

State of Montana Information Technology Managers Council

Council Business Meeting November 6, 2014 - 8:30 – 10:30 Room 111 – DEQ Metcalf Building

Welcome and Introductions (8:30 – 9:00)

- Larry Krause, Chair
 - Approval of August Minutes
- Ron Baldwin, State CIO Update (*ECM RFP, MITA Legislation, Inventory, eProcurement, Questions regarding SITSD Reorg*)

Business (9:00 -10:25)

- ITMC Security Task Force – Joe Chapman/Lynne Pizzini (5 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)
- Master Contract/CEP Procedure – Steve Haynes (3 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)
- Recruitment and Retention Phase I – Tim Bottenfield (3 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)
- Customer Service Catalog Project – Carol Schopfer (3 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (2 minutes)
- IT Conference Update –Penne Cross/Dan Chelini (3 minutes)
- Enterprise Risk Assessment –Lynne Pizzini (10 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5minutes)
- Customer Satisfaction Survey – Warren Dupuis (10 minutes)
 - Observations/Concerns/Feedback – Roundtable discussion (5 minutes)

Posted Reports

- Master Contract Vendors Lists
- Enterprise Security Program

Adjournment (10:27-10:30)

- **Next Meeting December 3**
- **Member Forum**
- **Public Comment**
- **Adjourn**

Notice: The Department of Administration will make reasonable accommodations for persons with disabilities who wish to participate in the ITMC's public meetings or need an alternative accessible format of this notice. If you require an accommodation, contact the Department of Administration no later than six business days prior to the meeting of interest, to advise us of the nature of the accommodation that you need. Please contact Julie Kriedeman at (406)444-4616, or email jkriedeman@mt.gov

ENTERPRISE INFORMATION SECURITY PROGRAM PROPOSAL

The implementation of an Enterprise Information Security Program is the most appropriate method of addressing an ever increasing number of sophisticated security threats to the state's systems and data. An Enterprise Information Security Program develops strategies and establishes the overarching framework for securing information systems in state government. This program will utilize the National Institute of Standards and Technology (NIST) Special Publication 800-53 as a base framework. This enables and defines policies and standards which cover technical, operational, and managerial controls that meet State, Federal, and Agency requirements.

The program will identify key security services and assign primary responsibility for these services to a central team and five other teams organized into distinct lines of business. By combining resources that are spread out across the state, this program can provide a more in-depth and specialized support to groups that are organized based on organizations with similar business requirements:

- **Central** – Enterprise Systems
- **Public Safety (7 entities)** – Department of Public Health and Human Services, Department of Justice, Department of Corrections, Department of Transportation, State Fund, Department of Military Affairs, Judiciary
- **Environment (5 entities)** – Department of Environmental Quality, Department of Natural Resources, Department of Agriculture, Department of Livestock, Department of Fish, Wildlife, and Parks
- **General Government (9 entities)** – Governor's Office, Secretary of State, Montana Advocacy Program, Montana Arts Council, Commissioner of Political Practices, Historical Society, Legislative Branch, Department of Public Service Regulation, Department of Administration
- **Economy (4 entities)** – Department of Commerce, Department of Revenue, State Auditor's Office, Department of Labor & Industry
- **Education (5 entities)** – Office of Public Instruction, Office of the Commissioner of Higher Education, State Board of Education, Board of Public Education, Montana State Library

Information Security Program Governance

Governance of the program will consist of the following:

State Chief Information Officer – has delegated authority from the Director of the Department of Administration to provide oversight of an enterprise security program.

Information Security Advisory Council – the purpose of the council is to advise the Governor with respect to a statewide strategic information security program. The Council shall:

- develop an interagency information security strategy with initiatives, priorities, policies, standards, and roles and responsibilities to enhance the State information security posture
- recommend resources (funding, people, etc) and possible methods to obtain them, in order to enhance the State information security posture
- provide a yearly information security assessment to the governor showing program successes and shortcomings with a plan to address shortcomings
- establish a communications procedure for receiving input from and sharing information with the public and the various agencies;
- Support a statewide security training program to serve technical and managerial needs;
- Advise on security requirements in the specifications for solicitation of state contracts for procuring information technology resources;
- Provide technical and managerial assistance relating to information technology security;
- Recommend appropriate cost-effective safeguards to reduce, eliminate, or recover from identified threats to data;
- Conduct internal evaluations of the statewide security program;
- Recommend new or changes to existing laws such as reporting requirements to government and citizens.

State Chief Information Security Officer – is responsible for implementation of an enterprise security program as advised by the State CIO and the Information Security Advisory Council.

Mission, Objectives, and Key Initiatives

The mission of the program will be to develop and administer an enterprise information security program that creates consistency, aligns resources, coordinates situational awareness and incident response, and provides adequate security for all state agencies. Key objectives for the program are to provide:

- Proactive Enterprise Security Risk Management,
- Adequate information security resources for all agencies,
- Improved Situational Awareness regarding information security threats, and
- Robust Crisis and Security Incident Management

Key initiatives for the program include:

1. Enterprise Security Program Management
2. Enterprise Risk Management
3. Information Security Incident and Event Management
4. Enterprise Vulnerability and Threat Management
5. Baseline Policies and Standards
6. Enterprise Awareness and Training Program
7. Enterprise Identity and Access Management
8. Enterprise Disaster Recovery Program
9. Enterprise Security Continuous Monitoring
10. Boundary and Endpoint Defense and Defense in Depth

11. Physical Security
12. Adequate laws to support the program

Plan of Action

Creation of Line of Business security teams:

As mentioned above, lines of business security teams will be created with appropriate staff assigned to these teams.

Develop Roles and Responsibilities:

As identified in statute, MCA 2-15-114, each state department is to designate an information security manager to administer the department's security program for data. Each line of business team will have a specific team member assigned to be the agency's security manager to ensure that the requirements of each agency are met. The CISO will lead the team members in a collaborative manner to carry out the direction of the Information Security Advisory Council.

Identify Services being provided to all agencies:

An effective Enterprise Information Security Program will provide the following functions:

- Create, update, and maintain security policies, standards, procedures
- Create, update, and maintain security plans for identified information systems
- Create, update, and maintain security risk assessments for identified information systems
- Create, update, and maintain disaster recovery plans for identified information systems
- Process (intake, implement, and audit) firewall, remote, mobile, system, and data access requests
- Provide and coordinate Security Awareness and training end users and IT staff
- Make Internet filtering requests and complete annual Internet filtering reviews
- Continuous monitoring of information systems for security events
- Facilitate external security risk assessments (IRS, FBI, CMS, etc.)
- Communicate current threats and incidents in accordance with appropriate information sharing policy
- Plan and Facilitate annual cyber incident and disaster recovery testing and table top exercises
- Provide security input into agency projects and/or initiatives
- Develop incident response plans (handling and reporting procedures, roles and responsibilities, etc)
- Quickly react and mitigate agency and enterprise incidents according to response plans
- Approve and periodically review system and data access levels

An assessment will then be performed to determine what functions are being performed/not performed at each agency. Then a prioritized plan of needed functions will be developed based on agency needs.

Implementation of security functions to agencies:

Each line of business team, in coordination with each other, will develop a plan for implementation for their respective agencies based on available resources. These resources will be a combination of current cross-agency government and contracted resources.

Last update: JUL 2013		SERVICE CATEGORIES											Totals			
Master Contract for IT Services Contract #06-1263B		Analysis, Design & Planning	Business Process management	Distributed Applications	Document Mgmt, Imaging & FileNet Services	GIS	Information Systems Security	Internet, Intranet, & eGovernment	Mainframe Applications	Oracle-PeopleSoft svcs	Project Management Svcs	Public Safety Svcs	Quality Assurance	Telecommunications	Staff Augmentation	Totals
1	22ND CENTURY	X		X		X		X	X		X		X		X	8
2	A2Z PERSONNEL														X	1
3	ABATOR INFORMATION SERVICES														X	1
4	ACCENT ON INTEGRATION (f/ QNEXSYS)	X		X									X			3
5	ALCATEL-LUCENT	X					X				X					3
6	ALPHA TECHNOLOGIES														X	1
7	AMDEC LTD.	X	X	X				X	X		X		X		X	8
8	APP GEO					X										1
9	ARDENT TECHNOLOGIES			X				X				X			X	4
10	ARROW SOLUTIONS GROUP														X	1
11	ASK STAFFING														X	1
12	ASSURE IT	X	X	X			X	X	X		X		X		X	9
13	ATHOMTECH														X	1
14	AUTOMATION & MANAGEMENT	X		X				X		X						4
15	AXIOM IT SOLUTIONS	X	X	X		X		X		X	X	X			X	9
16	BIG SKY SOFTWARE			X												1
17	BLOOM CONSULTING	X	X													2
18	BPRO			X		X		X								3
19	CDM			X		X										2
20	CERIUM NETWORKS	X					X						X		X	4
21	CEXEC INC						X			X						2
22	CHERRY ROAD TECHNOLOGIES								X							1
23	CIVIC RESOURCE GROUP			X				X								2
24	CLARUSTEC, INC.			X								X			X	3
25	COMPUNNEL SOFTWARE GROUP														X	1
26	COMPUTER CONSULTANTS INTL	X		X			X	X		X	X	X			X	8
27	COMPUTER CONSULTING CORP (CCC)	X	X	X				X	X		X		X		X	8
28	COOLSOFT	X		X			X	X	X			X			X	7
29	COPLAN AND COMPANY	X										X				2
30	CORPORATE TECHNOLOGY GROUP (COMPUTER SHOPPE) (CTG)	X					X						X			3
31	CRI ADVANTAGE	X	X	X			X	X		X						6
32	CSG GOVT SOLUTIONS	X	X	X			X	X	X		X		X		X	9
33	DATAMAN USA	X	X					X		X		X			X	7
34	DELOITTE CONSULTING	X		X	X	X			X	X						6
35	DELOITTE & TOUCHE											X				1
36	DJ&A, P.C.	X				X				X	X					4
37	DTM CONSULTING INC.			X		X										2
38	DYE MANAGEMENT GROUP INC.	X	X							X						3
39	DYNAMICS RESEARCH CORP	X		X				X		X		X	X			6
40	ecoFILE				X											1
41	EIDE BAILLY (TECHWISE SOLUTIONS)	X		X			X			X						4
42	ELEGANT SOLUTIONS			X			X					X				3
43	ESRI					X										1
44	EXPERIS (F / COMSYS)	X		X				X	X		X		X		X	7
45	EXPINFO INC														X	1
46	FAIRFAX DATA SYSTEMS	X	X	X	X											4
47	FEDERAL ENGINEERING	X								X	X		X			4
48	FENOMTEK INC.														X	1
49	FIRST DATA GOVERNMENT SOLUTIONS	X	X							X		X				4
50	FOUNDATION FIRST (1ST)			X				X		X						3
51	FRONT DESK	X		X				X							X	4
52	FRONTIER STRATEGIES INC.	X	X	X	X				X						X	6
53	GCS RESEARCH	X		X		X		X								4
54	GENUENT USA	X		X				X		X					X	5
55	GEO COMM					X					X					2
56	GEO DATA SERVICES, INC.					X										1
57	GEO DECISIONS	X		X		X										3
58	GEO-SPACIAL SOLUTIONS			X		X										2
59	GLOBAL NEST LLC														X	1
60	GOLD SYSTEMS, INC.			X		X		X							X	4
61	GREEN FOOT TECHNOLOGIES														X	1
62	HOUSTON ENGINEERING					X										1
63	HYPERGEN INC.														X	1
64	INFO PRO SYSTEMS INC.								X						X	2
65	INFORMATION RESOURCE GROUP (IRG)	X		X					X						X	4

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66	INFORMATIX INC.	X	X	X	X			X	X		X		X			8
67	INGENUITY CORP														X	1
68	INNOSOUL INC			X	X											2
69	INTEGRITY SOLUTIONS GROUP (ISG)	X									X					2
70	INTERNATIONAL PROJECTS CONSULTANCY	X	X	X				X	X	X					X	7
71	IRON DATA SOLUTIONS INC.	X		X	X						X		X			5
72	JDM, INC.			X												1
73	KH SERVICES							X								1
74	KIMBALL & ASSOCIATES											X				1
75	KMP COMPANIES INC.														X	1
76	MAXIS GROUP														X	1
77	MISSION CRITICAL PARTNERS	X	X								X	X		X		5
78	MORRISON-MAIERLE SYSTEMS	X	X	X		X	X	X							X	7
79	MTG MANAGEMENT CONSULTANTS	X	X				X				X	X	X			6
80	NORTH POINT IT CORP														X	1
81	NORTHROP GRUMMAN	X	X	X	X	X	X	X	X	X	X	X	X	X	X	14
82	NOVUS ORIGO									X						1
83	NU INFO SYSTEMS INC.														X	1
84	PERCEPTIVE SOFTWARE				X											1
85	PREMIER DATA SERVICES				X	X										2
86	PRO INNOVATION			X				X								2
87	PUBLIC CONSULTING GROUP	X	X								X		X			4
88	PUBLIC KNOWLEDGE	X	X								X		X			4
89	R-INFORMATION ASSURANCE						X									1
90	RADHA CONSULTING	X	X	X				X							X	5
91	RCC CONSULTANTS						X					X				2
92	RIGHT! SYSTEMS	X						X					X	X		4
93	ROSE INTERNATIONAL	X		X				X	X		X	X			X	7
94	SABOT TECHNOLOGIES	X	X	X							X		X		X	6
95	SAGITEC			X	X						X					3
96	SAMITI TECHNOLOGY												X		X	2
97	SECURANCE						X									1
98	SEM LLC	X		X		X									X	4
99	SIERRA SYSTEMS								X							1
100	SLI GLOBAL SOLUTIONS (F / SYSTEST LABS)												X			1
101	SNAP APPS	X		X				X							X	4
102	SOFTWARE ENGINEERING SERVICES	X	X	X			X	X	X				X		X	8
103	SOFTWARE INTEGRATION SERVICES														X	1
104	SOLOMONS INTERNATIONAL														X	1
105	SRB INTERNATIONAL														X	1
106	STONE RIVER (f/ Fiserv; f/ InsureWorx)	X	X	X			X	X	X		X		X		X	9
107	STOUFFER & COMPANY												X			1
108	SYSTEMS TECHNOLOGY GROUP INC. (STG)	X		X				X	X						X	5
109	SYSTEST LABS (Now SLI)															0
110	TAJ TECHNOLOGIES	X		X							X				X	4
111	TEK SYSTEMS	X		X											X	4
112	TELSTAR ASSOCIATES INC. (TelStar)					X	X								X	3
113	TEMPEST TECHNOLOGIES							X								1
114	TIMBERLINE COMMUNICATIONS											X				1
115	TREC INC					X										1
116	TRG INC.														X	1
117	TRIDENT SERVICES								X							1
118	TRIGYN TECHNOLOGIES														X	1
119	WATER & ENVIRONMENTAL TECHNOLOGIES			X		X										2
120	WEB TRANSFORMATIONS LLC			X				X							X	3
121	WINDSOR SOLUTIONS	X		X				X			X					4
122	WISETEK PROVIDERS, INC.	X		X				X		X			X			5
123	WOOLPERT INC					X										1
124	XRIVER TECHNOLOGIES	X		X												2
125	Z CONSULTING GROUP										X			X		2
Totals		56	24	57	11	24	20	38	18	10	35	13	30	10	57	403

MASTER CONTRACT FOR IT SERVICES - TIER 2 PROCEDURE

Title: Master Contract for IT Services Tier 2 Procedure

Short Title: Tier 2 Procedure

Procedure Owner: State ITSD/AMSB

Effective Date: July 1, 2006

Last Update: October 2014

I. Purpose

This procedure defines the steps necessary for an Agency to engage a pre-qualified Contractor under the *Master Contract*.

II. Definitions

AMSB – Acquisition Management Services Bureau, State Information Technology Services Division, Department of Administration

BSMB- Business Services Management Bureau, State Information Technology Services Division, Department of Administration

Contractor Engagement Proposal (CEP) – The CEP is the basis for the Tier 2 Procedure.

ITPR – IT Procurement Request, see ITPR Guidelines at:

<http://itsd.mt.gov/contract/default.mcp>

Master Contract – *Master Contract for IT Services*, Term Contract SPB 06-1263B

SPB – State Procurement Bureau, General Services Division, Department of Administration

Statement of Work (SOW) – A narrative description of services, and deliverables, to be supplied under contract.

Refer to: [Statewide Glossary - Policies and Standards](#) (PDF) for additional terms and definitions.

III. Procurement Method

1. BSMB and AMSB review agency CEP materials, primarily the business case justification and ITPR. BSMB approves agency to proceed with procurement.
2. AMSB reviews agency request to determine best procurement method:
 - a. Master Contract
 - b. Another Existing Contract
 - c. New procurement such as RFP
3. If the Master Contract is determined to be the most appropriate procurement method, proceed to Step IV: Tier 2 Procedure. Otherwise, AMSB will work with the agency to obtain the needed services using another procurement method.

IV. Tier 2 Procedure

Cost considerations are critical to effective processing of a CEP. A responsible agency official must be willing to convey their full commitment/intention of expending the available funds obligated for the acquisition of the services being solicited via this CEP. (A CEP is NOT a fact gathering process or a 'test of the waters'.) An accurate cost estimate, along with committed funding is required prior to posting/ releasing a CEP solicitation.

1. Agency prepares all Contractor Engagement Proposal (CEP) materials, which include:
 - a. [CEP Requisition Form](#)
 - b. [Cover Sheet](#)

The ordering agencies will provide brief project introductory information and requirements, such as due dates and delivery medium and location for the CEP.

- c. [Proposal Instructions](#)

This is an instructional document for the offerors. The ordering agency will provide detail where asked, denoted by “[]”. For example, [insert due date].

- d. [Statement of Work](#)

It is imperative that the SOW is properly developed. It is based on the roles and responsibilities expected of the contractor (deliverables), the timelines, acceptance criteria and payment terms. SOW Guidelines and an SOW Template are available from:

<http://itsd.mt.gov/content/contract/docs/SOWGuidelines.doc>

<http://itsd.mt.gov/content/contract/docs/SOWtemplate.doc>

There are some sections of the SOW that may not be completed before posting to the CEP website <http://cep.mt.gov/default.mcpX> (such as Compensation and Payment, and Contractor Staff.)

Note: If an agency needs help to develop a complete SOW, one option available is to hire a contractor to assist developing the SOW. If the contract amount to develop the SOW is less than \$5,000, agency may select any contractor without competition. Agency may also undergo a limited solicitation, for contract amounts between \$5,000-25,000. A limited solicitation requires that the agency seek bids from a minimum of 3 contractors. An **IT Procurement Request** will not be required for this work, but the agency must inform AMSB.

If a Contractor is engaged to assist with the SOW, that Contractor will typically **not** be precluded from submitting a proposal for that SOW.

e. [Contractor Engagement Proposal](#)

The ordering agency will detail the information they require from the proposing Contractors using the CEP. This information will be used to evaluate the proposals received. Additionally, agency develops evaluation criteria and scoring based on their needs as expressed in the SOW and on the information to be provided via the CEP. The weighting factors are included in the CEP.

2. Agency submits all CEP materials per above to the Contract Manager:
SHaynes@mt.gov

The Contract Manager will review the CEP materials. AMSB will coordinate any necessary changes or additional materials with the agency.

3. AMSB posts the CEP materials to the Master Contract CEP Website (<http://cep.mt.gov/default.mcpX>) for a minimum of ten business days. Eligible contractors submit proposals according to the Proposal Instructions. The agency must schedule the participation of the Evaluation Committee - to allow for timely scoring/evaluation of the proposals. Evaluation Committee members will be required to complete a 'non-conflict of interest' form: [Declaration Form](#)
4. Ordering agency must advertise and allow for public attendance in the course of proposal evaluation: [Public Meetings](#).
5. Agency provides Evaluation Summary and award recommendation to AMSB.
6. AMSB will review the award recommendation for compliance with Master Contract terms and conditions. AMSB then notifies all offerors of contract award. Successful Contractor accepts award. Upon acceptance, AMSB will notify the agency to proceed with final negotiations with contractor.
7. Agency finalizes project plans, i.e. timelines, deliverables, etc. with successful contractor and completes and executes the SOW or Job Description (for staff augmentations).

8. Contractor completes work.
9. Agency provides [Contractor Assessment](#) to AMSB.

V. Exceptions and Changes

Exceptions

The IT Manager of ordering agency may request an exception to the Tier 2 Procedure based on one of the two reasons below.

- I. Business Need Justification
 - a. Definition: Only one contractor is suitable for the project.
 - b. Justification may include:
 - i. Contractor's previous effort on an agency project, expertise or experience not available from any other qualified contractors.
 - ii. Contractor is the foremost expert in this field
 - iii. Availability of contractor

- II. Sole Source Justification
 - a. Definition: there is only one source for the supply or service item
 - b. Justification must include:
 - i. Why this the only contractor that can perform the needed services

For both exception processes, the agency must adhere to the following:

- If the total project cost is within the agency's delegated authority granted by the State Procurement Bureau (SPB), agency must complete an internal justification. This is either the [Sole Source Justification](#) form or a memo describing the Business Need Justification to the agency procurement officer. The procurement officer must approve the request in writing and must maintain the request per the records retention requirements.

- If the total project cost exceeds the agency's delegated authority granted by SPB, the agency must submit the completed Sole Source Justification form or Business Need Justification memo describing the justification to the State Procurement Bureau. This must be submitted electronically to the AMSB mailbox at: [Master Contract Exception](#) . A response in memo format will be provided to each exception request.

Appendix A – Typical CEP Timeline

Day 0 - SITSD receives CEP documents (Requisition, SOW or Job Description, Evaluation Criteria) & ITPR

Day 0 + 5 Business Days – ITPR review completed and preliminary approval to proceed issued.

Day 5 + 2-3 Business Days – CEP posted/released

Day 8 + 4-6 Business Days – Clarification questions received

Day 12 + 2-3 Business Days – Q&A Posted

Day 15 + 5-7 Business Days – CEP Proposal Deadline

Summary: From the time SITSD receives CEP + ITPR until CEP responses/proposals are available for evaluation by the Agency Evaluation Committee ... it **usually** takes from **18 – 24 Business Days**.