City of Tacoma

Utility Technology Services

Identity and Access Management System

RFP Specification No. PI23-0040F

QUESTIONS and ANSWERS

All interested parties had the opportunity to submit questions in writing by email to Tad Carlson by 3:00 pm on June 27, 2023. The answers to the received questions are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to *Current Contracting Opportunities / Services*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1: **Where are the requirements and pricing excel documents.**
Answer 1: *These files were added via Addendum 1 and are posted alongside the specifications on www.tacomapurchasing.org.*

Question 2: **What are the requirements for integration with the PACs system?**
Answer 2: *We would like it to be able to enable/disable access in our Lenel PACS based on roles for badging.*

Question 3: **Authentication or is lifecycle management operations / custom application actions required here?**
Answer 3: *We would like it to be able to enable/disable access in our Lenel PACS based on roles for badging.*

Question 4: **Could you please provide more detail on the business requirement for this integration?**
Answer 4: *We would like it to be able to enable/disable access in our Lenel PACS based on roles for badging.*

Question 5: **What are the requirements for identity proofing?**
Answer 5: *HR performs identity proofing. It is not a requirement of this RFP.*

Question 6: **Could you provide more details on the business process and when proofing would be required?**
Answer 6: *HR performs identity proofing. It is not a requirement of this RFP.*

Question 7: **Do you already have an identity proofing strategy or is creating and deploying identity proofing part of this engagement?**

Answer 7: *HR performs identity proofing. It is not a requirement of this RFP.*

Question 8: **Has the city already selected an endpoint management solution or is this also in scope for the RFP?**
Answer 8: *The RFP is for Identity and Access Management solution. No solution has been identified at this time.*

Question 9: **How do you manage your endpoints currently for asset discovery, management, and provision/deprovision operations?**
Answer 9: *Internal staff complete manual process with notifications through email.*

Question 10: **What solution(s) do they currently use to authenticate? Is the solution on-premises or in the cloud?**
Answer 10: *On prem, Active Directory, LDAP, Windows and Linux.*

Question 11: **Do they use Exchange Server or Exchange Online?**
Answer 11: *IAM solution limited to OT network does not include Exchange.*

Question 12: **Do they have any plans of moving to / or are already in the cloud?**
Answer 12: *Solution is intended to be fully on-prem. No plans to move to cloud.*

Question 13: **To clarify, they're looking to start the implementation on Dec 2023?**
Answer 13: *Expectation is work would begin immediately upon contract execution and we'd like to have dev implementation complete by December 2023.*

Question 14: **What is your current PACS vendor system?**
Answer 14: *Lenel.*

Question 15: **What type of access this PACS applies?**
Answer 15: *Physical access only at this time.*

Question 16: **What type of level of integration is in scope?**
Answer 16: *Regarding PACS, enable and disable accounts within PACS system.*

Question 17: **Do you currently have Microsoft O365/Azure? What level subscription E5 etc.**
Answer 17: *Solution will be deployed on fully on-prem network. We are M365 G3.*

Question 18: **Do you have any other identity tools in place with current subscriptions?**
Answer 18: *Active directory.*

Question 19: **Are you looking for a single vendor to provide all required functionality or can there be a combination of complimentary solution to meet city's needs?**

Answer 19: *Prefer single vendor, however open to reviewing responses with multiple vendors.*

Question 20: **How many data sources needed to be consumed? Which applications need to be integrated with?**

Answer 20: *3 data sources. Expect to integrate with less than a dozen applications.*

Question 21: **Which MFA solution do you currently utilize?**
Answer 21: *RSA, RapidIdentity, Duo*

Question 22: **How many users by type are in scope (employees, 3rd party contractors, consumers, etc.)?**
Answer 22: *1500 employees.*

Question 23: **How does the city manage 3rd party access today to meet NERC-CIP 013 Supply Chain Risk Management requirements?**

Answer 23: *Vendors will be required to use TPU's interactive remote access system and participate in CIP 004 personnel risk assessment (PRA).*

Question 24: **Does provisioning into SAP require the ability to provision at the fine-grained, entitlement level or only into application roles?**

Answer 24: *We'll be polling SAP role data with no intention to edit SAP.*

Question 25: **Is any of the transmission or generation infrastructure that Tacoma Public Utilities owns considered critical infrastructure and regulated as such by NERC, the U.S. Cybersecurity and Infrastructure Security Agency, or other agency?**

Answer 25: *Yes.*

Question 26: **Does the city require or prefer the new IAM solution to be FedRAMP/StateRAMP authorized?**

Answer 26: *Prefer.*

Question 27: **Can you please provide additional details regarding city's requirements/use cases for:**
  1. **Access risk intelligence**
  2. **Access certification campaigns**
  3. **Role governance/mining/engineering**
  4. **Entitlement management/ownership/tagging**
  5. **SOD policy making and governance?**

Answer 27: *1. Access Risk is based off of regulatory oversight with established checks on standard vetting parameters.*

2. Monthly access verification audits in keeping with regulatory requirements as needed. Monthly and quarterly true up of all records and access that is based on those domains requiring the campaign.
3. To be created with the new IAM solution. Currently this is performed Ad-Hoc
4. To be created with the new IAM solution. Currently this is performed Ad-Hoc.
5. As related to privilege account access this is currently being reengineered to limit access for a subset of systems. IAM solution will hopefully strengthen perceptions and help create policies.

Question 28: **Can you please elaborate on the workflows that require automation?**
Answer 28: *Expectation to automate workflows around account disabling utilizing PRA and training expiration dates.*

Question 29: **What are the city's requirements for the solution implementation? Does the city have a preferred system integrator?**
Answer 29: *No preferred system integrator. Expect system integrator to be part of RFP response.*

Question 30: **Which government procurement will be used for this RFP?**
Answer 30: *The RFP is the method of procurement being used. The intent is to execute a contract based on the RFP and the successful respondents submittal to it.*

Question 31: **Please describe the users with examples based on the following definitions of B2B, B2C, and B2E.**
B2B - You want to segregate and manage your partner or vendor user experience with subtenants, while maintaining control over branding and other customizations.
B2C - You want to segregate and manage your customer user experience with subtenants, while maintaining control over branding and other customizations.
B2E (Business to Employees) scenario involves applications that are used by employee users. These are applications that are targeted toward users who are typically acting on behalf of an organization such as an employer"

1.   How many of the B2B Organizations?
2.   And approximate Users per B2B organization?
3.   How many of the B2C Users, if any?
4.   How many of the B2E Users?
5.   How many of the B2E Users also require the Analytics Service (Dashboard Toolkit, Anomaly Detection, Event Explorer)?
Answer 31: *1. 0*
2. 0
3. 0
4. 1500

5. 10

Question 32: **Is there a requirements for centralized SSO and MFA solution for cloud and on-prem applications?**

Answer 32: *No.*

Question 33: **How many existing users per directory type?**
Answer 33: *1500 employees, approximately 5 domains with 5 separate forests*

Question 34: **What are the International and country requirements (GDPR, languages, tenant residency)?**
Answer 34: *Solution will be on prem in State of Washington. English.*

Question 35: **Do you require or integrate any Identity verification services such as license or passport verification?**
Answer 35: *No.*

Question 36: **Does the MFA solution need to enforce conditional access policies across things other than applications such as endpoints, mobile devices and VPNs?**
Answer 36: *Yes.*

Question 37: **Is there a need to support a wide range of AuthN factors such as SMS/Biometric/FIDO 2 & QR code-passwordless AuthN? If yes, what?**
Answer 37: *No.*

Question 38: **Does the solution need to provide users with direct access to on-prem and web apps without VPN?**
Answer 38: *No.*

Question 39: **Does the solution need to provide desktop-delivered MFA for Windows and Mac Machines?**
Answer 39: *Yes.*

Question 40: **Are you looking for OOTB dashboard analytics that can be easily integrated with 3rd party SIEM tools and data repositories?**
Answer 40: *Yes.*
Question 41: **Does the solution need to integrate with third-party SIEM tools for real-time alerting and reporting?**
Answer 41: *LogRhythm*

Question 42: **Is there a requirement for an MFA-supported method to enable self-service capabilities?**

	1. Password and Account reset
	2. Devices enrollment and unenrollment functionality
Answer 42:	*1. Yes. 2. No.*

Question 43: Will you require a centralized cloud directory to support external users not being managed in AD or Azure? If so, can you discuss the use case for this audience segment?

Answer 43: *No solution is meant to be fully on prem.*

Question 44: Do you currently use a Identity Proofing solution? If Yes, what is it?

Answer 44: *Integration into identity proofing is not in scope.*

Question 45: Are there any external Identity Provider (IdP) Federation Services required?

Answer 45: *No.*

Question 46: Note: this is a user authenticating from outside of the Identity Environment being authenticated by a different IdP that requires access to your applications.

Answer 46: *No.*

Question 47: How many domains will be federated?

Answer 47: *Approximately 5 domains with 5 separate forests.*

Question 48: Would you like our solution to Federate your identities in our environment or integrate with another IdP?

Answer 48: *Yes.*

Question 49: Is this project for a Single Forest / Single Active Directory Domain?

Answer 49: *No, approximately 5 domains with 5 separate forests.*

Question 50: Please describe any basic or advanced lifecycle management Provisioning required.

Answer 50: *None at this time.*

Question 51: Are your current applications hosted on-site? For example, IIS or Web Portal. (Y/N)

Answer 51: *Yes*

Question 52: Do you currently host any applications in the cloud? (Y/N)

Answer 52: *No.*

Question 53: Will end users be able to update their own profile information (mobile phone, etc.)? (Y/N)

Answer 53:   Yes.

Question 54:   **Please list RADIUS supported applications that need MFA as part of this project.**
Answer 54:   Cisco products.

Question 55:   **Will end users be able to register a new account for themselves (self-service)? (Y/N)**
Answer 55:   No.

Question 56:   **Will end users be able to change their own password (self-service)? (Y/N)**
Answer 56:   Yes.

Question 57:   **Will there be a need to integrate mobile devices such as iOS and Android? (Y/N)**
Answer 57:   No.

Question 58:   **Will users have the ability to access applications from a mobile device? (Y/N)**
Answer 58:   No.

Question 59:   **Will native deployment of mobile applications be required such as iOS and Android? (Y/N)**
Answer 59:   No.

Question 60:   **Is there an incumbent who is currently providing these services?**
         1.   Is the incumbent eligible to bid on this contract?
         2.   Is there a reason for considering the replacement of the incumbent?
Answer 60:   No incumbent.

Question 61:   **Please indicate the number of licenses/users the City will need for the proposed solution.**
Answer 61:   1500

Question 62:   **Does the City currently use an Identity and Access Management Solution?**
         1.   If so, which Identity and Access Management Solution does the City use?
         2.   If so, is there a reason for considering an alternative solution?
Answer 62:   No.

Question 63: Will the City require training on the proposed solution?
Answer 63: Yes.

Question 64: Are there any additional products/services required concerning this request for proposals?
Answer 64: No.

Question 65: Would the City consider removing the requirement that the Contractor must "name the City of Tacoma and its officers, elected officials, employees, and agents as additional insured" (Insurance Requirements for Contracts 1.1.3.1)
Answer 65: No. This is required of all contracts that have insurance requirements.

Question 66: Does the TPU have an identity management platform in use today?
Answer 66: No.

Question 67: Does the TPU have an IAM program office today? Please describe the staffing.
Answer 67: No.

Question 68: What is the system of record for employees? Please provide product and version.
Answer 68: SAP.

Question 69: Does the TPU anticipate including unpaid workers such as contractors, vendors, or volunteers in the identity management platform? If so, how are these users managed today. Please include product and version if applicable.
Answer 69: Yes. Internal tracking and manual processes.

Question 70: How many business units will need to be interviewed as part of developing the IAM Process User Workflows?
Answer 70: 10-12 business units.

Question 71: How many business units will need to be interviewed as part of role discovery?
Answer 71: 10-12 business units.

Question 72: Describe the current roles that exist. How many roles have been defined?
Answer 72: None. Expectation is that work is part of this RFP.

Question 73: **What applications do you intend to provision with the new identity management platform? Provide software and version.**

Answer 73: *We intend to identify specific applications with vendor during design. For quoting purposes, estimate 4-5 applications, including Active Directory as primary.*

Question 74: **Are you intending to use the identity management platform to request access to downstream applications? If yes, what approval processes are needed. If no, how do you intend to manage the request process.**

Answer 74: *No.*

Question 75: **Do you have an existing entitlement catalog? If so, what tool are you currently using to manage the catalog? How many entitlements have you currently identified as requestable.**

Answer 75: *No.*

Question 76: **Do you have business friendly descriptions for each entitlement that exists?**

Answer 76: *Not applicable.*

Question 77: **Normally, we would assist in the creation of a test plan and use the test plan to complete system testing. Then we would support the customer completing User Acceptance Testing both as a matter of ensuring the implementation will meet TPU needs and as an opportunity for knowledge transfer. Would TPU have resources available for this type of testing or will the vendor need to provide?**

Answer 77: *Yes, TPU will have resources available for UAT.*

Question 78: **Are you intending to use the identity management platform as a self-service password management tool for end users?**

Answer 78: *Possibly. Included in RFP as optional.*

Question 79: **Can you provide more information about what is required from identity management for NERC CIP and PACS reports?**

Answer 79: *Requirements are included in the RFP workbook.*

Question 80: **TPU requested Stakeholder System Reports. Are you intending to do certifications of users and access or just want to product downloadable reports?**

Answer 80: *Product downloadable reports would suffice, if they meet the requirements in the RFP workbook.*

Question 81: Define expectations for user authentication. Are you envisioning that the new identity management platform will support authentication for other applications?

Answer 81: *Yes, expectation is that the IAM tool would support authentication for other applications identified during requirements phase.*

Question 82: What are the primary pain points of the existing system?

Answer 82: *No existing system in place.*

Question 83: When does the TPU plan to start the implementation? What are some of the key milestones in TPU's roadmap?

Answer 83: *Expectation is to start implementation immediately after contracting. Dev system in place by December 2023.*

Question 84: Please share the list of applications and functionalities that will be onboarded to the IAMsolution and be considered for pricing scope.

How many of these applications are connected and disconnected?
Note:
Connected - Provisioned via Active Directory/other directories or JDBC, API (REST and/or SOAP) are exposed for connectivity.
Disconnected - Provisioned manually

Answer 84: *We expect to integrate 5 active directory domains that are 5 unique forests and up to 12 custom applications. Specifics will be determined during requirements and design.*

Question 85: Are you looking for a single phase/release of functionality or a multi-phase/release?

Answer 85: *Prefer single phase, but willing to review proposals with a multi-phased approach.*

Question 86: If multi-phase, what high-priority functionalities/applications does the TPU want to target for Phase 1? (e.g. Physical Access Control Systems (PACS)

Answer 86: *First priority is access granting/revocation processes. Others will be determined later.*

Question 87: Does TPU allow the vendor to utilize a global delivery model for the implementation/support of the services mentioned in-scope? (e.g., onshore / offshore combination of resources).

Answer 87: *We will consider use of suppliers from outside the US or allow suppliers to use subs outside of the US and our standard terms and conditions speak to that. There are some stipulations such as disputes being litigated here and not in the foreign country. Legal gets the final say on whether we can do business with a company from outside the US.*

Question 88:   **Does TPU have an existing IAM tool? If yes, please provide details.**
Answer 88:   *No.*

Question 89:   **Please share details on how the below processes are currently handled:**
                      - Initial username and password for users
                      - Password Management
                      - Access Request
                      - Certifications/Attestations
Answer 89:   *1. HR submits ticket to helpdesk. 2. No current tool. 3. Manual form. 4. No current process documented.*

Question 90:   **Can TPU share the existing IAM architecture diagram, if available?**
Answer 90:   *None exist at this time.*

Question 91:   **What user communities would be included within the IAM system (employees, contractors, third party vendors, etc.) and how many users are in each population?**
Answer 91:   *Total of 1500 employees, less than 100 contractors/vendors.*

Question 92:   **What is the source of truth (Authoritative sources) for employees, third-party vendors, administrators, and contractors?**
Answer 92:   *HR is the source of truth at this time.*

Question 93:   **Are any of the personas termed as external identities (Third-party vendors, Contractors), or are they all in the same directory?**
Answer 93:   *All in same directory.*

Question 94:   **How many AD forests and domains are in-scope?**
Answer 94:   *5.*

Question 95:   **Has TPU developed a role-based model for account and entitlement provisioning? If yes, How many birthright or RBAC roles does the TPU currently have?**
                      Is the vendor expected to help with role mining?
Answer 95:   *Expectation is vendor would help with this.*
Question 96:   **For Access Control (requestable targets), how many approval workflows do you require and how many approval steps are required in each workflow ?**
Answer 96:   *TBD during workshops, anticipate less than 5 in each workflow.*

Question 97:   **Does TPU have any plans to onboard more applications in the near future? If Yes, please could you share the count / roadmap.**
Answer 97:   *Not at this time.*

Question 98: Can you please share how many environments (Dev, QA, etc.) are expected to be provided by the new IAM solution?

Answer 98: *2, dev and prod.*

Question 99: Can you indicate your typical growth (e.g.users, etc.) to be considered for the license?

User population is static. 1500.

RE: 4. CONTRACT TERM:
The contract will be for a three-year period with the option to renew the contract for three additional one-year terms. The City reserves the right to cancel the contract for any reason, by written notice, as stipulated in the contract

Question 100: Is TPU looking for any operations support options? If yes, please provide details.
E.g.- 24/7 support at L1, L2 & L3 level

Answer 100: *TPU is not looking for operational support, outside of software support.*

RE: F-12 (Functionality Requirements)
Describe how the product identifes tasks requring attention and integrates those items in an ITSM tool. Describe how the product tracks due dates and tasks (ex. training). Provide examples of reporting capabilities and notifications for these items.

Question 101: Which ITSM tool does TPU use? Please provide details of the user cases to be performed by the IAM solution.

Answer 101: *Currently use Cherwell. Use cases would be developed by the vendor during requirements gathering.*

RE: F-13 (Functionality Requirements)
Does product integrate with SAP? Describe past experience integrating with SAP.

Question 102: Which SAP product does TPU currently use? (E.g., SAP HANA, SAP R/3, SAP HR, SAP GRC, etc.) Please provide details of the user cases to be performed by the IAM solution.

Answer 102: *SAP HANA. Not intending to integrate directly. Use cases would be developed by the vendor during requirements gathering.*

RE: F-21 (Functionality Requirements)
The IAM system must be compatible with Endpoint Detection and Response (EDR) software. Please provide a list of supported EDR software and describe any limitations, required directory exclusions from scans, etc.

Question 103: Which EDR software does TPU leverage? Is there a preference to integrate EDR software with the IAM system? Please provide the detailed use cases for IAM integration.

Answer 103:   *Carbon Black*

RE: A-2, A-3, A-4 (Architecture Requirements)
Does this product have native integration with all major Microsoft
Windows server versions from 2012 and newer?
Does this product integrate with Enterprise Linux Red Hat operating
system version 7 or newer?

Question 104:   **Please provide detailed use cases for Windows and Linux**
                      integration.

Answer 104:   *Most end points will be integrated with AD. Local authentication*
                      integration expected on less than 20 endpoints.

RE: T-3 (Tool Support Requirements)
What are the projected FTE requirements for internal support of this
system? Describe the activities or efforts internal resources would be
responsible for.

Question 105:   **How many staff do you have to run, grow, and transform your IAM**
                      program? Can the University share the IAM team organizational
                      chart? We don't need names, just a better understanding of FTE
                      level, counts, and brief job description or designated role.

Answer 105:   *Expectation is vendor to provide guidelines and recommendations on*
                      support and staffing. No FTE's are currently identified.

RE: Estimate
Estimate: $1,350,000

Question 106:   **Could you confirm the estimated budget we should take into**
                      account for the project? Page 2 shows an estimate of $1,350,000 vs.
                      page 6 with an estimate of $400,000 as part of contract award.

Answer 106:   *The anticipated project costs are $1,350,000 of which $400,000 have*
                      been estimated for the software & implementation costs. The $400,000
                      does not include ongoing licensing/support costs.

Question 107:   **Should pricing be based on 2000 employees internal and 30 users**
                      with no external users? How often will they be logging into the
                      system?

Answer 107:   *Estimate 1500 employees, with 30-40 admin users.*

Question 108:   **Can you define "users" as associated with pricing request, also**
                      multiple documents have different values (30 vs 40)

Answer 108:   *Estimate 1500 employees, with 30-40 admin users.*

Question 109:   **Is project estimation of $1,350,000 for both software and services?**
                      or just software? Also, what is the $400,000 estimate?

Answer 109:   *The anticipated project costs are $1,350,000 of which $400,000 have*
                      been estimated for the software & implementation costs. The $400,000
                      does not include ongoing licensing/support costs.

Question 110: Lenel Physical Access Control.. How are the Lenel badges are provisioned today? And, what is the source for Authorized credential (User certificate, local creds or AD creds)?

Answer 110: *Physical Lenel badges are issued to employees. Local credential used for card holders.*

Question 111: Does Tacoma currently use any software for Identity Onboarding and ID Proofing?

Answer 111: *HR does ID Proofing, out of scope for this effort.*

Question 112: How many identities (employees, contractors, vendors, etc) does the City of Tacoma currently maintain records for?

Answer 112: *TPU maintains records for up to 1500 employees.*

Question 113: How many trusted source systems (e.g., an HR system, a vendor system, etc) will be used to gather identity information?

Answer 113: *3 data sources. Expect to integrate with less than a dozen applications.*

Question 114: How many TPU Business Unit are included within the scope of this project?

Answer 114: *10-12 business units.*

Question 115: What level of auditing is required? (e.g., all changes, new access only, lifecycle events, etc)

Answer 115: *Please review RFP Workbook for requirements specific to this question.*

Question 116: Has any work been done on role discovery, or will that be a fresh start with this project?

Answer 116: *Expect it to be part of this project.*

Question 117: What types of downstream systems or provisioning targets will the system interact with? For example, Active Directory, Azure, Google Apps, custom database applications, etc.
1.   Will any provisioning processes require manual steps, such as provisioning to a legacy system without public APIs?

Answer 117: *AD and less than a dozen custom applications.*

Question 118: Do you currently have an Infrastructure as a cloud i.e. AWS, GPC, Azure?

Answer 118: *Requirement is on-prem.*

Question 119: Do you currently have a team managing your IAM program and if so how large?

Answer 119:   *No existing IAM program at this time. Expectation is vendor would assist in setting up.*

Question 120:   **Do you have StateRAMP or FedRAMP regulation requirements?**
Answer 120:   *No.*

Question 121:   **What is the driving factor for the December 31, 2023 date?**
Answer 121:   *Business Unit Goal.*

Question 122:   **Is the budget for the overall project $1,350,000 over the 3 years? If so, what is expected in that price?**
Answer 122:   *The anticipated project costs are $1,350,000 of which $400,000 have been estimated for the software & implementation costs. The $400,000 does not include ongoing licensing/support costs.*

Question 123:   **Do you plan to support the system with resources on your payroll or are you looking for ongoing support costs?**
Answer 123:   *System will be supported by internal resources, with software support from vendor.*

Question 124:   **Is there a requirement for access reviews (certifications) to be done periodically or by part of management?**
Answer 124:   *Yes.*

Question 125:   **Do you plan to utilize your existing tools for password management/self-service?**
Answer 125:   *Yes.*

Question 126:   **Is your desire to have the solution SaaS based?**
Answer 126:   *No.*

Question 127:   **Do you currently have resources that know languages such as Java?**
Answer 127:   *No.*

Question 128:   **Will you be staffing the project with a dedicated project manager?**
Answer 128:   *Yes.*

Question 129:   **How well defined are your use cases, current state documentation and requirements?**
Answer 129:   *Not well defined.*

Question 130: This project will not need to solve any customer identity management I.e. external customers to Tacoma logging in (permissions) correct?

Answer 130: *Correct.*

Question 131: Are you looking for the solution to be open to the public or within your network?

Answer 131: *Within network.*

Question 132: Do you currently use an ITSM solution such as ServiceNow?

Answer 132: *Yes, Cherwell.*

Question 133: How are certificates and keys propagated today?

Answer 133: *Manually.*

Question 134: How are IT assets currently tracked?

Answer 134: *Manually.*

Question 135: What device types are currently being tracked (Android, iOS, Windows, MacOS, etc)?

Answer 135: *Windows, Linux, Cisco*

Question 136: Do you currently use MDM (mobile device management) for remotely wiping or decommissioning devices belonging to employees or contractors?

Answer 136: *Not in scope.*

Question 137: What IAM software would the City like to use, for example SailPoint/SAP IDM/etc.?

Answer 137: *No preference, will be determined by RFP responses.*

Question 138: What is the number of applications the City would like to connect as part of this RFP?

Answer 138: *For estimating purposes, consider a dozen applications.*

RE: 10.8; Contract Exceptions

Question 139: Can we bid with our current Master Supplier Business Services Agreement with the City of Tacoma?

Answer 139: *Yes, please indicate in your submittal under exceptions that you would want this to be executed as a SOW under your existing agreement and identify that document, preferably by an Ariba CW number.*

RE: 3.2; RFP (following 18 questions)

Question 140: **What is the total number of IDP Systems that will be part of the IAM solution?**
Answer 140: *Out of scope.*

Question 141: **How many other Federates, Trusted or contractor systems need to be part of the IAM solution?**
Answer 141: *None.*

Question 142: **How many users are in each of the systems from Q#2 and Q#3 from above?**
Answer 142: *0.*

Question 143: **Did you buy licenses of any products? If yes, which ones?**
Answer 143: *No.*

Question 144: **How many applications are in play?**
Answer 144: *For estimating purposes, consider a dozen applications.*

Question 145: **Do all of the applications allow programmatic access?**
Answer 145: *Yes.*

Question 146: **How are applications currently provisioned?**
Answer 146: *Manually.*

Question 147: **Has there been any kind of role analysis completed previously?**
Answer 147: *Expectation is this would be part of this scope.*

Question 148: **Do you have approval chain requirements? If so, are they complex?**
Answer 148: *Yes, less than 5 approvals in chain.*

Question 149: **How effective is your current off-boarding process?**
Answer 149: *Room for improvement.*

Question 150: **Have you been audited for things like orphaned accounts, elevates permissions, etc?**
Answer 150: *No.*

Question 151: **How well documented are the provisioning rules?**
Answer 151: *Well documented, owned by HR.*

Question 152: Is there a central authority that determines those rules? If so, what is the process?

Answer 152: *HR process, no details to provide at this time.*

Question 153: What are you currently using for your PKI/Certificate infrastructure/key management?

Answer 153: *No solution in place.*

Question 154: What is your user identity "source of truth"? For example, do you have a Human Resources-HR onboarding application in place such as Workday? If so, what is it? If not, what do you use?

Answer 154: *SAP.*

Question 155: What Identity and Access Management (IAM) products are in place right now if any (e.g., User Directory such as Active Directory; provisioning tool; Multi Factor Authentication-MFA; Single Sign On-SSO; Privileged Access Management-PAM; etc.)?

Answer 155: *Active Directory.*

Question 156: What are the operating systems of the "machines" that require certificates?

Answer 156: *Windows and RedHat Linux.*

Question 157: If identity products are in play, which ones do you wish to replace? What are the reasons for replacement? Helps to know what you like/don't like about existing tools.

Answer 157: *Expect to integrate with active directory, not replace.*