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ADDENDUM NO. 4

REQUEST FOR QUOTATIONS (RFP) NO.: 1220-030-2016-030
TITLE: MY SURREY PORTAL IDENTITY MANAGEMENT
ADDENDUM ISSUE DATE: OCTOBER 17, 2016
CLOSING DATE: 3:00 P.M. ON OCTOBER 25, 2016

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 contractor not being familiar with this addendum. This Addendum No. 4 contains two (2) pages in total.

For the questions and answers below, refer to Schedule A-1 – Technical Specifications of the RFP.

- Q.1. General Requirement 16: What is the preferred mechanism to capture user consent on FOIPPA? Is it to make it a part of the registration process and should it be mandatory that users accept it when prompted or can it be accepted later (ie. when some other action happens such as an app is downloaded)?**
- A.1. Yes, consent should be a part of the registration process and acceptance should be mandatory.**
- Q.2. General Requirement 19: Can you elaborate on the use-case and how escalation works?**
- A.2. For this question, escalation refers to scenarios where policy or risk-based security analytics monitor and determine that additional verification is required. Possible reasons include high-risk transactions or suspicious activity.**
- Q.3. General Requirement 24: Can you elaborate more on knowledge-based authentication before registering a user works?**
- A.3. Knowledge-based authentication (KBA) requires information from the individual to prove that the person providing the identity information is the owner of the identity. There are two types of KBA: "static KBA", which is based on a pre-agreed set of "shared secrets"; and "dynamic KBA", which is based on questions generated from a wider base of personal information.**
- Q.4. General Requirement 25: When the user is prompted for recent transactional information, how should that be used in registration flow? Is it some free-form text that the person**

approving the self-registration will validate manually or should the system make a backend call for validation? Can you elaborate on what is envisioned here?

A.4. We are not making any assumptions about UX, but the answers will need to be validated with a backend. There should be flexibility in how recent transactional information could be accessed and presented within the registration flow

Q.5. General Requirement 38: What are the rules for segmenting the customer population? Is it based on a pre-defined classification or a periodic/dynamic decision made based on unsuccessful login attempts/suspicious origin of request etcetera?

A.5. We would like to understand the Proponent's solution capabilities so we are open to recommendations. Also, we would like the option to apply customer segmentation/classifications from our own models.

Q.6. General Requirement 42: What is the behaviour when the limit is exceeded? For example, should the software logout the first session/block the new login?

A.6. We are not making any assumptions about UX but should be configurable. At a minimum, this means preventing further logins and possibly verifying current sessions.

Q.7. General Requirement 47: Do you have any scheme for defining the risk scores or can vendors devise such a scheme?

A.7. We would like to understand Proponent's solution capabilities and the possibility for extensions/integrations.

Q.8. General Requirement 60: Can you elaborate more where this would be required?

A.8. This is categorized as a mandatory requirement so we would like to know how the Proponent's solution supports a true 2FA method.

Q.9. General Requirement 96: What is meant by PII?

A.9. PII is Personally Identifiable Information.

END OF ADDENDUM

All Addenda will become part of the RFP Documents.
