

# PROPOSAL

## CYBERSECURITY SERVICES

[ENTER INSTITUTION NAME]

HESS CONSORTIUM MEMBER OPPORTUNITY

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## ABOUT GREYCASTLE SECURITY

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GREYCASTLE SECURITY IS THE INDUSTRY’S LEADING PROVIDER OF CYBERSECURITY RISK, COMPLIANCE, CERTIFICATION READINESS AND PRIVACY SERVICES.

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Our company was established to help organizations everywhere protect themselves by establishing effective cybersecurity programs, minimizing the impact of security incidents and simplifying compliance.

GreyCastle Security's revolutionary approach – something we call “cybersecurity virtualization” – helps you manage all of your cybersecurity challenges while completely eliminating the need for you to find, hire and retain new cybersecurity personnel.

### OUR MISSION

We exist to empower organizations just like yours, so that you have access to the tactics, resources and intelligence you need to protect your most critical business assets.

### OUR PEOPLE

Quite simply, we hire the best people. Not only are they highly-certified and experienced, but they are passionate about protecting your organization. They are organized, detail-oriented and effective communicators.

We ensure that our team members maintain their skills and experience through a rigorous, company-sponsored professional development program. We’re always up to date with the latest techniques, tools and trends.

### WE DO OUR BEST TO THINK LIKE YOU

Our approach is practical, pragmatic and hard-working. Our reputation speaks to the quality of our work.



HUMBLE  
CONFIDENCE



TRANSPARENCY



INTEGRITY



EFFICIENCY



KINDNESS



SAFETY



ACCOUNTABILITY



## WHY GREYCASTLE SECURITY

The right cybersecurity provider can make a big difference in your success – here’s why partnering with GreyCastle Security is a good investment:



### AWARD-WINNING SERVICES

GreyCastle Security is ranked the #1 Cybersecurity Provider in the Services category in the globally recognized Cybersecurity 500 list. We have been ranked for a record three years in a row.



### INDUSTRY-LEADING GROWTH

GreyCastle Security is currently ranked #1090 among the nation’s fastest growing companies, according to Inc. Magazine. We’ve made the list two years in a row.



### WORLD-CLASS CLIENT LOYALTY

GreyCastle Security uses the industry-standard Net Promoter Score ranking system. Our score – currently an 83 – is higher than Dell Computer and Southwest Airlines and just shy of Apple Computer.



### THOUGHT LEADERSHIP

GreyCastle Security has been consistently recognized as an industry leader and innovator for quality and excellence. Countless awards decorate our offices and we’re always looking for ways to improve.



### NATIONAL RECOGNITION

GreyCastle Security is regularly featured in leading magazines, newscasts, newsletters and other media outlets, including Time, Forbes, NBC, CBS, CSO, Dark Reading, The Washington Post, The New York Times and countless others.



### NATIONWIDE PRESENCE

GreyCastle Security has cybersecurity professionals in locations all over the country. Your team will be close to you.



## NEXT-GENERATION CYBERSECURITY

There are lots of ways to approach cybersecurity, some just work better than others. The key is finding a way to maximize returns on your investments, whatever they may be.

### CYBERSECURITY “VIRTUALIZATION”

In the 1990s, virtualization revolutionized the way people use computers. With it came massive improvements – optimized resource usage, on-demand computing power, sophisticated orchestration and management and lower computing costs.

We took all of those same concepts and applied them to cybersecurity – the results are the same massive improvements that we saw decades ago.

#### STANDARDS-BASED

Get a program that is based on proven concepts, principles and standards

#### CONTINUOUS

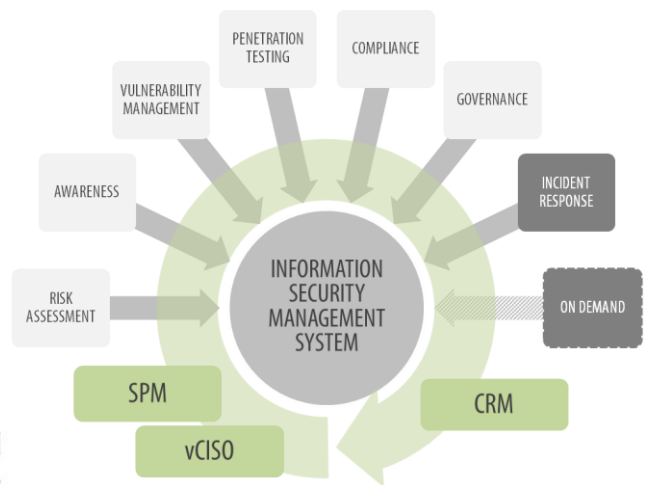
Get a cybersecurity program that grows, changes and flexes with you, your team and your budget

#### ON-DEMAND

Get access to experts and other cybersecurity resources when and where you need them

#### FOCUSED ON YOUR PAIN

Get a program that is specifically designed to deal with your risks, business challenges and budget



#### FINANCIALLY RESPONSIBLE

Get an entire team and program for the same price as a single employee

## WHAT WE HEARD FROM YOU

Here's what we heard from you regarding your issues, challenges, objectives, goals and any other reasons for engaging us:

### CHALLENGES

- Challenge – Higher Education institutions are unable to recruit, hire and retain full time cybersecurity employees at the level of expertise and quantity of resources required to meet the institutions cybersecurity, compliance and privacy demands.
- Challenge – Higher Education institutions are required to satisfy numerous cybersecurity compliance requirements, specifically the Gramm-Leach Bliley Act (GLBA), which the Department of Education is likely to include in fiscal year 2019 audit criteria.
- Challenge – Institutions are increasingly targeted by adversaries chasing PII, PCI and other valuable data.

### OBJECTIVES

- Objective – By participating as a HESS consortium member, you are able to improve pricing “leverage” by combining institutional buying power across all members of the consortium.
- Objective – By participating as a HESS consortium member in a managed security service (MSS) engagement, you will have access to a virtual cybersecurity team both for proactive strategic project initiatives as well as on-demand requests and concerns.
- Objective – By participating as a HESS consortium member, you realize further ROI “multipliers” by leveraging the security “product” of one consortium member and building from it with all other members.



# DESIGN YOUR CYBERSECURITY PROGRAM

## YOUR PROGRAM OPTIONS

This Proposal will provide you with access to the following service areas:

### 1. Services

- Risk Assessment (*Addendum pages 4-6*)
- vCISO & Consulting (*Addendum pages 7-8*)
- Awareness Training and Social Engineering (*Addendum pages 9-11*)
- Policy Development (*Addendum pages 12-15*)
- PCI Assessment (*Addendum pages 16-18*)
- Data Classification (*Addendum pages 19-21*)
- Vulnerability Assessment (*Addendum pages 22-24*)
- Penetration Testing (*Addendum pages 25-28*)
- Incident Response Plan Development and Tabletop Exercise (*Addendum pages 29-30*)
- Incident Response Services (*Addendum pages 31-33*)
- Vendor Risk Assessment (*Addendum pages 34-36*)

### 2. Program Management – Required (*Addendum pages 37-38*)

## PROGRAM DETAILS

GreyCastle Security will provide some or all of the above-listed service areas through our vCISO & Consulting offering as determined to be needed; not all may be needed or provided. To initialize the program, all institutions will be required to complete a Year 1 Risk Assessment which will give the direction as to which service areas are required and with what level of priority. Once services are identified and prioritized the necessary level of effort needed to support will be scoped, agreed upon and communicated on an ongoing basis throughout the contract. All institutions will leverage GreyCastle's Program Management team continually.

*\*Note: If an institution has already completed a Risk Assessment within the last year and wishes to leverage those results GreyCastle will honor that request and apply all budget towards remediation activities*



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## SELECT YOUR ENHANCED OPTIONS

For organizations who want access to their very own virtual CISO for proactive strategy, program guidance or on-demand requests.

- I WANT A DEDICATED vCISO  
A Chief Information Security Officer who is both available on-demand and proactively driving the success of your cybersecurity program

## SELECT A TERM OPTION

The term of your engagement will determine how quickly services will be performed. The shorter the term, the more intensive the engagement. Some engagements require minimum terms due to regulatory requirements.

- ONE YEAR | TWELVE (12) MONTHS
- TWO YEARS | TWENTY-FOUR (24) MONTHS
- THREE YEARS | THIRTY-SIX (36) MONTHS
- FOUR YEARS | FORTY-EIGHT (48) MONTHS
- FIVE YEARS | SIXTY (60) MONTHS



## ENGAGEMENT & ONBOARDING

Your customized cybersecurity engagement starts with a complete set of concierge services designed to get you started quickly and successfully.



### TEAM ASSIGNMENT

Your engagement with us starts immediately with building your team – experts in every area of your program, dedicated to you.



### ENGAGEMENT KICKOFF

All programs and services include comprehensive engagement kickoff activities to introduce you to your team, your points of contact and the anticipated schedule of activities. These meetings will confirm your objectives, deadlines and constraints and will also review and confirm all selected service options.



### SECURITY ROAD MAP

You will receive a Security Road Map (SRM) that defines the long-term plan for your programs and services. The SRM will clearly outline your prioritized services and required level of effort to complete.





## PRICING PER INSTITUTION

ITEM	PRICE
<b>Annual Investment Per Institution</b>	
Standard Pricing	\$73,000
<b>HESS Consortium Pricing</b>	<b>\$50,000</b>
vCISO & Consulting (180 hours – Year 1 80 hours will be applied to Risk Assessment)	
Standard Pricing - \$350/hour	\$63,000
<b>HESS Consortium Pricing - \$250/hour</b>	<b>\$45,000</b>
Program Management (Fixed Fee – Status Calls, Reporting and Logistics)	
Standard Pricing	\$10,000
<b>HESS Consortium Pricing</b>	<b>\$5,000</b>
Travel (Optional based on Institutional Preference – typically 2-3 visits annually)	Billed to Client
<b>TOTAL HESS CONSORTIUM PRICE PER INSTITUTION (3-year engagement)</b>	<b>\$150,000</b>

## PAYMENT SCHEDULE – MANAGED

<b>TOTAL PRICE</b>	<b>\$150,000</b>
Term	36 Months
Year 1 Monthly Payments	\$4,166.67
Year 2 Monthly Payments	\$4,166.67
Year 3 Monthly Payments	\$4,166.67

PROPOSAL EXPIRATION DATE 8/31/2019




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## ACCEPTANCE

The signatures below indicate agreement between GreyCastle Security and Client to proceed with cybersecurity programs, solutions and services as defined in this Proposal.

### GREYCASTLE SECURITY SIGNATURE

GreyCastle Security, by way of its Authorized Representative, agrees to this Proposal.

Name: Michael P. Stamas  
Title: Chief Business Development Officer  
Date: April 22, 2019  
Signature: 

### CLIENT SIGNATURE

Client, by way of its Authorized Representative, approves this Proposal.

Authorized Representative of "Client"

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_



## TERMS AND CONDITIONS

### ASSUMPTIONS

The service(s) described in this Proposal will be delivered by GreyCastle Security according to the following basic assumptions, which will govern all work, deliverables and interactions:

1. All work not specifically described in this Proposal will be subject to a Change Order, in these cases additional fees may apply;
2. All scheduled work will be performed during GreyCastle Security normal business hours, which are Monday-Friday from 8:00am to 5:00pm, Eastern Time. Any work that must be performed outside of GreyCastle Security normal business hours may be subject to a Change Order;
3. Delivery delays caused by circumstances beyond the control of GreyCastle Security are not covered under this Proposal and may be subject to a Change Order.

### GREYCASTLE SECURITY RESPONSIBILITIES

As the provider of the services described in this Proposal, GreyCastle Security will have the following basic responsibilities before, during, and after the engagement:

1. Providing the services selected in this Proposal and any services included in Change Orders to this Proposal;
2. Providing a primary point of contact for all services;
3. Providing communications to ensure the successful delivery of all services;
4. Timely billing for all services and expenses.

### CLIENT RESPONSIBILITIES

As the consumer of the services described in this Proposal, Client will have the following responsibilities before, during, and after the engagement:

1. Providing access to all resources necessary to deliver selected services;
2. Providing a primary point of contact for all services;
3. Timely payment for all services and expenses.

### CANCELLATIONS

GreyCastle Security requires a minimum of twenty-four (24) hour notice for all activities cancelled by Client. Cancellations made with less than 24-hour notification may be subject to



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a cancellation fee, at the discretion of GreyCastle Security. Cancellation penalties will be based on the opportunity cost for lost time.

## TRAVEL

Travel time will be billed to Client per the following schedule:

TRAVEL TYPE	HOURLY RATE
Unretained Incident Response Travel	\$500.00

1. All travel expenses related to the engagement, including hotel, transportation and meals will be billable to Client. Allowable travel expenses will be governed by Client Travel and Expense Policy, at Client's request;
2. For engagements with extensive travel requirements, GreyCastle Security may require a travel retainer in advance, billable to Client.

## RATES

Where applicable, services will be billed to Client per the following schedule:

RATE TYPE	HOURLY RATE
All Services, Normal Business Hours (M-F, 8am-5pm) *discounted rate for HESS Consortium Members ONLY	\$250.00
Unretained Incident Response, Normal Business Hours (M-F, 8am - 5pm)	\$400.00
Unretained Incident Response, Off-Hours	\$500.00

## PAYMENTS

Unless other written arrangements have been made with GreyCastle Security that supersede these payment terms, the following will apply:

1. All invoices shall be Net 30;
2. Services will be billed monthly for managed engagements and based on milestones for project (unmanaged) engagements, per the Payment Schedule section of this Proposal. For managed engagements, first and last month payments are due upon service commencement;
3. Late fees and interest charges will be assessed for late payments.



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## **PRIVACY**

By executing the Proposal, Client agrees to receive marketing materials from GreyCastle Security. Client may unsubscribe to these communications at any time. GreyCastle Security will, under no circumstances sell or share Client information.

