

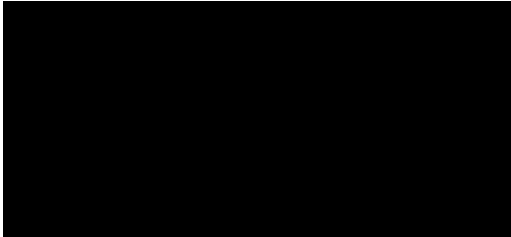
## **EXHIBIT 8**

**REDACTED VERSION OF  
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BE SEALED**

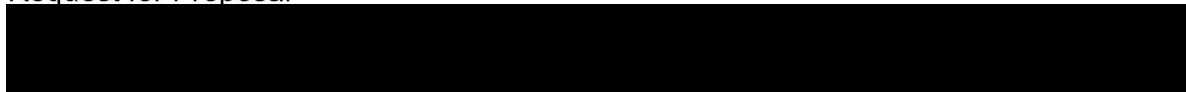


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## Qualys Response to:



Request for Proposal



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**By:** Tobias Harsch  
**Date:** 20 September 2017

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[REDACTED]

Dear [REDACTED]

Qualys, Inc. is pleased to submit this document for your review. This document outlines the services provided by Qualys and how they can assist [REDACTED] to enhance its Information Security, Vulnerability Management, Policy/Configuration Compliance, and Web Application Scanning programs.

[REDACTED]

The Qualys Cloud Platform is unlike any other solution in the IT security risk and compliance management market. The most important differentiator of the Qualys solution, versus a software and appliance approach, is [REDACTED], has emerged as the new model for the software industry, with customers benefiting from lower deployment and maintenance costs, unmatched global scalability, instant implementation, improved usability, and better interoperability. This is particularly important to enterprise customers faced with resource and budget constraints and who cannot afford the costly deployment and ongoing human resource costs of managing and maintaining traditional enterprise software solutions.

[REDACTED]

The Qualys' [REDACTED] will uniquely provide:

- **Accuracy**- The highest accuracy, measuring software quality leveraging Six Sigma quality metrics.
- **Lowest TCO**- The ability to deploy and administer the solution globally, without the technology challenges and cost of traditional enterprise software.
- **Instantly Deployable**- Qualys Cloud Platform solutions can be deployed globally in minutes versus days or weeks with software or appliance based solutions.
- **Scalability/Ease of Use**- An enterprise-capable solution that is easy to use for both internal and external scanning, and has proven to scale to the largest enterprise customers.
- **Interoperability**- A solution that is interoperable with the existing security infrastructure through a fully documented set of XML APIs.
- **Security**- The most secure solution in the marketplace with data encrypted end-to-end in transit and storage and a secure platform that is proactively managed and monitored 24x7x365.

We look forward to working with you as we proceed through the procurement process.

Sincerely,

**Tobias Harsch**  
Technical Account Manager  
Qualys SA. | Continuous Security  
Email: THarsch@Qualys.com  
Phone: +49 15 1157 98952

**Joerg Vollmer**  
Country Manager, DACH>  
Qualys SA. | Continuous Security  
Email: JVollmer@Qualys.com  
Phone: +49 745 591 008



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## Executive Summary – Value Proposition for [REDACTED]

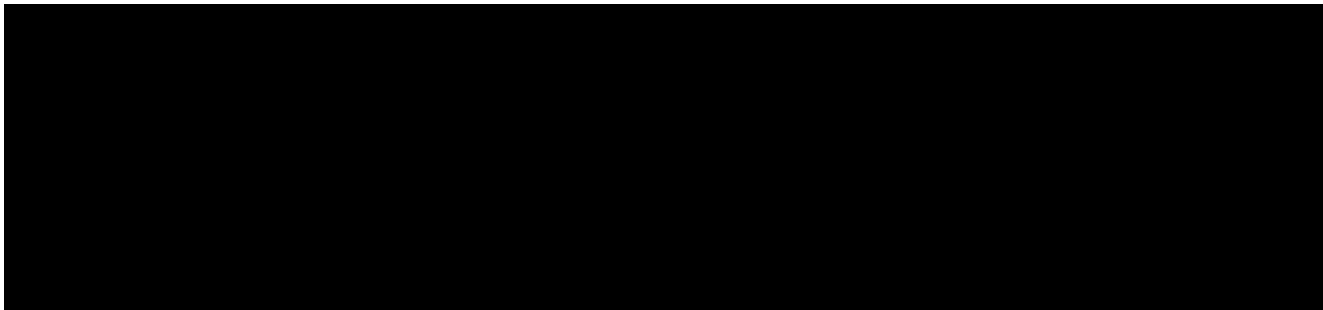
Qualys enables your organization to use the solutions you need, when you need them and pay for only what you use. Your organization can subscribe to one or more of our security and compliance solutions, and over time expand your use. The Qualys Cloud Platform provides the following solutions to our customers:

### Qualys Enterprise Suite of Integrated Solutions



Figure 1. Enterprise Suite of Integrated Solutions

### Asset Management



### IT Security

Vulnerability Management (VM) - Qualys VM is an industry leading and award-winning solution that automates network auditing and vulnerability management across an organization, including network discovery and mapping, asset management, vulnerability reporting and remediation tracking. Driven by our comprehensive [REDACTED] of known vulnerabilities, Qualys VM enables cost-effective protection against vulnerabilities without substantial resource deployment.

[REDACTED] Qualys recognizes not all vulnerabilities are created equal. [REDACTED]



[REDACTED] How? By correlating active threats against your vulnerabilities.

[REDACTED]

[REDACTED]

[REDACTED] You never know when and where an attack is coming, but you can always know you'll be ready.

[REDACTED]

[REDACTED]

### ***Web App Security***

[REDACTED]

[REDACTED]

### ***Compliance Monitoring***

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

### ***Leverage Components***

While each of these solutions can be purchased individually many clients leverage various components to develop a complete understanding of systems or applications in their environment.

[REDACTED]

### ***Operational & Technical Advantages of Qualys Cloud Platform***

[REDACTED]

### ***Qualys Cloud Platform a [REDACTED]***

Pioneered by Qualys, Inc. more than ten years ago, [REDACTED]

### **Ease of Deployment**

[REDACTED]

### **Qualys Scanner Appliance**

[REDACTED]

### **Qualys Cloud Agent**

[REDACTED]





## Amazon Web Services Support

[REDACTED]

## Lower Total Cost of Ownership (TCO)

[REDACTED]

Although open source scanners are free; the deployment, management, maintenance, and use are not free. There are many soft costs involved in managing enterprise vulnerability management solutions that should be considered including: Hardware, Software Licenses (OS/DB), Database Management, HW/SW/VM Application Maintenance, Upgrading the Application, training, re-training, and Customization. [REDACTED]

[REDACTED]

[REDACTED]

When factoring in all the hard and soft costs, Qualys provides an application of the highest quality, combined with a lower TCO and predictable cost structure. This is backed up by industry analyst research from Gartner and others.



Figure 2. Global 24x7 Technical Support Organization

### Parallel/Load balanced scanning

[REDACTED] Most other solutions are limited to running one scan from one scanner at a time. In addition to running a load balanced scan; [REDACTED]

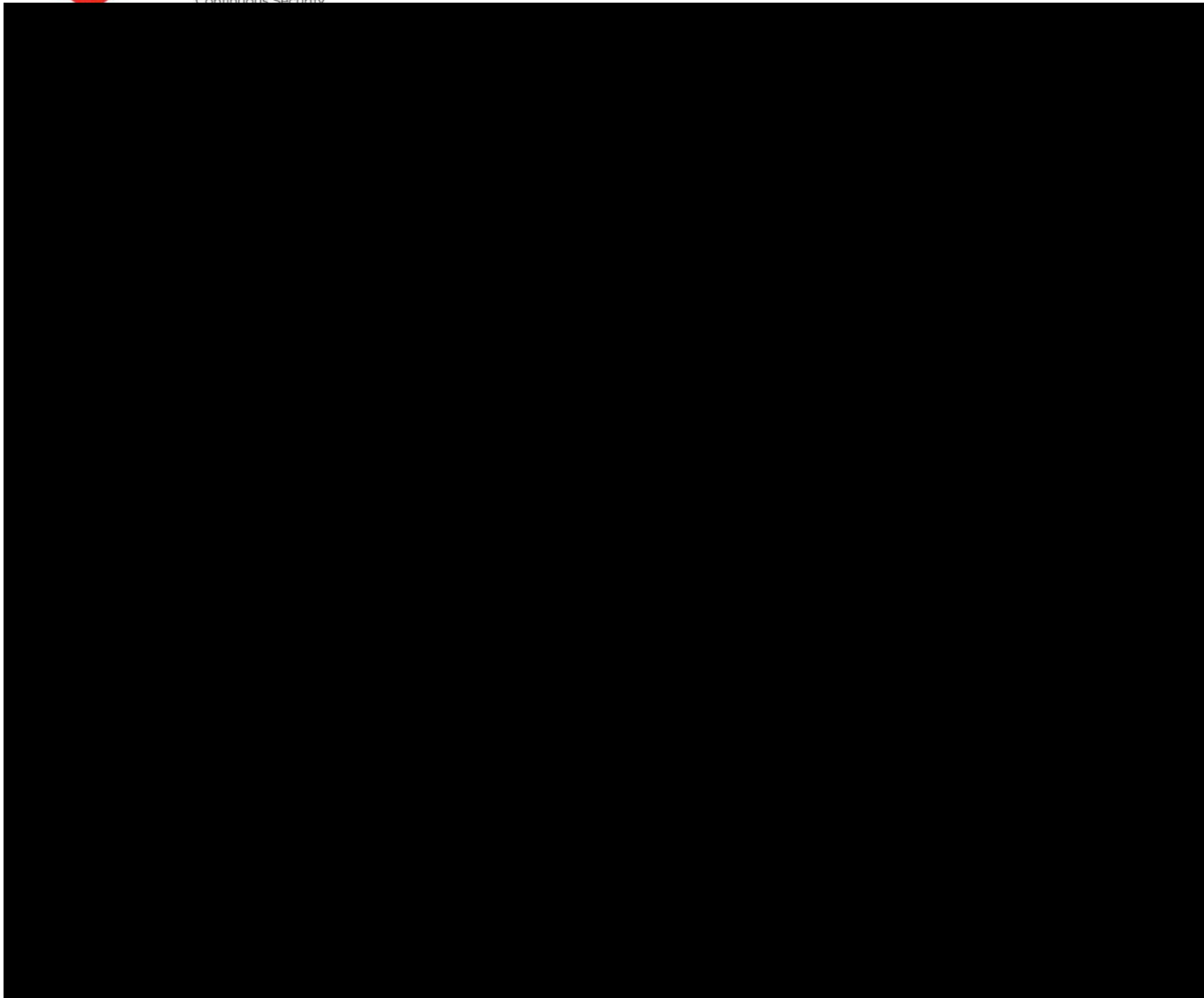
### True Distributed Scanning

[REDACTED]

Other solutions have a separate Internet Scanning offering that isn't integrated or requires periodic manual integration with the inside the enterprise scanning results. Still others have no Internet offering or require a customer to host one of the vendor's scanning devices on their Internet presence, which is not a true Internet-perspective scan. Often these scanning devices or so called appliances are Windows-based, raising the concern over possible compromise to the Internet deployed scanning device.

### Qualys Cloud Platform End-to-End Security

[REDACTED]



**Naturally Self Improving Application**



**Integrated Self-Certification for Payment Card Industry (PCI) Scanning**





## Scanning Technology

[REDACTED]

**Example:** [REDACTED]

### Accuracy/Service Discovery

[REDACTED]

### Efficiency

Scanning quality should not be solely measured in terms of scan speed or number of vulnerability checks in the database, as many vendors will claim. Quality should be measured in terms of how a scan engine balances scan performance, network/host impact, accuracy, and comprehensiveness—the overall efficiency of the scan.

[REDACTED]

The other important component to scanning efficiency is a comprehensive vulnerability database. By comprehensive, the database should be both deep (e.g. cover All Microsoft checks) and broad (e.g. able to scan *any* device for vulnerabilities). Some vulnerability management vendors argue that their database of vulnerabilities is the largest in terms of number of checks. [REDACTED]

### Reporting and Data Model

Many of the vulnerability scanning solutions require that the scan report options be configured prior to running the scan. If the report requires any modification or was incorrectly configured, a new scan must be run. [REDACTED]

[REDACTED]



## Results by Scan and by Host

[REDACTED] Even when other vendor solutions can modify the report format, they only store data by scan, which also greatly limits reporting capability. [REDACTED]

## Automated Data Consolidation

[REDACTED]

Other vendors' solutions force single scanner, centralized scanning so that reporting can be consolidated or they tie a database to each scanning device making the consolidation of scan data a significant challenge. To overcome such a limitation and as an afterthought, many vendors have hastily developed a centralized reporting product that requires customer deployment, administration, backup, and security of a large database of vulnerability scan data. The soft costs incurred in overcoming this architecture design challenge are substantial and should not be ignored.

## Custom Reporting and Collaboration

[REDACTED]

## Vulnerability State Tracking

[REDACTED]

## Patch Supercedence

[REDACTED] This ensures clients do not waste time trying to figure out which patch is the most current or how it may affect your environment.



[Redacted]

### Policy Compliance and Regulatory Reporting

[Redacted]

- Reported in understandable format, easily accessible by business stakeholders
- Workflow and exception management allows organizations to easily produce compliance reports for internal configuration and regulatory requirements
- [Redacted]

Using Qualys PC an organization can reduce the risk of internal and external threats, while at the same time provide proof of compliance demanded by auditors across multiple compliance initiatives. [Redacted]

[Redacted]

### Administration

Qualys Cloud Platform includes key features that significantly reduce administration and configuration time. [Redacted]

[Redacted]

### Modular Configuration

[Redacted]

Other solutions in this situation would require time-consuming manual adjustments to every scan job.

### Hierarchical User Management

Organizations can provide access to its data and security stakeholders through hierarchical role-based user access:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]



[REDACTED]

### **Asset Groups**

While other solutions might have similar looking functionality (sites, regions or other), [REDACTED]

[REDACTED]

### **Flexibility to assign a risk-based vulnerability severity**

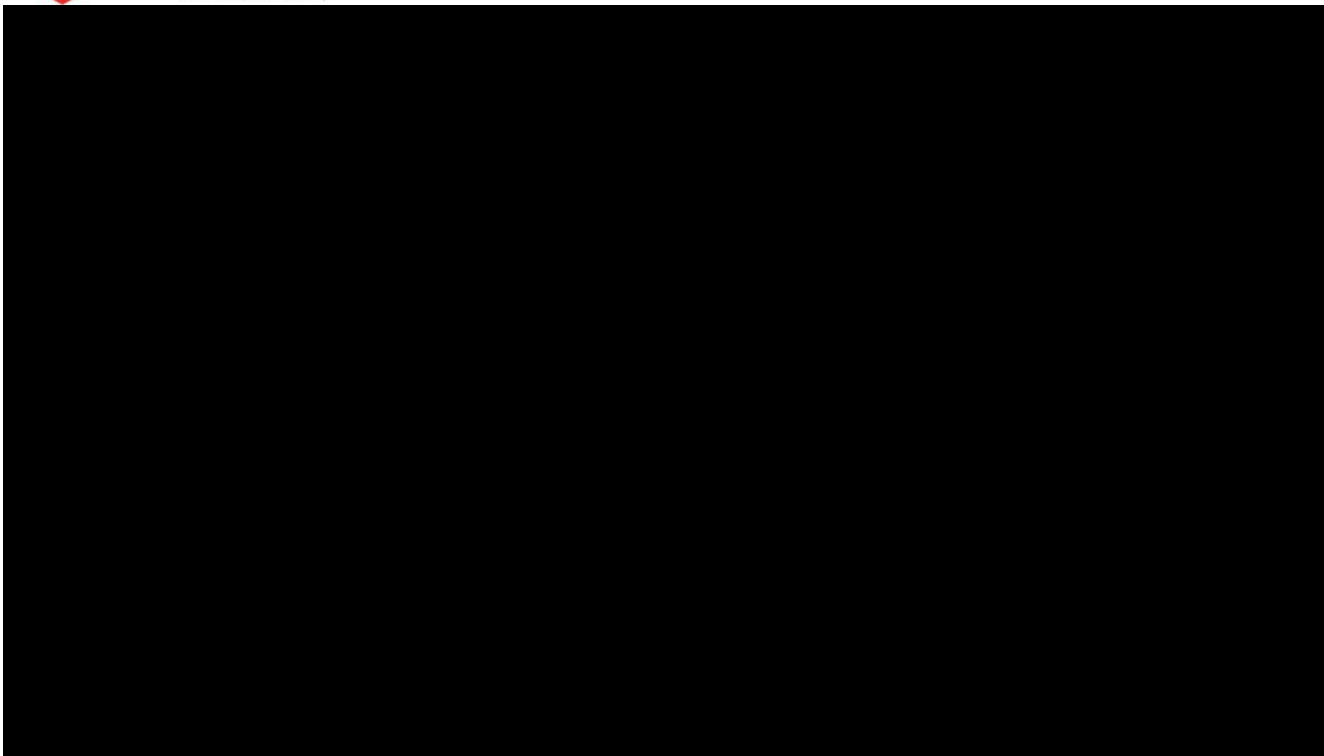
[REDACTED] This is part of the core functionality and does not require any customization or professional services.

### ***The Qualys API – Integration***

[REDACTED]

Most other solutions are built on a proprietary language, which locks clients into specific solution sets rather than working with existing technology within the client environment. [REDACTED]

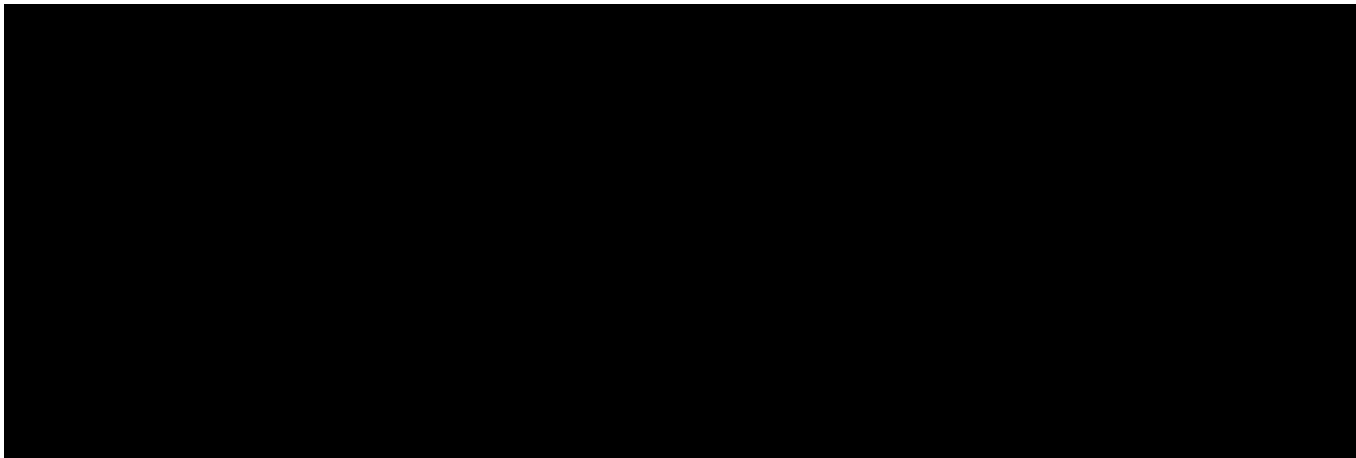
[REDACTED]



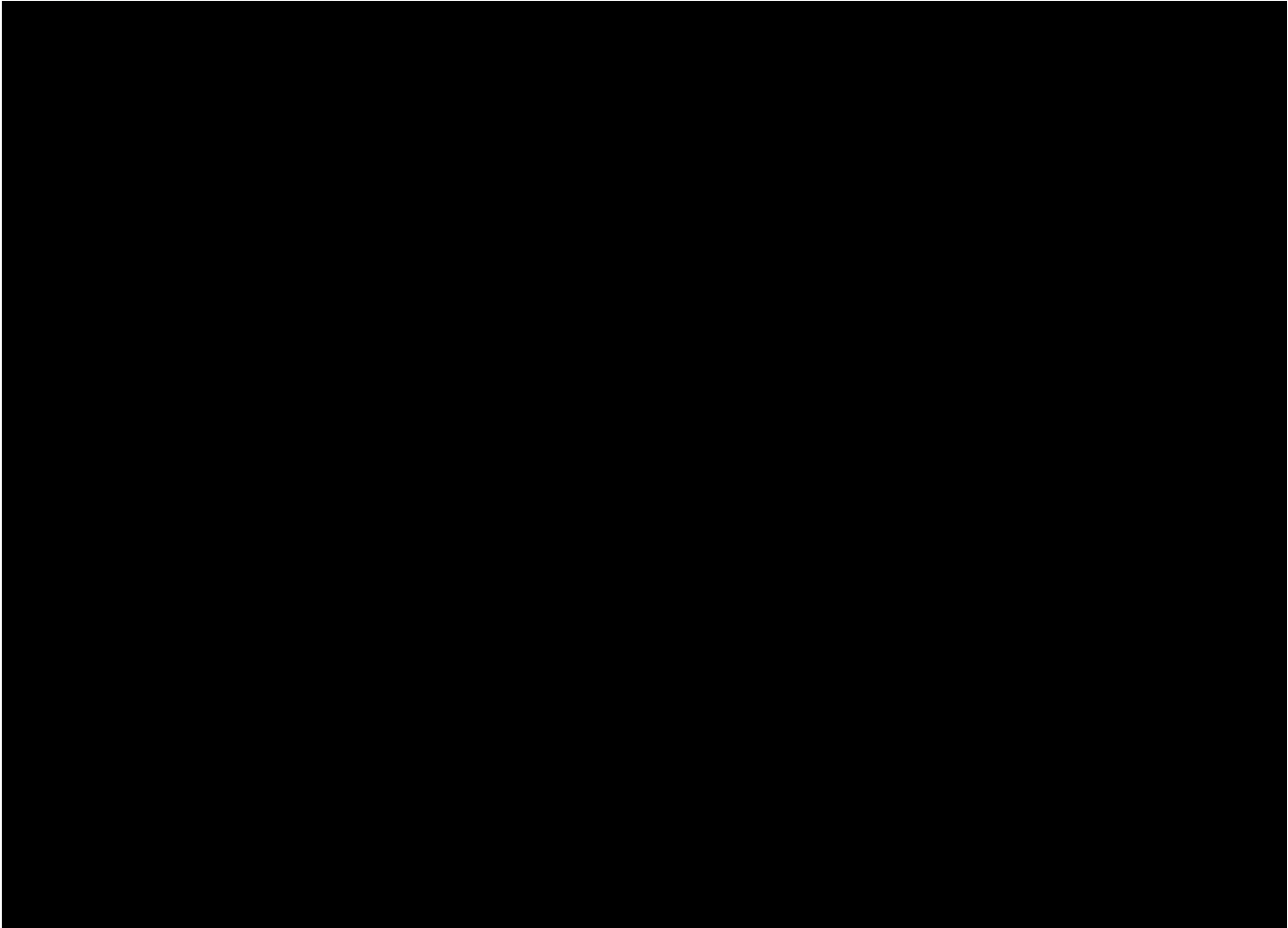
As you can see, leading technology partners have integrated their products with Qualys' cloud platform to deliver a wide variety of high-value, differentiated security solutions. More information regarding Qualys technology partners, please see our website:

<http://www.qualys.com/partners/solution-technology/>

Qualys Cloud Platform is currently integrated with leading security solutions and technologies in the spaces below and continues to add additional technologies. Refer to the following table for a sample of existing integration capabilities.

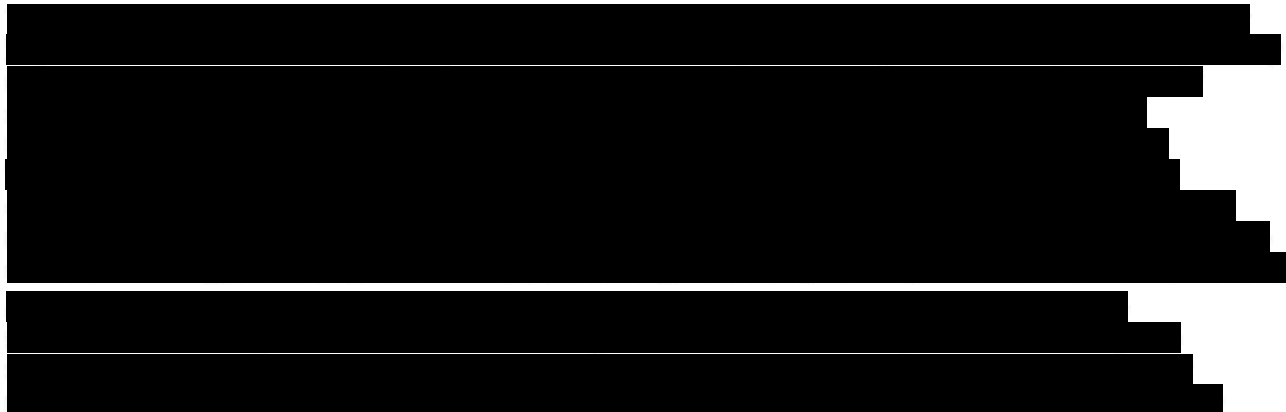






## Customer Driven, Singularly Focused Company

Qualys only provides Qualys Cloud Platform—an integrated enterprise vulnerability management and policy compliance solution. With many of the other vendors, their vulnerability management solution came through acquisition and it is just one of many products and services that competes for internal product management, development, and support resources. Approximately half of Qualys 500 total employees are engineers who work on the Qualys Cloud Platform application in one of the following teams—Product Engineering, Vulnerability Research, Quality Assurance, Platform Operations, and Customer Support. No other vendor can claim anywhere close to such a human investment in their solution.





[REDACTED]

## Platforms Supported

[REDACTED]



## Additional Information – As Detailed by [REDACTED]

### 4.1 Available Resources

Please provide an overview of the resources (staff, facilities, ramp up plan etc.) available for the realization of this RFP's content. How many and what type of resources are available for Software Development & Maintenance at your company and at [REDACTED] locations to support the specific efforts and functions required by this RFP?

*Answer:*

### 4.2 Customer / Client References

Please provide three customer references wherein you have delivered projects similar to the requirements mentioned under this RFP. In the RFP response please indicate in case Roche can reach to these clients to obtain feedback.

*Answer:*

*Client 1:*

*Client 2:*

*Client 3:*

### 4.3 Software License

Please share details in the RFP response around the licensing model, key conditions for use, license terms and conditions.

*Answer:* [REDACTED]

### 4.4 Project Risk

Please share details in the RFP response on what risks you foresee in delivering the project and the likely impact.

*Answer:* [REDACTED]

### 4.5 Freedom to Operate

#### 4.5.1 Freedom to Operate Requirement

The Vendors are expected to ensure that the Services as well as the use of the Work Results for requirements listed under this RFP do not infringe the copyright, trademark, trade secrets, patents or other registered or unregistered intellectual property rights of any third parties.

*Answer:* [REDACTED]

#### 4.5.2 Freedom to Operate Requirement –Licenses

The Vendors are expected to share details of any patent license(s) – existing or planned – which the Vendor deems necessary for providing the Services as well as the use of the Work Results for requirements listed under this RFP.



Answer: [REDACTED]

## 4.6 Services Overview

### 4.6.1 Locations and Resources

Only approved [REDACTED] locations will be used for this RFP. Discuss your approach to obtaining additional resources, and the availability/recommendation within your company of other locations, which may be proposed over the course of this contract term.

Answer: [REDACTED]

### 4.6.2 Transition & Implementation Planning

Provide a detailed transition and implementation plan. This plan must clearly spell out the envisioned roles and responsibilities of the Respondents and [REDACTED]. Provide an estimated timeline for completion of transition activities. Explain your view regarding the risks associated with transition, and describe your approach to minimizing or mitigating those risks.

Answer:

## 4.7 Services Performance

### 4.7.1 Service Level Commitments and Measurement

As part of delivery of the service, the [REDACTED]

[REDACTED] is interested in minimizing the number of reports, preferring instead to focus on those critical reports relevant to ensuring service and relationship management. List and describe management reports to be provided, including all service level agreement (SLA) reporting. Describe how each report will be used to effectively manage the contract, monitor service quality, and achieve customer satisfaction.

Answer: *Qualys has a documented Service Level Agreement (SLA) policy published on our web for all customers to review (<https://www.Qualys.com/SLA>).*

### 4.7.2 Customer Satisfaction Commitments and Measurement

[REDACTED] requires that the Respondents conduct a formal process for measuring the satisfaction of [REDACTED] internal stakeholders. Please describe your process for measuring and reporting customer satisfaction including how you will set measurement thresholds and goals. Describe the process for measurement, as well as the corrective actions and escalation process should customer satisfaction not meet stated goals.

Answer: [REDACTED]

### 4.7.3 Continuous Improvement Processes and Commitment

Explain your corporate approach and commitment to continuous process improvement. Specifically describe how this corporate approach translates to the [REDACTED] contract, environment and reduction in costs over time. In addition, please describe how you plan to measure productivity and quality as it relates to the work delivered under this agreement.

Answer: [REDACTED]

### 4.7.4 Penalties Structure and Measurement

All critical service levels and customer satisfaction metrics will have penalties that apply for not meeting the required goals or thresholds. Please describe, based upon your experiences with



companies and contracts of the scope and scale of [REDACTED] what you propose as a meaningful contract penalties structure. Include specific penalty amounts for relevant service level targets.

*Answer:* [REDACTED]

## 4.8 Management and Governance

### 4.8.1 Supplier Management Plan and Procedures

Describe in detail your plan, policies, and procedures for managing this contract. Specifically describe processes for communications with [REDACTED] management, and escalation procedures for disputes and problem resolution. Please explain all planned recurring meetings, management reports, and other contract oversight processes.

*Answer:*

### 4.8.2 Supplier Management Organization

Provide an organization chart depicting your envisioned program management team. Include all key account and functional management positions and roles, including the names and titles of proposed staff. Display lines of communications and accountability between the Respondents and [REDACTED]. State clearly your expectations and requirements for [REDACTED] personnel participating in the governance process. In the event of an offshore solution, please indicate the staff and titles of personnel who will be located in Country.

*Answer:*

### 4.8.3 Key Personnel, Roles and Responsibilities, Training, Resources

Please identify, within your program management organization, those individuals you consider to be "key personnel." At a minimum, [REDACTED] requires that the account manager and the senior operational managers for the various functional areas be designated as key personnel.

*Answer:*

For each position and individual identified as key, please provide a position description including the minimum education and experience requirements for an individual assigned to that role, and a single page resume for the individuals specifically proposed.

Please explain specifically how the staff assigned to this contract will be trained and kept abreast of marketplace innovations and technologies.

*Answer:* [REDACTED]

Describe in detail the resources you will use to fulfill this contract. Discuss your approach to obtaining additional resources, and the availability within your company of other locations, which may be used over the course of this contract term.

*Answer:*

### 4.8.4 Delivery Support Processes

Please describe your support processes utilized for delivery of described services and the support you require from [REDACTED] to ensure delivery of the services.

*Answer: Qualys provides Free Global support 24x7x365 days a year. We provide both Telephone Support as well as Online Support. Refer to: <https://www.qualys.com/support/> for additional information.*



#### 4.8.5 Contract Change Control and Management

██████████ recognizes that, over the term of this contract, changes will be required, both to the technology environment under management, as well as to the contractual agreement between R ██████████ and the Respondents. Please describe your processes for controlling and managing these changes.

*Answer: Qualys has a dedicated legal staff always willing to engage with customers to resolve any issue or concern. The Technical Account Manager (TAM) will support you in this interface.*

Changes may occur either at the request of ██████████, or through proposals submitted by the Respondents. The Respondent is encouraged to identify and propose change opportunities that may be of benefit to ██████████. However, ██████████ reserves the exclusive right to accept or refuse any such proposal from the Respondents.

#### 4.8.6 Management of Security Requirements and Industry Compliance

██████████ business requires a high level of security and needs compliance. Please describe how you fulfill these requirements like compliance, data protection and risk mitigation of security breaches.

*Answer:* ██████████  
██████████  
██████████  
██████████  
██████████  
██████████  
██████████  
██████████

#### 4.8.7 Assets

Assets (hardware, software, facilities) currently employed for delivery of the described services are property of ██████████. In general, ██████████ believes that it should own assets that reside on its floor space, and that the Respondents should own assets that reside on any Respondent’s floor space. Respondents desiring to propose an alternate approach must, in this section of the proposal, clearly state the terms and process associated with the alternative.

*Answer:* ██████████

### General Qualys Pricing information – Charging model

Qualys Cloud Platform is priced as a prepaid annual subscription based on the number of active modules (e.g. Vulnerability Management), the number of appliances, the number of LIVE IPs scanned (or the number of web applications scanned for WAS customers).

Our pricing includes:

- Unlimited scans per live IP address purchased in subscription.
- Blended pricing for Internal IPs using Cloud Agent and over the network scans
- Distributed scanning capabilities.
- Unlimited user accounts with multiple roles.
- Qualys PCI is bundled at no additional cost with Qualys Enterprise Suite.
- All Qualys platform software and content updates are managed and delivered by Qualys transparent to customer at no additional charge.
- 24x7x365 technical support at no additional charge by email and over the phone
- Instructor-led, Lab-based, Certification Training for any customers at no additional charge.
- Free TAM and SME support
- Unlimited use of Cloud Agent for Assets Inventory purposes
- Free Community to Collaborate with other Customers and Qualys Employees



With a single platform, Qualys provides services that have traditionally required three or more separate software purchases, running on separate infrastructures, requiring different skill sets and all the costs associated with managing and supporting all these separate systems.

Qualys has included the following solutions in the pricing calculations:

1. QualysGuard Enterprise Vulnerability Management, including the following free of charge:

[REDACTED]

**Notes:**

1. An External IP is a publicly facing device that is scanned using Qualys' Internet Remote Scanners.
2. An Internal IP is any network device, laptop, server, printer, etc.
3. A web application is defined as a starting URL with a port.
4. Scanner Appliances required for scanning internal devices are available under prepaid annual subscriptions as a hardware appliance or a virtual appliance.

With a single platform, Qualys provides services that have traditionally required three or more separate software purchases, running on separate infrastructures, requiring different skill sets and all the costs associated with managing and supporting all these separate systems.

QualysGuard Private Cloud Platform is sold as an annual subscription.

**Costing and efficiency**

The solution can be designed to scale up/down to deliver efficiency in a true [REDACTED] sense.

[REDACTED]