COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 901962

### for

Privileged Access Management Solution

**Networking/Bidders Conference Held on December 8, 2020**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**http://acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) |

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1. Would the County be able to confirm the number of users that we would need to quote this for?
   1. **There will be an estimate of 251 users.**
2. The excel sheet includes 1,083 as the license count, but we need the actual number of users that will be accessing the vault. Can the County provide the number?
   1. **Please see A1.**
3. Also, is Optiv able to submit two bids? There are two strong players that we partner with and it might make sense for Alameda County to review both to see which is the better fit.
   1. **Page 23 of the RFP, Section V. (SUBMITTAL OF BIDS) item 6. States:**

***Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.***

1. We might be able to work with some of our Technology Partners to provide you an open market quote or under an NCPA contract. Could you please confirm if this specifically for GSA or other contracts or open market quotes would work as well?
   1. **The County is seeking pricing that is most cost effective. This RFP process is handled by Alameda County’s General Services Agency (GSA), not to be mistaken with the Federal Government’s General Services Administration, for the County’s Information Technology Department (ITD).**
2. My company (Navigator Networks LLC) was founded less than 3 years ago (5/4/2018). We are a certified SLEB. Does this disqualify my organization based on the “bidder must have 3 years experience” requirement? The reason I ask is that my team and I far exceed this requirement as individuals, but obviously not as a company.
   1. **Please see Addendum No. 1.**
3. How many total servers, and how many total users would be included in this project?
   1. **There will be an estimate of 1083 servers and 251 users included for this project.**
4. It was stated that this is a GSA Contract, is the County looking for Federal GSA pricing or something similar?
   1. **Please see A4.**
5. How many users are going to log into the PAM solution?
   1. **Please see A1.**
6. How many servers are going to be used in the PAM solution and what type?
   1. **Please see A6.**
7. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.b. states:

*Support multiple access protocols: Remote Desktop Protocol (RDP), Secure Shell (SSH), Hypertext Transfer Protocol Secure (HTTPS).*

What kind of web applications/HTTP(s) targets are in scope?

* 1. **Primary thin remote access solutions (web RDP client, etc).**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.c. states:

*Offer console-based access protection.*

Console-based access to what type of systems?

* 1. **The concern is to include protection of physical access to systems at their console/KVM vs remote only (RDP, SSH).**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.g. states:

*Support integration with cloud infrastructure.*

What kind of cloud infrastructure needs to be supported and for what use-case?

* 1. **Infrastrustrure as a Service (IaaS).**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.k. states:

*The solution’s role-based access control can be defined at both Active Directory Forest and Organization Unit (OU) level.*

Can the County provide a high-level explanation of the use case behind the requirement.

* 1. **In addition to centralized administrators, the County has department administrators in different OUs who manage their respective servers and they have their respective approvers. The County needs the ability to isolate their access from everyone else and from central administrators.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 2.d. states:

*Detection and rollback of unauthorized access changes.*

Does the question refers to changes on the protected systems or the PAM solution itself?

* 1. **It refers to changes on protected systems.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 3.c.d. states:

*Alerting for resource access escalation.*

*Alerting for endpoint rights escalation.*

Can the County provide clarity around "resource access" and "endpoint rights" escalation?

* 1. **Processes, protected file systems, etc. vs the device/endpoint itself.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 4.c. states:

*Delegated analytics and reporting can be restricted to individual forests and/or OUs in that forest.*

What is the use-case behind this request (e.g. multi-tenancy)?

* 1. **Similar to A13, the County wants to isolate OU admin visibility from other OUs and the higher level access**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.o. states:

*Be IRS 1075 compliant.*

Is the County referring that our solution be IRS 1075 compliant or it will help you achieve 1075 compliancy?

* 1. **The County refers to the solution being compliant.**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.p. states:

*Be HIPAA compliant.*

Is the County referring that our solution be HIPAA compliant or it will help you achieve HIPAA compliancy?

* 1. **The County refers to the solution being HIPAA compliant.**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.a. states:

*Support multiple Active Directory forests and domains.*

Are all these domains connected to each other or they are independent from each other?

* 1. **There are different degree of trusts that exist.**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.f. states:

*Support integration with Enterprise Storage platforms.*

What is the type of storage in use? (NAS, HSM, etc.)

* 1. **NAS (Network Attached Storage).**

1. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.i. states:

*Supports Security Information and Event Management (SIEM) integration.*

What is the SIEM tool in use by the county?

* 1. **There isn’t anything in use at this time but the County wants to be future ready.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 4.c. states:

*Delegated analytics and reporting can be restricted to individual forests and/or OUs in that forest.*

Do we need to restrict reporting and analytics to a single OUs instead of multiple OUs.

* 1. **Please see A16.**

1. Page 8 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 5.b. states:

*Support remote access.*

What are the target users that will need remote access?

* 1. **This is no longer a requirement. Please see Addendum No. 1**

1. Does the County have any specific High Availability (HA) or Disaster Recovery (DR) requirements?
   1. **The County does not have any specifics, but expects a solution to not be susceptible to single point failures.**
2. How many EndPoints are in scope?
   1. **Please see A6.**
3. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 6.a. states:

*Elevation request workflow across Active Directory, Azure AD, and LDAP.*

Could the County go into more detail regarding the specification. Are contractors authenticating into a system or managing accounts with Azure AD or both?

* 1. **All users would exist in AD/Azure AD.**

1. Do the Endpoint counts change between 3 and 5 year plans?
   1. **Yes, the County expects it will change.**
2. How many data-centers are within the County? Is there a primary or disaster recovery datacenter?
   1. **There are 2 at this time; 1 in Oakland, and DR in Sonoma.**
3. Where are the populations of the users located?
   1. **In Alameda County.**
4. What is the approximate number of windows and linux systems within the environment?
   1. **Please see A6, Windows are in the high 90 percent.**
5. Page 5 of the RFP, Section B. (SCOPE), states:

*This project will implement a privileged access management solution, either SaaS based or on-premises, to secure privileged access for County administrative accounts. The accounts to be secured will span both on-premises and Active Directory integrated cloud offerings. Such functionality does not currently exist within County infrastructure and will potentially see expanded utilization as use cases arise.*

In the 2 options on-premise or SaaS, if it is on-premise does the County want the connectors or the distributing engines on-premise or in Azure or AWS?

* 1. **The County is seeking guidance on how a solution should be implemented.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 2.i. states:

*Integration for Ivanti Help Desk system desired.*

Regarding the Ivanti integration, what are some examples on what this means to the County?

* 1. **The County wants bidders to speak on how their solution leverages ticketing systems in the approval workflow.**

1. Page 7 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 4.a. states:

*Provide ability to audit user sessions and all interactions.*

Can the County provide specifics or examples of this? Also is the County wanting to manage insider threats?

* 1. **Security is the foundation of needing this solution, so the County needs to have visibility into its usage.**

1. Will the County provide its temporary contractors access? How often will that be?
   1. **Yes, it’ll vary or on as-needed basis.**
2. Page 6 of the RFP, Section E. (SPECIFIC REQUIREMENTS), item 1.l. states:

*Offer break glass capabilities (offline access).*

Is there a particular scenario that the County is looking for?

* 1. **If the solution was down, the County has a way of accessing servers securely.**

1. With regards to admin users, do users use a regular productivity account or do they have elevated windows users accounts?
   1. **Admin users have separate admin accounts.**
2. Does the County use Linux AD and assuming they are silo’d? Does the County use sudo or root like access? How granular is the access control?
   1. **The County does not use “Linux AD” and use sudo for privilege elevation.**
3. Is there a SLEB resource for Prime Bidders that are not SLEB to potentially contact?
   1. **Information on SLEB can be found at** [**https://www.acgov.org/auditor/sleb/index.htm**](https://www.acgov.org/auditor/sleb/index.htm)**, which should contain the link to a SLEB Supplier Database.**
4. Is being a SLEB mandatory for this RFP?
   1. **Bidders that are not certified SLEBs (for definition of a SLEB see** [**http://acgov.org/auditor/sleb/overview.htm**](http://acgov.org/auditor/sleb/overview.htm)**) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be eligible for contract award.**
5. When does a bidder need to have the SLEB subcontractor partnership established?
   1. **Bidders are required to have a SLEB partnership established upon bid submittal.**

VENDOR LIST

RFP No. 901962 – Privileged Access Management Solution

Below is the Vendor Bid List for this project consisting of vendors who have responded to RFP No. 901962. This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the Small Local Emerging Business (SLEB) Program: <http://www.acgov.org/gsa/departments/purchasing/policy/slebpref.htm>.

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

