



SCHOOL EMPLOYEES RETIREMENT SYSTEM OF OHIO

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Request for Proposal – Data Exfiltration Assessment Questions Submitted to SERS

Question 1: There is a general confusion regarding the scope of services. The RFP reads as a Risk/Vulnerability Assessment, however after section III.5, it explicitly states that controls/vulnerability assessments are out of scope. Can you clarify?

Answer: SERS expects the selected vendor to:

1. Review existing controls for preventing data loss and data leakage, as defined in the RFP.
2. Inventory the existing locations of data in both physical and digital formats.
3. Determine:
 - a. What data exists in a location that it should not?
 - b. How was that data moved to the incorrect location?
 - c. What controls failed to allow this?
4. Provide prioritized, risk-based recommendations accounting for:
 - a. Likelihood, estimated from the failure rates of current controls when possible
 - b. Impact, based on the type and amount of data
 - c. Regulatory requirements and industry standards

SERS does not anticipate that vulnerability scanning, penetration testing, or assessments of controls that do not specifically prevent data loss or data leakage to add value to this effort and thus does not expect the vendor to perform any of these activities. The vendor may propose any activities deemed necessary to support the desired outcomes.

Question 2: Is there already a software solution chosen for this DLP effort?

Answer: The intent of this engagement is to establish the business case for any potential solution; no such solution has been selected. SERS would like the vendor to consider both deploying a dedicated solution and utilizing the functionality of existing platforms in any recommendations.

Question 3: Is there already a DLP program in place? If so, how far along is SERS in the implementation in DLP and what software is SERS using?

Answer: SERS currently has controls intended to protect the confidentiality of sensitive data, but no specific DLP program exists. SERS does not currently utilize a dedicated DLP software.

Question 4: What does the bullet point “Physical access control for areas housing paper documents.” refer to?

Answer: SERS would like to verify that policies and controls in place for the management of physical printouts and inbound documents are adequate. SERS maintains dedicated mail and file rooms in its facility.

Question 5: Who is SERS using for email?

Answer: SERS is currently transitioning email from on-premises to Microsoft Exchange Online. SERS utilizes a third-party email gateway for spam, malware, and content filtering.

Question 6: Are all 180 employees to be included in this effort?

Answer: SERS expects the selected vendor to interview only the key staff identified for individual business processes. SERS estimates this to be 20 individuals or less.

Question 7: Is there a mix of device type (PC and Mac)?

Answer: SERS utilizes primarily Microsoft Windows-based devices and Apple iPads (approximately 50 devices deployed to managers). A small number of Mac OS X devices are used to manage iPads and perform audio/video editing. SERS also authorizes some employees to receive organizational email on their personal mobile devices.