to year from the past years?	NYSIF is unable to estimate the variance from prior years, but it is doubtful that the number of depositions will change by more than 75%. Please note, there is a possibility of a larger increase in our smaller volume regions.
41	How is Total Annual Cost X 5 years calculated? Is that using the estimated number of telephonic depositions and in-person depositions per year for a given region and multiplying that by the 5 lines which we would add together?	Total cost is calculated automatically in the excel Appendix Z (Fee Schedule) after bidders provide rate for 20 pages of work for Normal Completion, Priority Completion, Overnight Completion and Immediate Completion. Appendix Z (Fee Schedule) is a separate excel document and can be located on NYSIF's website: <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> .
42	In order to calculate the rates on Appendix Z to arrive at the total annual cost, would we just indicate the rate per page for 20 pages for normal, priority, overnight, immediate and cost per additional pages. If so, would we then add the 5 lines to equal a dollar figure and that is the total annual cost? Then we'd take that figure and times it by 5?	Total cost is calculated automatically in the excel Appendix Z (Fee Schedule) after bidders provide rate for 20 pages of work for Normal Completion, Priority Completion, Overnight Completion and Immediate Completion. Appendix Z (Fee Schedule) is a separate excel document and can be located on NYSIF's website: <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> .
43	In filling out the Appendix Z – fee schedule, I am confused if we need to compute subtotal annual & 5-year costs.	Subtotal, annual, and 5-year costs are computed automatically in the Appendix Z (Fee Schedule) excel spreadsheet. Appendix Z (Fee Schedule) is a separate excel document and can be located on NYSIF's website: <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> .

## APPENDIX T

### NYSIF VENDOR SECURITY SURVEY

#### REQUIREMENTS

The vendor security survey (Appendix T) is to be submitted as part of the bid or proposal package. Bidders are required to answer all of the questions in order to be considered for an award of a contract with the New York State Insurance Fund (NYSIF).

The completed Vendor Security Survey will be reviewed and evaluated by NYSIF personnel on a pass/fail basis. The minimum required implementation levels are included in the survey and defined below. Bidders who do not meet the minimum required implementation levels will be disqualified.

#### INSTRUCTIONS FOR COMPLETION

Within the “**RESPONSE**” column all questions must be answered by selecting the appropriate answer from the drop down list and defined as follows:

1. **Fully** (Implemented) = The control is in place, functioning effectively, and is optimized.
2. **Partially** (Implemented) = The control is in place, effectiveness may not be rated, and the control is not optimized.
3. **Non-Existent** = The control is not in place.

Within the “**EXPLANATION OF CONTROLS**” column, comments must be provided to support a bidders’ selected “**RESPONSE**”. Comments must clarify the controls implemented, describe mitigating factors, such as alternative controls or exposure limits, and specify the date when the control will be operational.

Within the “**SUBSTANTIATING DOCUMENT(S)**” column, supporting documentation is optional. Documentation should support a bidder’s response, such as written policy, audits, screenshots, etc.

**All questions related to this Vendor Security Survey must be submitted in writing to [contracts@nysif.com](mailto:contracts@nysif.com) by the date and time indicated in the solicitation calendar, citing the particular question and bid number.**

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**APPENDIX T  
VENDOR SECURITY SURVEY**

VENDOR COMPANY INFORMATION		VENDOR RESOURCE COMPLETING QUESTIONNAIRE	
NAME		ASSIGNEE NAME	
WEBSITE		ROLE OR TITLE	
ADDRESS		PHONE + EXT	
CITY/STATE/ZIP		EMAIL ADDRESS	

1	INVENTORY OF AUTHORIZED AND UNAUTHORIZED DEVICES	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Actively manage (inventory, track, and correct) all hardware devices on the network so that only authorized devices are given access, and unauthorized and unmanaged devices are found and prevented from gaining access.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
2	INVENTORY OF AUTHORIZED AND UNAUTHORIZED SOFTWARE	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Actively manage (inventory, track, and correct) all software on the network so that only authorized software is installed and can execute, and that unauthorized and unmanaged software is found and prevented from installation or execution.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
3	SECURE CONFIGURATIONS FOR HARDWARE AND SOFTWARE	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Establish, implement, and actively manage (track, report on, correct) the security configuration of laptops, servers, and workstations using a rigorous configuration management and change control process in order to prevent attackers from exploiting vulnerable services and settings.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
4	CONTINUOUS VULNERABILITY ASSESSMENT AND REMEDIATION	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Continuously acquire, assess, and take action on new information in order to identify vulnerabilities, remediate, and minimize the window of opportunity for attackers.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
5	CONTROLLED USE OF ADMINISTRATIVE PRIVILEGES	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	The processes and tools used to track/control/prevent/correct the use, assignment, and configuration of administrative privileges on computers, networks, and applications.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				

6	MAINTENANCE, MONITORING, AND ANALYSIS OF AUDIT LOGS	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Collect, manage, and analyze audit logs of events that could help detect, understand, or recover from an attack.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
7	EMAIL AND WEB BROWSER PROTECTIONS	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Minimize the attack surface and the opportunities for attackers to manipulate human behavior through their interaction with web browsers and email systems.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
8	MALWARE DEFENSES	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Control the installation, spread, and execution of malicious code at multiple points in the enterprise, while optimizing the use of automation to enable rapid updating of defense, data gathering, and corrective action.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
9	LIMITATION AND CONTROL OF NETWORK PORTS	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Manage (track/control/correct) the ongoing operational use of ports, protocols, and services on networked devices in order to minimize windows of vulnerability available to attackers.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
10	DATA RECOVERY CAPABILITY	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	The processes and tools used to properly back up critical information with a proven methodology for timely recovery of it.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
11	SECURE CONFIGURATIONS FOR NETWORK DEVICES	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Establish, implement, and actively manage (track, report on, correct) the security configuration of network infrastructure devices using a rigorous configuration management and change control process in order to prevent attackers from exploiting vulnerable services and settings.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				



12	BOUNDARY DEFENSE	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Detect/prevent/correct the flow of information transferring networks of different trust levels with a focus on security-damaging data.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
13	DATA PROTECTION	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	The processes and tools used to prevent data exfiltration, mitigate the effects of exfiltrated data, and ensure the privacy and integrity of sensitive information.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
14	CONTROLLED ACCESS BASED ON THE NEED TO KNOW	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	The processes and tools used to track/control/prevent/correct secure access to critical assets (e.g., information, resources, systems) according to the formal determination of which persons, computers, and applications have a need and right to access these critical assets based on an approved classification.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
15	WIRELESS ACCESS CONTROL	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	The processes and tools used to track/control/prevent/correct the security use of wireless local area networks (LANS), access points, and wireless client systems.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
16	ACCOUNT MONITORING AND CONTROL	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	Actively manage the life cycle of system and application accounts -their creation, use, dormancy, deletion - in order to minimize opportunities for attackers to leverage them.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
17	SECURITY SKILLS ASSESSMENT AND TRAINING	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	For all functional roles in the organization (prioritizing those mission-critical to the business and its security), identify the specific knowledge, skills, and abilities needed to support defense of the enterprise; develop and execute an integrated plan to assess, identify gaps, and remediate through policy, organizational planning, training, and awareness programs.	PLEASE RESPOND (Using Dropdown)		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				

18	APPLICATION SOFTWARE SECURITY	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	<p>Manage the security life cycle of all in-house developed and acquired software in order to prevent, detect, and correct security weaknesses.</p>	<p>PLEASE RESPOND (Using Dropdown)</p>		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
19	INCIDENT RESPONSE AND MANAGEMENT	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	<p>Protect the organization's information, as well as its reputation, by developing and implementing an incident response infrastructure (e.g., plans, defined roles, training, communications, management oversight) for quickly discovering an attack and then effectively containing the damage, eradicating the attacker's presence, and restoring the integrity of the network and systems.</p>	<p>PLEASE RESPOND (Using Dropdown)</p>		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				
20	PENETRATION TESTS	RESPONSE	EXPLANATION OF CONTROLS	SUBSTANTIATING DOCUMENT(S)
	<p>Test the overall strength of an organization's defenses (the technology, the processes, and the people) by simulating the objectives and actions of an attacker.</p>	<p>PLEASE RESPOND (Using Dropdown)</p>		
MINIMUM REQUIRED LEVEL = <b>PARTIALLY</b>				