City of Tacoma

Utility Technology Services

Identity and Access Management System

RFP Specification No. PI23-0040F

QUESTIONS and ANSWERS 2

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.

	RE: 1. Background (2 questions)
Question 1:	**Does the $400,000 MVP budget includes professional services or professional services + software licenses.**
Answer 1:	*Professional services and software licensing for 2 years. License costs beyond 2 years are not included in that estimated budget.*
Question 2:	**What are the NERC-CIP audit requirements to be enabled by end of Dec 2023 with the proposed solution**
Answer 2:	*Reporting.*
	RE: 3.1. Develop and document IAM governance structure for TPU
Question 3:	**Please share the existing IAM Policy, Standards, Procedure and Guidelines**
Answer 3:	*None exist. Scope of work is to develop these things.*
	RE: 3.6 IAM System Integration and Configuration(10 questions)
Question 4:	**Is there an existing IAM system for manging IAM user identity management and provisioning/deprovisioning? If yes, please share the details**
Answer 4:	*Not at this time.*
Question 5:	**Is there an existing IAM system for manging IAM machine identity management and provisioning/deprovisioning? If yes, please share the details**
Answer 5:	*Not at this time.*
Question 6:	**Please share, approximate percentage distribution of the technology landscape that needs to be on-boarded into the IAM solution. This**

	information will enable in recommending the right fit solution for implementation
Answer 6:	*3 data sources. Expect to integrate with less than a dozen applications.*

Question 7: Is there an existing certificate and key management in use? If yes, please share the technology details
Answer 7: *None.*

Question 8: Number of users to be on-boarded into the solution
Answer 8: *1500 employees, 30-40 administrators.*

Question 9: Number of systems to be on-boarded into the solution
Answer 9: *3 data sources. Expect to integrate with less than a dozen applications.*

Question 10: Average number of user on-boarding in a month / in a year
Answer 10: *Average 25-30/month; 300-360/year.*

Question 11: Average number of user off-boarding in a month / a in a year
Answer 11: *Average 25-30/month; 300-360/year.*

Question 12: Average number of machine provisioning in a month / in a year
Answer 12: *Average 25-30/month; 300-360/year.*

Question 13: Average number of machine decommissioning in a month / a in a year
Answer 13: *Average 25-30/month; 300-360/year.*

RE: Functional Requirements (4 questions)
Question 14: Which ITSM solution is used by TPU? What is the level of licensing currently owned for this ITSM solution?
Answer 14: *Cherwell.*

Question 15: Based on NERC guidelines, are you open to cloud based solution offerings?
Answer 15: *Requirement is for on-prem.*

Question 16: Is Lenel PAC currently integrated with AD or other LDAP ?
Answer 16: *Yes.*

Question 17: Is SSO implementation part of the scope?
Answer 17: *No.*

	RE: Architecture Requirements (1 question)
Question 18:	**Are you currently using any tool for supporting MFA?**
Answer 18:	*RSA, RapidIdentity, Duo*

	RE: Requirements Workbook (5 questions)
Question 19:	**Regards the Integration proposed with Lenel OnGuard to support NERC-CIP 006, please include the system version for example V8.0, 8.1,8.2 and system architecture, is this single server or multi server, if multi please provide number of servers, number of person records per server as this will affect how we price connectors and services.**
Answer 19:	*Single server, v8.1*

Question 20:	**Please provide details on your Cherwell ITSM deployment, architecture, system version etc**
Answer 20:	*Use Cherwell for all ITSM needs and asset management ver: 10.5.0*

Question 21:	**Regards the integration requirements with SAP noted, please provide more details on the specific of the current state and future state SAP eco system as we integrate across their entire estate IE SAP SucessFactors or SAP HR (ERP), SAP Fieldglass , also please provide system versions, onprem/ cloud and or BTP etc**
Answer 21:	*Not intending to integrate directly, or make changes to current SAP HANA.*

Question 22:   **Regards the EDR integration, please provide current systems and versions**

Examples....

CrowdStrike Falcon
Carbon Black (VMware)
SentinelOne
Cybereason
Tanium
FireEye Endpoint Security
McAfee Endpoint Security
Palo Alto Networks Cortex XDR
Symantec Endpoint Detection and Response (Broadcom)
Cynet 360

Answer 22:   *Carbon Black Cloud EDR Standard*

Question 23:   **How many users are expected who cannot be authenticated by LDAP or Kerberos, also is there a preference on the alternative IE**

Examples....
Multi-factor authentication (MFA)
External identity provider integration

User provisioning and self-registration
Role-based access control (RBAC)
Custom authentication mechanisms

Answer 23:   *None expected*

Req F-1

Question 24:   **Please provide any external MFA system/s currently used by The City of Tacoma (City) / Tacoma Public Utilities?**

Answer 24:   *Tacoma Public Utilities uses Rapid Identity, RSA, Duo.*

Req F-14

Question 25:   **Does The City of Tacoma (City) / Tacoma Public Utilities have a preference related to hosting infrastructure (cloud/private cloud/on-prem)?**

Answer 25:   *On-prem.*

Req F14

Question 26:   **If the respondent/s are responding in the manner of a partnership encompassing two seperate integrated software platforms, does the hosting & infrastructure methodology (cloud/private cloud/on-prem) need to remain consistent?**

Answer 26:   *Yes.*

Req-16

Question 27:   **What backup and recovery system/s are currently used by The City of Tacoma (City) / Tacoma Public Utilities?**

Answer 27:   *Rubrik*

Req T-22

Question 28:   **The RFP Requirements document states to use 2000 employees (T-22) from a licensing structure standpoint. However, please list the number of users that will have an IAM profile, as well as the number of cardholders in the PACS. Please delineate between direct employees, Contractors, Interns, or any other personnel identity type assigned by The City of Tacoma (City) / Tacoma Public Utilities for both Identity Access Management and Physical Identity Access Management functionality.**

Answer 28:   *Estimate 1500 employees, and 30-40 admin users.*

Req R-7

Question 29:   **What Log management or log correlation system/s are currently used by The City of Tacoma (City) / Tacoma Public Utilities?**

Answer 29:   *LogRhythm*

Req A-8

Question 30: How many sites/buildings would be included in the Scope of this project? Please list all sites owned and operated by The City of Tacoma (City) / Tacoma Public Utilities and define if they are included in the scope (yes/no).

Answer 30: *Solution will be provisioned at corporate facility. Technology is hosted in 2 on-prem data centers, with integrations at 7 hydro electric facilities, 60+ substations and water filtration facility. Integrations can be done remote, no expectation for site visits.*

RFP Sec 1 BACKGROUND

Question 31: The targeted implementation date is defined as December 31, 2023. Is the the targeted commencement or completion of the implementation?

Answer 31: *Completion.*

RFP Sec 9.1 EVALUATION CRITERIA

Question 32: Please elaborate under what condition/s "The SAC may select one or more respondent to provide the services required."

Answer 32: *TBD based on responses.*

RFP Sec 11 INTERVIEWS / ORALS (2 questions)

Question 33: In the event that Interviews / orals are conducted, will the SAC transmit the scoring criteria prior to scheduling and conducting such interview / oral / demo?

Answer 33: *Depends if additional criteria is identified. At this time, demos and interviews would be based on current criteria.*

Question 34: Sec 11 states that "Following interviews, submittals will be rescored using the Evaluation Criteria previously stated" however there are is no current illustration in Section 9 EVALUATION CRITERIA of how the scoring of Interviews / orals will play a part in the rescoring effort performed by the SAC. Can The City of Tacoma (City) / Tacoma Public Utilities define the re-scoring components and methodology that will be performed by the SAC?

Answer 34: *Evaluation criteria is specified in Section 9 and 10 of the RFP.*

Question 35: Is Tacoma Utilities looking for a SaaS solution? If yes, would Tacoma require FedRAMP?

Answer 35: *Require on-prem.*

Question 36: If so, what are a SaaS solution's technical and compliance requirements? Does Tacoma require the use of microservices for scalability and High-Availability within the SaaS environment?

Answer 36: *Require on-prem.*

Question 37: **Can Tacoma provide a list of applications/systems that they anticipate the Identity Security solution connecting to?**

Answer 37: *Applications will be identified by vendor facilitated workshops.*

Question 38: **Does Tacoma have a required minimum number of referenceable customers in the utility industry that the vendor must have?**

Answer 38: *See RFP section 10.3.1. Customers in Utility Industry are preferred.*

Question 39: **The RFP states 2 estimated costs: $400,000 and $1,350,000. Can we get a better understanding of where these costs are derived and what each should cover?**

Answer 39: *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 40: **We would like to request an extension of the RFP due date, can that be accommodated?**

Answer 40: *Not at this time.*

Intro

Question 41: **Is the $1.3 million budget number for both licenses and services?**
Section 1

Answer 41: *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 42: **What is included in the $400m**

Answer 42: *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 43: **Is it expected that all these requirements will be included in a single tool?**

Answer 43: *Preference is for a single tool.*

Question 44: **How many applications are in scope for this effort overall?**

Answer 44: *AD and less than a dozen custom applications*

Question 45: **How many lifecycle events are included for the initial phase?**
- joiner
- leaver
- mover
- conversion (employee to contractor, contractor to employee)
- rehire

- leave of absense
- other?

Answer 45:   *Include joiner, leaver, mover and leave of absence in initial phase.*

Question 46:   **How many internal workforce users does the City of Tacoma expect to include in the tool? (2000?)**

Answer 46:   *1500-2000.*

Question 47:   **What assets do you plan to include in asset management? (PCs, phones, other?)**

Answer 47:   *Servers, workstations*

Section 3.3

Question 48:   **Role discovery is an ongoing effort. is there a specific number of applications in focus for an initial role discovery implementation?**

Answer 48:   *AD and less than a dozen custom applications*

Question 49:   **Are federal funds being used for this project?**

Answer 49:   *No.*

Question 50:   **Inquiring about the question period and submittal period for the RFP PI23-0040F for Identity and Access Management Solution. Is there the possibility of an extension for the question and submission due dates? Looking into the timing of July 4th and holidays in the middle of this.**

Answer 50:   *Not at this time.*