



## REQUEST FOR PROPOSALS PRIVILEGED ACCESS MANAGEMENT SOLUTION

**BID NO: 19-19075**

**Addendum No. 2  
June 26, 2019**

Questions and Responses
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1. **Question:** For hardware and software sizing perspective does SAWS seek consultation/services on the discovery, identification, and classification of the privileged accounts based on risk score and industry best practices?

**Response:** *The system should auto discovery privileged accounts.*

2. **Question:** On RFP Page 2 of 54, there is a reference to licenses required for 90 users. Please confirm if this count is for human users (system admins) needing access to proposed PAM solution or there are additional non-human accounts as well – in which case please provide non-human user accounts as well.

**Response:** *The 90 user count is for human users. There are no additional non-human accounts needed.*

3. **Question:** On RFP Page 2 of 54, there is a reference to licenses required for unlimited passwords/secrets. Please confirm the number of passwords/secrets which are planned to be on-boarded to the proposed PAM solution as part of the initial installation/implementation.

**Response:** *The respondent is expected to on-board no more than 50 passwords/secrets. As a part of the initial installation/implementation process the respondent is expected to demonstrate the password on-boarding process so that SAWS staff can continue on-boarding passwords/secrets without assistance.*

4. **Question:** Out of the total targeted privileged accounts, could you please confirm approximately how many privileged accounts are expected to be vaulted/on-boarded as part of this implementation effort?

**Response:** *The system is expected to support 90 users and unlimited passwords/secrets. All 90 users would be expected to be on-boarded. The respondent is expected to on-board no more than 50 passwords/secrets. As a part of the initial installation/implementation process the respondent is expected to demonstrate the password/secrets on-boarding process so that SAWS staff can continue on-boarding passwords without assistance.*

5. **Question:** Are any of the applications which need privileged access management hosted on the cloud?

**Response:** *Users are expected to store password/secrets for cloud applications.*

6. **Question:** How many environments including production are you expecting the proposed PAM solution to be deployed at?

**Response:** *The system should support High-Availability configuration through a redundant instance in our backup data center. Test and development environments are welcomed, but not required.*

7. **Question:** On RFP Page 2 of 54, there is a reference for the ability of the proposed solution to proxy privileged access to system. In addition, is there any requirement for session monitoring and recording from the proposed solution?

**Response:** *Session monitoring and recording are not required, but would be very desirable functions. The system should, at a minimum, provide detailed logging that would allow SAWS to understand what occurred during these times.*

8. **Question:** On RFP Page 2 of 54, there is a reference to check out credentials, to alleviate hard coded credentials. Could you please share approximately how many applications need to be on boarded on the proposed PAM solution to address this requirement?

**Response:** *No non-human accounts need to be on-boarded.*

9. **Question:** On RFP Page 3 of 54, there is a reference for support at no additional cost and support on weekday during business hours. Could you please confirm the support referred here is related to the software/product support and not the operational support for the solution? If it is operational support for the proposed solution then what is the duration expected for providing the support?

**Response:** *The support referenced is for the software/product. Day-to-Day operational support is not required.*

10. **Question:** Can offshore (i.e., resources not located in the US) be leveraged to perform/execute the work?

**Response:** *Yes.*

11. **Question:** Does SAWS have the ability to manage ssh keys?

**Response:** *Managed in the sense that it's centralized and automated, no.*

12. **Question:** Does the solution need to integrate with SAML?

**Response:** *Support for SAML is not required. The ability to integrate with active directory is required.*

13. **Question:** You mention that you have 1790 users but how many, and what type, of servers are there (Linux/Unix, Windows)?

**Response:** *There are approximately 460 servers, with 400 being Windows and 60 of them being Linux.*

14. **Question:** How many, and what type, of routers, switches and firewalls have to be covered?

**Response:** *The system should provide unlimited passwords/secrets.*

15. **Question:** How many actual administrators work on the infrastructure?

**Response:** *The system should provide licenses for 90 users.*

16. **Question:** Are you looking to enforce privilege management on the actual workstations?

**Response:** *The system should allow workstations password/secrets to be stored and managed. It may be necessary to proxy privileged access to these systems too.*

17. **Question:** Are you willing to use a solution that changes or replicates AD identities?

**Response:** *Yes.*

18. **Question:** What type of compliance or audit requirements do you face?

**Response:** *HIPAA and PCI-DSS.*

19. **Question:** Are you looking for a solution that provides AD password reset on infrastructure accounts?

**Response:** *Yes.*

20. **Question:** You say in your request that you are looking for Privilege Access Management (PAM) but everything points to a password vault. A password vault is not PAM but rather just one element of a complete solution. Are you willing to look at full PAM solutions rather than just a PW Vault?

**Response:** *Yes.*

21. **Question:** Page 2 section 3 #10 is assuming a complete SPLUNK deployment on-prem, and not in the cloud – is that what you have? Are there any other solutions you would like to integrate with like ServiceNow, Palo Alto, Bamboo HR, etc.?

**Response:** *Our Splunk deployment is on-prem. We also require that the system integrate without active directory and provide dual factor authentication. Integration with Duo MFA would be preferred. We do have Palo Alto firewalls and would like to understand all of the integrations that are available.*

22. **Question:** Page 2 section 3 #12 since there would be no cloud per number 13, what MFA factors are you wanting to use, since the use of phones would be limited, without opening holes in the firewall for the carrier to communicate with the vault.

**Response:** *The core of the solution should be on-prem, but outbound connections to the Internet could be allowed. The ability to integrate with Duo MFA would be preferred.*

23. **Question:** Page 2 section 3 #13 & 14, are mutually exclusive. The whole point of a hybrid cloud solution is the massive scalability, and the total lack of on-prem support and maintenance for upgrades and hardware. If there is no client data present in a cloud based solution why won't that be considered?

**Response:** *The core of the solution should be on-prem. Outbound connections to the Internet could be allowed to provide functionality such as MFA, support, and maintenance. Client data should not leave the SAWS network.*

24. **Question:** Page 2 section 3#18 this becomes much harder without a cloud component. Is your AD environment HA today?

**Response:** *High availability should be supported through a redundant instance in our backup data center.*

25. **Question:** Page 2 section 3 #21 web form authentication must assume that the web forms are all on-prem applications, and not cloud applications, since “cloud will not be considered” is that right?

**Response:** *The core of the solution should be on-prem. Outbound connections to the Internet for things such as web form authentication can be allowed.*

26. **Question:** Page 2 section 3 #c not sure what this is actually asking for, can you please clarify? Is this for their own secret question database?

**Response:** *The system should allow users to configure sets of criteria or rules for passwords/secrets. An example would be requiring approval from a specified person prior to checking out a password/secret.*

27. **Question:** Page 2 section 3 #d you mention that you may have Splunk. Why wouldn't you use that for alerting since that is what it does?

**Response:** *We expect the system to integrate with Splunk and would search and alert on those events.*

28. **Question:** To better provide a technical implementation scope of work, we would like to know the # of offices and facilities that have systems in scope to have the privileged accounts managed?

**Response:** *We have a headquarters (HQ), two (2) customer centers, three (3) operations centers, and a number of water treatment, production, and distribution sites.*

29. **Question:** How many of these offices or sites are connected via network or VPN?

**Response:** *The facilities listed above are networked using various technologies.*

30. **Question:** Where will your primary and secondary sites reside? (e.g. geographic location, cloud, etc..)

**Response:** *The primary site is at our main office and our secondary site is at a backup data center (both) located within San Antonio.*

31. **Question:** What is your tolerance for the PAM infrastructure to be down during a server or datacenter outage? (e.g. 5-10 min for Normal DR where primary replicates to DR, or 99% uptime with high availability clustered nodes)

**Response:** *High Availability with 99% uptime.*

32. **Question:** Do you support Microsoft load balancers in your environment?

**Response:** *No. Our load balancers are not Microsoft, but they are from a leading manufacture.*

33. **Question:** Do you plan on implementing any Dev, Test, or QA environments? If so, which ones? Are any in the cloud (Azure, AWS, etc..)?

**Response:** *We do have Dev and Test environments. Some of these systems are in the cloud.*

34. **Question:** How many IT or Security Administrators are expected to use the PAM solution?

**Response:** *90 users with unlimited secrets/passwords are expected to use the solution.*

35. **Question:** How many remote vendors or third-party contracts do you expect to use the PAM solution for access to systems?

**Response:** *No users beyond the 90 specified in the RFP are expected to use the system.*

36. **Question:** So that we can best scope the project, what is the overall number of servers?

**Response:** *See response to question 13.*

37. **Question:** For scoping reasons, how many \*NIX servers?

**Response:** *See response to question 13.*

38. **Question:** For scoping reasons, how many windows servers?

**Response:** *See response to question 13.*

39. **Question:** Name (or denote) the operating systems or connections:

- Windows AD accounts - **Yes**
- Windows Server accounts - **Yes**
- Unix/Linux Accounts - **Yes**
- Database Integration via MSSQL(Integration with the MS SQL Mgmt. Studio) (v9.6) - **Yes**
- Database Integration via MSSQL(Integration with Windows Accounts)(v9.7) - **Yes**
- Database Integration via Toad (database management application) - **No**
- Integration with VSphere (ESX) - **Yes**
- Integration with AS400 via SSH - **Yes**
- Integration with OS390 via SSH - **Yes**
- Integration with Microsoft Azure Management Console (v9.7) - **Yes**
- Integration with Private Ark Client (v9.7) - **No**
- Integration with AWS Console with STS - **Yes**
- Integration with Win SCP - **Yes**

**Response:** *See notations of "Yes" in the list above. The system should provide for unlimited passwords/secrets.*

40. **Question:** How many domains would be required for LDAP authentication into the management console? (e.g. are all the users of the system in the same domain)

**Response:** *A single domain would be required for the LDAP integration. The ability to integrate with more domains in the future would be welcomed.*

41. **Question:** For accounts to be managed, what is the compliment of servers and workstations that are in scope for this project (e.g. Windows Server 2018R2, Windows 2016, Unix Servers, 2000 Windows 7, Windows 10 workstations)

**Response:** *The system should provide for unlimited passwords/secrets.*

42. **Question:** Are Windows Service accounts in scope? If so, is it correct to assume SQL Service accounts are also in scope?

**Response:** *Yes for both.*

43. **Question:** For scoping reasons, how many databases?

**Response:** *The system should provide for unlimited passwords/secrets.*

44. **Question:** How many network and security devices? (e.g. routers, switches, firewalls, etc..)

**Response:** *The system should provide for unlimited passwords/secrets.*

45. **Question:** Does the PAM solution need to integrate with any IAM solution? (e.g. MFA, SSO, etc..)

**Response:** *The solution should integrate with a MFA system, preferable Duo MFA.*

46. **Question:** Does the PAM solution need to integrate with ServiceNow or any other ticketing system?

**Response:** *No.*

47. **Question:** What Vulnerability Scanners do you use, and should this be integrated with your PAM solution?

**Response:** *We use Tenable vulnerability scanners and integration with the solution would be highly desirable.*

48. **Question:** Are there other applications that you feel are important to integrate with your PAM solution?

**Response:** *All integration topics are covered in the RFP. No additional integrations are required.*

49. **Question:** How many business user creds are in scope?

**Response:** *None.*

50. **Question:** How many systems have embedded credentials that will be in scope?

**Response:** *The system (any system) that is awarded through the contract should provide unlimited passwords/secrets.*

51. **Question:** Are you looking for recording the activity when a user connects to session with an elevated credential? If so, what operating systems?

**Response:** *See response to question 7. Primarily Windows operating systems, but some systems may be accessed via SSH.*

52. **Question:** For the implementation effort, do you prefer these services be performed onsite, remote or a mix?

**Response:** *The implementation can be any of those three, but the training shall be conducted on-site.*

53. **Question:** For the implementation effort, do you prefer onshore vs. offshore resources to perform the work?

**Response:** *The preference would be onshore.*

54. **Question:** Is SAWS open leveraging subcontractors to meet delivery timelines?

**Response:** *Yes. Our contract shall be with one prime vendor, but **all** subcontractors that the prime chooses to work with shall be named on Exhibit B the Good Faith Effort Plan.*

55. **Question:** Does SAWS require an operational runbook as part of the implementation effort? What other deliverables does SAWS require?

**Response:** *No operational runbook is required, but access to administration guides, user guides, and any materials used during the on-site training would be expected. Details regarding the configuration of the various components of the system would also be expected.*

56. **Question:** Does SAWS have an in house project manager that will be assigned to the project?

**Response:** *A SAWS project manager will not be assigned to the project. Technical points of contacts will be assigned, as needed, to help manage the project.*

57. **Question:** How many actual administrators work on the infrastructure?

**Response:** *See response to question 15.*

58. **Question:** Are you looking to enforce privilege management on the actual workstations?

**Response:** *See response to question 16.*

59. **Question:** Are you willing to use a solution that changes or replicates AD identities?

**Response:** *See response to question 17.*

60. **Question:** What type of compliance or audit requirements do you face?

**Response:** *See response to question 18.*

61. **Question:** Are you looking for a solution that provides AD password reset on infrastructure accounts?

**Response:** *See response to question 19.*

62. **Question:** Does SAWS currently have a Radius platform, or will a Radius platform need to be built as part of this solution?

**Response:** *Yes and yes.*

63. **Question:** You say in your request that you are looking for Privilege Access Management (PAM) but everything points to a password vault. A password vault is not PAM but rather just one element of a complete solution. Are you willing to look at full PAM solutions rather than just a PW Vault?

**Response:** *See response to question 20.*

64. **Question:** You mention that you have 1790 users but how many, and what type, of servers are there (Unix/Linux/Windows)?

**Response:** *See response to question 13.*

65. **Question:** How many, and what type, of routers, switches and firewalls have to be covered?

**Response:** *See response to question 14.*

66. **Question:** How many Active Directory forests & domains are in scope for this deployment?

**Response:** *One active directory domain is in scope. The ability to integrate with more domains in the future would be welcomed.*

67. **Question:** Do the forests share any trusts with other forests? One-way? Two-way?

**Response:** *Only one active directory domain is in scope.*

68. **Question:** How are AD group policies defined? By site, domain, OU or by group membership?

**Response:** *OU.*

69. **Question:** Page 2 section 3 #10 is assuming a complete SPLUNK deployment on-prem, and not in the cloud – is that what you have? Are there any other solutions you would like to integrate with like ServiceNow, Palo Alto, Bamboo HR, etc.?

**Response:** *See response to question 21.*

70. **Question:** Page 2 section 3 #12 since there would be no cloud per number 13, what MFA factors are you wanting to use, since the use of phones would be limited, without opening holes in the firewall for the carrier to communicate with the vault?

**Response:** *See response to question 22.*

71. **Question:** Page 2 section 3 #13 & 14, are mutually exclusive. A hybrid cloud solution provides massive scalability, and the lack of need of on-prem support and maintenance for upgrades and hardware. If there is no client data present in a cloud based solution why won't that be considered?

**Response:** *See response to question 23.*

72. **Question:** Page 2 section 3 #18 this becomes much harder without a cloud component. Is your AD environment setup as high availability today?

**Response:** *See response to question 24.*

73. **Question:** Page 2 section 3 #21 web form authentication must assume that the web forms are all on-prem applications, and not cloud applications, since "cloud will not be considered". Is that right?

**Response:** *See response to question 25.*



74. **Question:** Page 2 section 3 #c not sure what this is actually asking for, can you please clarify? Is this for their own secret question database?

**Response:** See response to question 26.

75. **Question:** Page 2 section 3 #d as you mentioned you may have Splunk, wouldn't you use that for alerting?

**Response:** See response to question 27.

76. **Question:** Page 1, section C - Examples of mobile platforms and incident command systems?

**Response:** Android is an example of a mobile platform and ICS, in our case, stands for Industrial Control Systems.

77. **Question:** Page 2, section 3,-A-16. Expand on question.

**Response:** There should be some mechanism for providing access to passwords/secrets if there were problems with the availability of the system.

78. **Question:** Section 4, Hardware - Does these requirement apply for Software-based solutions?

**Response:** The response time does.

79. **Question:** Section 5, D - Is it the vendor's responsibility to perform upgrades to the software post-installation?

**Response:** We would expect access to software updates/upgrades and related documentation. We would conduct the upgrade, but would expect support if a problem would arise.

80. **Question:** Can you unlock the PDF of the RFP?

**Response:** A Word version of the RFP is now available on our website at the following link: [https://www.saws.org/business\\_center/ProcBids/Drill.cfm?id=3529&View=Yes](https://www.saws.org/business_center/ProcBids/Drill.cfm?id=3529&View=Yes).

End of Questions and Responses

**ACKNOWLEDGEMENT BY RESPONDENT**

Each Respondent shall acknowledge receipt of this Addendum No. 2 by noting such and signing below.

This undersigned acknowledges receipt of this Addendum No. 2 and the bid proposal submitted herewith is in accordance with the information and stipulations set forth.

\_\_\_\_\_

Date

\_\_\_\_\_

Signature of Respondent

End of Addendum