

RFQ No: HQ57	
RFQ Name: Privilege Access Management System	Date Issued: 27 FEB 2023

This provides answers to queries raised by bidders about the above subject tender. The responses are posted on website for access by all prospective bidders and does not disclose the source.

No.	Question	Response
1	Apart from cyber insurance, what are other pain points in the current system?	Maintaining least privilege.
2	Are there any specific compliance or regulatory requirements that the PAM solution must meet?	<p>It would be useful if the PAM solution could help meet General Data Protection Regulation (GDPR) requirements. The ways it could help do this are by:</p> <ul style="list-style-type: none"> • Helping control access to sensitive data and systems by enforcing the principle of least privilege, which reduces the risk of unauthorized access, data breaches, and non-compliance with GDPR. • Monitoring and auditing privileged access activities. This can include logging and reviewing all privileged access attempts, detecting and alerting on suspicious activity, and creating detailed reports. • Implementation of, or integration with, strong authentication and authorization controls, such as MFA (multi-factor authentication), session monitoring, and authorization workflows. • Help mitigate the risk of data breaches by securing privileged accounts and credentials. By implementing strong password policies, automatically rotating passwords, and limiting the number of privileged accounts a user has immediate access to, the PAM solution could help mitigate privileged credential breach and theft.

3	<p>Number and type of endpoints, operating systems, and applications (On-prem/SaaS) in use?</p> <p>The number of privileged users?</p> <p>List of custom applications and available integration points.</p>	<p>Approximately 7,000 endpoints, 99% of which are running Windows 10 or 11 OS. We have a small number of users, less than 50, that utilize MacOS.</p> <p>Preferred integration points include Okta, Microsoft InTune.</p> <p>Privileged Users: ~70 Field IT Admins, about 6 "Global Admins". 3 IT Help desk techs.</p>
4	How is privileged access currently managed within the organization?	SSO with admin rights being assigned through groups in Okta.
5	Could you please provide number and location of datacenters?	This information would best be disclosed in a private demo or meeting.
6	Which deployment method is preferable On-prem/cloud/SaaS?	<p>An agent-based deployment is preferable.</p> <p>Centralized management from a web-based console is preferable.</p>
7	Can you provide some information on disaster recovery and business continuity requirements?	<ul style="list-style-type: none"> • Rapid detection and response of privileged credential abuse. • Granular access control of privileged accounts to help limit the potential damage that can be caused by unauthorized or malicious users. • Strong credential management. An ideal solution would be able to manage and rotate privileged credentials to prevent unauthorized access and reduce the risk of credential theft. • Audit and compliance are a concern and the ideal solution would be able to provide detailed audit logs and reports to help us demonstrate due diligence in the event of an incident and meet regulatory and compliance requirements, such as GDPR.
8	Please provide current access management deployment architecture.	This information would best be disclosed in a private demo or meeting.
9	Please describe your authentication process including the user credential repository in use for application and infrastructure user authentication	This information would best be disclosed in a private demo or meeting.
10	Could you share details on which Identity Providers does Mercy Corps currently use?	Okta, Azure AD/M365 logins are federated to Okta.

11	Does Mercy Corps currently provide end users with authentication methods beyond passwords?	Yes; we've integrated Okta MFA.
12	Is Mercy Corps looking for 24/7 support options at L1, L2 & L3 levels for both Production and non-Production environments?	No; Situational, or at-request, support is preferred.
13	Can you provide your support requirements for each level: L1 (end-user facing support), L2 (Triaging functionality support) and L3 (Triaging product/platform level support)?	<p>L1 (end-user facing support): We shouldn't need vendor assistance here.</p> <p>L2 (Triaging functionality support): We would want to be able to receive support regarding functionality issues or clarification upon request.</p> <p>L3 (Triaging product/platform level support): We would want to be able to receive support regarding product issues or platform capability clarification upon request</p>
14	Has Mercy Corps been part of any tool demonstrations? If yes, is there a preferred tool in mind?	We have not been a part of any PAM tool demonstrations at this time
15	Could you provide a budget range (implementation and operation) allocated for this project?	To be determined.
16	Does the Mercy Corps allow the vendor to perform the implementation and operations work outside of the US?	We are interested in a professional services engagement to establish and launch the solution initially. We would take over the support and maintenance going forward.
17	Is Mercy Corp looking to implement an Endpoint manager solution as well as PAM solution?	No.
18	Please list all the existing licenses for IAM solutions (if any) that are procured. (E.g.- Licenses procured for Azure, etc.).	This information would best be disclosed in a private demo or meeting.
19	What are the authoritative sources for the user communities mentioned such as staff, contractors, and vendors etc?	Okta
20	How does Mercy Corps currently manage user lifecycle process (onboarding/ offboarding/ transfer etc.)?	This information would best be disclosed in a private demo or meeting
21	Will Mercy Corps consider extending the deadline for the RFP response submission?	This isn't preferable but we can do so if required.
22	How many desktops (windows & MacOS) are in the environment and how many assets need to be managed by the PAM solution? Are you looking for option pricing for on-premise and cloud deployments?	<p>Roughly 7,000 endpoints. Almost all of them are Windows with maybe 50 MacOS devices in deployment as well.</p> <p>We would be primarily interested in cloud deployment, however, we are open to evaluating the capabilities of an on-premise solution as well.</p>
23	Preparation of PAM implementation plan based on chosen vendor's solution and identification of current	Initially we would seek a mutual engagement to implement and deploy the solution.

	system gaps.”, are you looking for someone to build a plan, deliver it, and have the personnel to do it?	Afterwards, we are looking for a relationship with a vendor that would allow us to obtain clarification on implementation and deployment details, and would provide additional assistance if issues or pain points are encountered. We intend to build our implementation and deployment plan ourselves, based on the vendors best practices and recommendations.
24	Elaborate on what “enable a rapid orchestration of security responses to stop or mitigate the detected threats” means in the context of “If a privileged account session is deemed suspicious, the PAM system should enable a rapid orchestration of security responses to stop or mitigate the detected threats.”	<p>In the context of privileged access management systems, the phrase “enable a rapid orchestration of security responses to stop or mitigate the detected threats” means that the PAM system should be able to quickly coordinate and execute a series of predetermined actions to prevent or reduce the impact of potential security threats.</p> <p>A privileged account session should be able to be detected as suspicious, and an automatic response should be able to be initiated consisting of pre-defined actions to contain the suspected threat. This can include terminating the session, isolating the affected system, or notifying the security team.</p>
25	RFQ No. HQ 357 is focused on the 7,000 endpoints and NOT managing “Privilege Access” for IT credentials?	At this time, we’re primarily interested in handling local admin and privileged access at the endpoint level.
26	Do you have requirements for external vendors to access systems using the vaulted credentials in your proposed PAM solution?	No

All other terms and conditions in the tender remain unchanged.
