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ADDENDUM NO. 4

REQUEST FOR QUOTATIONS (RFP) NO.: 1220-030-2017-002
TITLE: PRIVILEGED ACCOUNT MANAGEMENT (PAM)
ADDENDUM ISSUE DATE: JANUARY 30, 2017
CLOSING DATE: 3:00 P.M. ON FEBRUARY 14, 2017

INFORMATION FOR CONTRACTORS

This Addendum is issued to provide additional information and clarifications to the RFP for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponent not being familiar with this addendum. This Addendum No. 4 contains two (2) pages in total.

All questions and answers below are from the Information Meeting held January 18, 2017.

- Q.1. Do end points include desktops?**
A.2. RFP is account focussed, not on specific end points.
- Q.2. What is City's PKI solution?**
A.2. Microsoft Active Directory Certificate Services.
- Q.3. Is there a SSH key strategy in place at CoS?**
A.3. No, would be nice but again RFP is focussed on identity. This would fall into the "Preferred" category.
- Q.4. What is definition of "Admins"?**
A.4. There are 4 types:
1) Domain/Local Admin
2) Application level Admin
3) Elevated User/Operator level Admin
4) Service Account
- Q.5. Any preference between server or appliance (physical or virtual)?**
A.5. No.
- Q.6. Is training part of project?**
A.6. Yes, the form of that training is entirely up to the Proponent: Classroom vs Remote Classroom vs Onsite
- Q.7. Does cloud factor into project?**
A.7. Yes, for cloud based privileged accounts.

- Q.8. Is there a SIEM solution in place at CoS?**
A.8. No. Describe possible integration with SIEM solutions in Gartner Magic Quadrant.
- Q.9. Is the ability to export or integrate auditing information into another system required?**
A.9. That is currently a "Preferred" requirement; there is nothing currently in place.
- Q.10. For the number of systems in Appendix A, what is the average number of users per system?**
A.10. Total number of accounts is 100-300, in addition, there are approximately 1000 service accounts.
- Q.11. Are all 700 servers listed production?**
A.11. Approximately 250 are Production, the rest are Test, Dev, Training, etc.
- Q.12. Are the non-production servers the same as production?**
A.12. Test is generally the same as production, dev and others may be different. Recording sessions for 20-50 critical servers only. Command auditing on all end points.
- Q.13. For recording sessions on critical PCI servers, what retention period is required?**
A.13. There is nothing currently defined but the minimum would be 30 days, maximum could be 2 years. These numbers may change in the future.
- Q.14. Is Disaster Recovery (DR) part of the solution?**
A.14. CoS currently has an offsite data centre facility. DR is not mandatory but will be considered.
- Q.15. What use cases will be addressed by this solution?**
A.15. Only MS Windows devices, no plans for IOS or Android devices.
- Q.16. What are the City's plans for post go-live support?**
A.16. Training for CoS staff, open to options for ongoing support. Not looking for managed support.
- Q.17. What process & people worked on developing the required and preferred requirements for RFP?**
A.17. CoS staff used Gartner, Forester & other available resources. Staff did make many preferred vs mandatory decisions. Info-Tech Research Group was asked for feedback on completed requirements. No other outside or vendor assistance was used.
- Q.18. Is there a minimum or maximum budget for the project?**
A.18. RFP assumes a \$75,000 minimum; there is no maximum at this time. This will be a multi-year project evaluated on total value of proposed solution.
- Q.19. What is the projected timeline for the project?**
A.19. CoS anticipates 2 months to evaluate RFP responses, then a short list of vendors will be asked to demo proposed solutions. CoS would like to start implementation by summer of 2017, completion desired towards December 2018.
- Q.20. What is the vision for project management during the project – formal vs informal?**
A.20. CoS will have a dedicated PM assigned that will manage CoS resources, vendor PM at vendor's discretion. CoS Project Management practices will be followed.
- Q.21. Are offshore or cloud resources allowed to work on project?**
A.21. Offshore users will not be allowed to access personal information of CoS staff. Any offshore resources working on the project would have to be individual named resources.

END OF ADDENDUM