



Written Questions and Answers

Privileged Access Management (PAM)

UK-2394-24

Closing Date: February 6, 2024

Today's Date: January 19, 2024

No.	Question	Answer
1	How many privileged access users will the health system have?	500
2	Can we submit an electronic copy of our RFP response instead of a hard copy and USB?	We do not accept electronic transmissions of bids at this time, so you will need to mail in the hard paper copies with the flash drives. Please note that while we ask that the technical and financial responses be packed separately, they can be sent in one larger envelope or box.
3	Vendor works both direct with customers and through partners. a) Does UK Healthcare have a preference? b) If Partner, is there a partner preference?	a) No preference. Please include the partner's information and costs in your proposal. b) N/A
4	Regarding page 23, 6.1 Contract Term: <i>"The contract resulting from this RFP shall be effective for two (2) years upon execution and is renewable for up to three (3) additional one-year renewal periods. The total contract period will not exceed five (5) years. Annual renewal shall be contingent upon the University's satisfaction with the services performed."</i> Can you please clarify these contract terms for a SaaS agreement?	The initial term of the Price Contract would be for two (2) years and then subsequent years would be upon mutual agreement of the parties and the University's overall satisfaction. The maximum length of this contract would be five (5) years if all renewals are activated. Please price out all five years.
5	To protect and be mindful of our customers, vendor withholds references until the final stages of evaluation. That said, vendor will provide at least one reference during the RFP. Can additional references be provided at a later stage if needed?	Please see Addendum #3.

6	Our legal team is working diligently on end of quarter deals right now and has requested to redline the University's Ts & Cs at a later stage or with an extension. Is this possible?	Any exceptions to the RFP or University's terms should be listed in the Transmittal letter of the RFP response.
7	Software licensing will come down to warm-bodied users that need access and the total amount of endpoints. Can you please confirm user and endpoint quantities.	Users - 500 Workstations - 21,251 Windows server – 2,931 Mobile devices - 3,957 Linux – 123 Service Accounts – 500 Azure servers – 14 Azure users -~30,000
8	Can we create our own pricing proposal instead of using the template provided un 8.0 Financial Offer Summary?	All responses need to use the template so they are uniform responses.
9	How many individuals will be PAM administrators responsible for administering and performing configuration changes?	75
10	In section 2.2 Background Information - Local device and application "administrator" accounts are disabled but are enabled upon request. Are you looking for a solution that will enable these accounts when access is requested through the PAM solution? What type of systems or devices are in scope for this capability?	All workstation administrator accounts are disabled. If a PAM solution can be used to enable these easily then please propose this.
11	In section 2.2 Background Information - UKHC uses Imprivata's IDG for user access management. Can you provide a scenario or use case description how you foresee integration with Imprivata and the PAM solution?	We would require integration between Imprivata One Sign and the PAM tool.
12	For Phase 1 that includes discovery, vaulting and rotation for Local Endpoints, Azure, Service accounts and Linux/Unix can you provide approximate number of each type that are in scope from the deployment?	Please see the answer to question 7.
13	Are you looking for the selected vendor to supply a complete Turnkey solution or do you prefer a Teach-to-Fish model where the vendor sets up the initial solution a certain number of endpoints and the	Please propose both options.

	University participates with the deployment setting up any additional endpoints which helps with product knowledge transfer?	
14	For Phase 2 - Eliminate local accounts, can you elaborate on this? Does this apply to admin accounts for workstations? Network devices? Applications?	Workstations. Network devices and application local accounts would not be in scope.
15	For Phase 2 - Consolidate Unix/Linux, can you elaborate or describe what is meant here?	Reducing the number of Unix/Linux accounts and using PAM to reduce the root access.
16	<p>4.6 Criteria 2 – Services Defined:</p> <ul style="list-style-type: none"> a) Under the landscape of PASM, are you interested in Session recording and playback along with the session management? b) When asking for us to Describe our Windows and Unix, please clarify if this is asking us to describe credential and password management of local accounts on Windows and Unix devices in the PAM tool or is this asking for us to describe other tools that we have for Windows and Unix including AD Bridge, Sudo management and Privilege elevation on Windows devices? c) Can you clarify what functionality you are looking for when listing Desktop Administration? d) 4. Can you clarify in what way you are looking to manage Mac OS devices? 	<ul style="list-style-type: none"> a) Yes b) Credential and password management of local accounts on Windows and Unix devices in the PAM tool c) PAM functionality for desktop administration. d) PAM functionality for Mac OS devices.
17	In relation to Phase 1, do you already use an IGA tool for governance in your environment?	Yes, Imprivata
18	Do you traditionally prefer to work direct or through a Partner? Let us know if you have a preference. If Partner, let me know if there is a preferred partner worth connecting with?	Please propose both options or the option you usually work through.
19	<p>Please provide more detail on what is meant by the following for Phase II (on page 8 of the RFP):</p> <ul style="list-style-type: none"> a) Eliminate local accounts ID (eliminate the USE of accounts?) 	<ul style="list-style-type: none"> a) Eliminate the use of accounts. b) Please reference question 15.

	b) Consolidate Unix/Linux (what is meant here)	
20	Due to the sensitive nature of our business in cybersecurity and for the protection of all our customers, Vendor's internal policy prohibits the use of removeable media, including exporting of any data onto removeable media, such as USB devices. However, we are willing to submit our proposal via encrypted email, Dropbox, or our secure FTP site. Is this acceptable to UKHC?	See the response to Question #2.
21	As part of our commitment to environmental sustainability, Imprivata follows a paperless approach. Therefore, we do not offer printed copies of RFP responses; however, we are more than willing to submit our proposal via encrypted email. Further, for any original documents requiring signature, Vendor utilizes Docusign, which is a customary practice in the field. Is this acceptable to UKHC?	See the response to Question #2.
22	What is the anticipated number of privileged users UKHC is expecting?	Users - 500
23	<p>Regarding Section 3.5 'Proposed Deviations from the RFP' and Section 6.7 'Entire Agreement', Vendor currently has a negotiated EULA with the University of Kentucky, Vendor proposes to use the current working EULA in lieu of providing redlined Terms and Conditions. Is this acceptable to UKHC?</p> <p>3.5 Proposed Deviations from the RFP</p> <p>The stated requirements appearing elsewhere in this RFP shall become a part of the terms and conditions of any resulting contract. Any deviations therefrom must be specifically defined in accordance with the transmittal letter, Section 4.3 (d). If accepted by the University, the deviations shall become part of the contract, but such deviations must not be in conflict with the basic nature of this RFP.</p> <p>6.7 Entire Agreement</p> <p>The RFP shall be incorporated into any resulting contract. The resulting contract, including the RFP and those portions of the offeror's response accepted by the University, shall be the entire agreement between the parties.</p>	If the awarded vendor has a current set of agreements with the University of Kentucky and wishes to use those terms in lieu of negotiating new similar terms, that can be considered at the time contract negotiations begin.

24	<p>Section 6.1 'Contract Term': Is the intent to lock in pricing for five years or is each year subject to list price? Please provide further clarification.</p> <p>6.1 Contract Term</p> <p>The contract resulting from this RFP shall be effective for two (2) years upon execution and is renewable for up to three (3) additional one-year renewal periods. The total contract period will not exceed five (5) years. Annual renewal shall be contingent upon the University's satisfaction with the services performed.</p>	Contract term – lock in pricing for two years and lock in optional pricing for three, one-year, renewable terms.
25	Can you confirm if the offeror is required to provide and physically deliver two copies of both the technical and financial proposals on USB storage devices?	See the response to Question #2.
26	Please confirm if the current DUO MFA tool needs to be integrated with the proposed PAM?	Yes, Duo MFA needs to be integrated.
27	Please confirm if you prefer on-premise leading PAM solution or cloud/SaaS based solution.	On-premise is preferred, but if cloud is proposed, please provide a secondary or fail-over to on-premise solution.
28	Have you already selected any PAM tool or is undergoing any PAM product selection project, or you want supplier to propose any leading PAM solution?	This RFP is requesting proposals for a PAM application and the implementation of it in two phases. No solution has been chosen.
29	<p>Please provide below volumetrics for the PAM tool to be deployed at UK:</p> <ul style="list-style-type: none"> a) Number of Windows Servers and Windows Privileged Accounts to be onboarded. b) Number of Linux/AIX/Unix Servers and Privileged Accounts to be onboarded. c) Number of service accounts to be managed using PAM. d) Number of Mainframe Systems and Privileged Accounts to be onboarded. e) Number of Application Databases and Database Admin Accounts to be onboarded. f) f. Any other devices/servers you want us to factor in scope. 	<ul style="list-style-type: none"> a) Please see the answer to question 7. b) Please see the answer to question 7. c) Please see the answer to question 7. d) N/A e) E Database – please propose for consideration Phase 2 or a possible Phase 3. f) F. No
30	Please provide details on number of privileged users for which licenses needs to be procured.	500 user, 75 administrators
31	Basis the RFP document the scope also requires Secrets Management, Endpoint Privilege Manager (EPM). Please confirm if	Please propose solutions for scope mentioned in the RFP including EPM and Secrets.

	deployment of PAM, EPM and Secrets Management, all three must be factored. Are there other modules too which you want to consider in scope?	
32	If the above (items from Question 31) are in scope, please provide below volumetrics for EPM and Secrets Management: a) Number of Windows endpoint workstations b) Number of Macs c) Number of Linux workstations d) Number of secrets to be managed	Please see the answer to question 7.
33	Please confirm on the DevOps tool used currently.	DevOps tool is a home-grown secrets tool that will be retired upon selection of a PAM solution.
34	Please confirm if the delivery of the PAM project must be all onshore or if supplier is free to propose hybrid or all offshore.	Onshore preferred but willing to entertain offshore resources for implementation.
35	Do you expect Supplier to provide Managed Services for the deployed PAM platform also or just deployment must be factored?	Just the deployment but feel free to provide separate pricing for managed services just as a point of information and consideration.
36	Do you have a multi-region requirement or the scope for the proposed PAM tool is to deploy the tool only at Single Data Center?	Single data center but the tool should be able to be deployed in other sites as needed.
37	In case managed services is expected, please confirm, the support window must be 24x7 dedicated support (without any on-call) or Can Supplier propose 8x5 support and on-call for P1?	Please price out both support options.
38	Are there any requirements to consider any monthly rate of server onboarding on PAM tool during managed services? If yes, please share the expected monthly count.	10-50 new servers added per month as an estimate. Managed services are not in scope but please provide a proposal.
39	RFP document also mentions Imprivata solution used for remote support. Do you expect Supplier to also propose Privilege Remote Access (PRA) solution? If yes, please provide the number of external users	No.
40	Please clarify the requirement for Phase 2 "Consolidate UNIX/Linux".	Please reference question 15
41	In general, is there a preference toward self-hosted vs SaaS, or is it based exclusively on the capabilities of the tool?	Prefer on-premise but please price out a SaaS offering.
42	In section 4.6, 1 (d) Describe how you process and manage secrets. Is this in reference to DevSecOps use cases, or is the term 'secrets' used here to generalize (e.g. passwords, SSH keys, etc.)? If the former, what are some of the platforms that would be in scope?	DevSecOps reference, No. Secrets is used to generalize passwords, SSH Keys, etc.

43	<p>In section 4.6, 3 (b) Please list the systems you integrate with and by what means (API, etc.) Integration with Splunk, ServiceNow, DUO MFA, and Imprivata required.</p> <p>To what extent should Imprivata be integrated with the solution (management of Imprivata credentials, used as a front-end for vendor access to the solution, etc.)? If the proposed vendor has a native vendor management solution, would replacement of Imprivata be a possibility?</p>	<p>Imprivata One Sign should be integrated with the PAM solution. No consideration of replacing One Sign.</p>
44	<p>In section 4.6, 4 (2) (b) Describe your mobile access points solution.</p> <p>Is the intent to manage credentials to mobile access points, to access credentials and initiate privileged sessions from a mobile platform, or something else?</p>	<p>Intent is to initiate privileged sessions from a mobile platform.</p>
45	<p>Is university open to exploring non-USA/Canada based hybrid options to provide the requested services and solutions? Our clients typically want to leverage this option to get access to our global pool of cybersecurity intelligence analysts in a cost-efficient manner. Please confirm.</p>	<p>We prefer onshore resources but would consider offshore resources for implementation. We would need to further discuss offshore resources for support.</p>
46	<p>Is the university currently using any service providers that are assisting the university in performing the requested services? If so, who are these providers?</p>	<p>No.</p>
47	<p>Does the university plan to select a single vendor or multiple vendors to provide these services?</p>	<p>UK HealthCare is seeking a single provider.</p>
48	<p>Is the university seeking respondents that can offer all categories of services, or can the respondent elect to provide certain services?</p>	<p>We are seeking a comprehensive solution provider.</p>
49	<p>Is there any tentative timeline to decide when Phase II will commence?</p>	<p>Not at this time.</p>
50	<p>PAM tool configuration by role and responsibility:</p> <p>a) Please indicate any corporate standards for high availability that the solution design must meet, like Active - Active deployment (scalability) or Active - Passive deployment?</p> <p>b) 2. Is there any requirement for DR setup or cover DR site, if any?</p>	<p>a) Prefer primary-secondary with secondary being an automatic failover in the UKHC secondary data center. If a primary in the main UKHC datacenter and secondary in Azure is an option please provide a design for this.</p> <p>b) The primary-secondary configuration will be the primary DR with secondary backups offsite.</p>
51	<p>Is there any specific SIEM solution to export logs?</p>	<p>Splunk</p>

52	<p>Please provide the below details to scope the licenses and services requirement.</p> <p>a) How many data centers do you have? Do they have connectivity between them?</p> <p>b) What is the number of named privileged users accessing the PAM? users: all types of admin users to access the above assets, as well as PAM approvers to approve requests, auditors to audit and review videos, etc.</p> <p>c) Total number of assets, including Windows/Unix-Linux/DB/Applications/Networking devices to be managed in PAM?</p> <p>d) Do you have segregation of count for Windows, Unix-Linux, DB, applications, and networking devices that will be managed in PAM?</p> <p>e) Can you provide a list of DB, networking devices, and application types need to manage in PAM?</p> <p>f) Can you provide a count for Desktop & Mac OS end points to be managed?</p> <p>g) 7. What is the approximate number of concurrent connections expected for each user? RDP connection and SSH connection.</p>	<p>a) Two (2), yes, they are network connected. Also use Azure.</p> <p>b) Please see the answer to question 7.</p> <p>c) Please see the answer to question 7.</p> <p>d) Please see the answer to question 7. Applications and network no.</p> <p>e) Database considered in Phase 2, Network out of scope.</p> <p>f) For desktop, please refer to question 7. Mac OS not in scope.</p> <p>g) 1, One per user.</p>
53	<p>Is there any choice or preference for the PAM solution to be on-prem or SaaS? Do you have a hybrid setup? If yes, can you let us know how is the connectivity between them?</p>	<p>Prefer on-premise but will consider off premise for implementation. Off premise for support will need to be considered.</p>
54	<p>Please describe your method of deployment & please describe your implementation timeframe, methodology, resources, training and list implementation/travel expenses:</p> <p>a) Is there any specific requirement based on the deployment of resources? Onsite or remotely for both implementation and 24/7 support?</p> <p>b) Are you expecting licenses and 24/7 remote support cost to be included for 2 years?</p> <p>c) 3. Post-implementation, we provide SOP, user manuals, and trainings for handling PAM. Are you expecting training from the OEM along with certification? If yes, is there any specific number of users you intend to train?</p>	<p>a) Prefer on-premise but will consider off premise for implementation. Off premise for support will need to be considered.</p> <p>b) Yes</p> <p>c) Open to OEM certification and training proposals. 75 users for training.</p>

55	Optional services: a) Would there be any connectivity between other UKHC locations and UK healthcare due to which we can utilize this PAM setup for onboarding those assets and privileged accounts? b) 2. Can you indicate your typical growth (e.g., assets, admins, etc.) to be considered for such a license?	a) Yes, this solution can be used for other UKHC locations for PAM needs. b) We currently do not use privilege accounts outside of the current UKHC IT accounts.
56	Can you share the size of the IT and Security teams?	N/A
57	Can you share the budget allocated for this initiative?	N/A
58	Have you demo any PAM solutions in the past?	We have reviewed multiple vendor solutions.
59	Are there trusts established between the two domains? If so, how are those trusts configured?	Active Directory trusts do not factor into this proposal.
60	What level of privilege is required for CredSecure to function on the healthcare side? What type of credentials are being used by CredSecure, i.e. local vs domain?	CredSecure will be decommissioned with the implementation of a PAM solution.
61	Approximately how many users will be leveraging the PAM platform?	500
62	Approximately how many local endpoints?	Please see the answer to question 7.
63	Approximately how many service/generic credentials?	500
64	Approximately how many linux/unix credentials?	Please see the answer to question 7.
65	What kind of Azure credentials (service, user, role, etc.) and approximately how many exist that need to be managed and/or are considered privileged?	Need to understand the functionality of the PAM solution in Azure.
66	Are there domain accounts, such as dash A accounts, that belong to privileged users, or is all privileged access currently handled locally?	They're both.
67	What is the process to grant privileged access currently?	Service request tickets are generated. A similar process will be used for the PAM solution.
68	How is privileged access managed at the desktop level?	UKHC uses Local Administrator Password Solution (LAPs).
69	What SIEM is currently being used in the environment?	Splunk.
70	How is UKHC currently using Azure? Is there a presence in any other cloud service providers? If so, please describe.	Minimal use and no other cloud service providers.
71	Are database credentials in scope for this engagement? If so, what types of databases are in scope, and how is privilege currently provisioned/deprovisioned?	Database would be in scope for Phase 2 or possibly a Phase 3.

72	Are there sensitive applications in the environment that need to be prioritized for privileged management?	We have a list of Tier 1 applications that would be the priority.
73	Is there a preference or requirement for SaaS vs On-Prem hosting of the PAM platform?	On-premise is preferred but if SaaS is being proposed, an on-premise secondary or DR system needs to be included in the proposal.
74	Is endpoint privilege management in scope for this engagement?	Workstations are in scope.
75	Is there a timeline expectation for Phase I and Phase II?	No
76	Please describe how Imprivata handles authentication/logins.	One sign explanation IDG doesn't facilitate logins
77	Please describe the kinds of IoT and medical devices the platform would be expected to manage.	If the medical device or IOT device uses a Lightweight Directory Access Protocol (LDAP) login then we would want the PAM solution to manage that.
78	Are there any other directories being leveraged besides Active Directory?	No
79	How is linux/unix authentication and privilege currently being handled? Is there a tool being leveraged to manage linux/unix access and privilege currently?	Local administrator login. No tool is in use.
80	Should the technical/financial offerings be separate for Phases I & II, i.e. licensing?	Each phase should be priced separately and then a total provided.
81	4.6 - IV. Architecture. RFP states "Describe your architecture and if it can be deployed on-premise or hosted." Does UK HealthCare have a preference for PAM SaaS or self-host (on-premise) PAM?	On-premise is preferred but if SaaS is being proposed, an on-premise secondary or DR system needs to be included in the proposal.
82	Would you be interested exploring integration with other security tools/partners?	None other than what is included in the RFP. However, please list in your proposal any additional tools/partners that you think may be of interest. Price them out separately.
83	What do you use for Multi-factor Authentication?	DUO
84	What do you use for Single-Sign On?	ADFS
85	How many Windows servers are in scope, if any?	Please see the answer to question 7.
86	How many Windows workstations are in scope, if any?	Please see the answer to question 7.
87	How many macOS systems are in scope, if any?	Not in scope
88	How many Linux systems, if any?	Please see the answer to question 7.
89	How many servers are within on-premise datacenters?	All of them, 3,517
90	Approximately how many servers are within Azure?	14
91	How many domains are there? And, do these domains have two-way trust relationship?	One domain for the scope of the PAM implementation.

92	(2.2 – states that an internally built application for identity management creates, modifies, and retires UK IDs, including UK HealthCare) – Does this application also manage privileged accounts as part of the Identity that it manages?	Not applicable for the RFP as this system will be retired.
93	(2.2 – Imprivata's SecureLink is used for vendor remote access) – for future state would you like to continue using Imprivata's SecureLink for vendor remote access?	SecureLink is our standard, but please propose and cost out separately any alternatives if it is an integrated solution.
94	(2.2 – UKHC uses Imprivata's IDG for user access management) – Are privileged Accounts requested through this system?	No.
95	For Phase I – #4 mentions 'Local endpoints' – How many Endpoints are there? a) Is Endpoint Management part of this Phase I? b) Would you be willing that we integrate few Endpoints and show you how to do the rest? i. Or would you want us to do all of them?	a) Yes b) Please propose both methods.
96	The RFP states "UK HealthCare IT currently uses Microsoft LAPS for workstations and the internally developed application ...". And Phase 1 includes the Discovery, Vaulting & Rotation for local endpoints. How many local endpoints are in scope for this project?	Please see the answer to question 7.
97	How many Admin accounts are there? Could you break it down please? i.e Linux/Unix Accounts, Domain Admin Accounts, Service Accounts, Root Account, etc.	Linux - Please see the answer to question 7. Domain - Unknown Service - Please see the answer to question 7. Root - Unknown
98	Power Users are those users who regularly use highly privileged accounts like Domain Admin for Windows and Root for Linux that also require their sessions to be recorded. How many of the privileged Users are Power Users?	75
99	Some Users are typically IT Users that generally use the domain user accounts, but may need sporadic access to privileged local accounts of Root or Admin. How many Privileged Users would only need access to the PAM Vaulting solution without advanced Session Management capabilities?	Because of defined roles and responsibilities users have the access they need and don't require temporary privilege access.
100	How many remote vendors, remote contractors, or third parties who require access to privileged accounts?	As the PAM solution is deployed for an application these users would be in scope.

101	<p>Could you please provide information regarding your Service/Generic Accounts? i.e. Windows Service Accounts, IIS Pool, Application Accounts (off the shelf or homegrown), etc., Please provide examples of these.</p> <p>a) Approximately how many Service/Generic accounts?</p>	Please see the answer to question 7.
102	<p>Phase II #1. JIT Prevention – what do you really mean by ‘prevention’ - could you please provide more details. Do you refer by ‘JIT’ to for PAM or EPM?</p> <p>a) Usually, JIT would be part of Phase I with the deployment of the PAM solution. Would it be ok if that were to be included in Phase I?</p>	Please include JIT in Phase 1.
103	<p>Phase II #2. Eliminate local accounts ID – could you please provide more details?</p> <p>a) Are these hardcoded credentials? If yes, what applications or systems need are hardcoded creds eliminated?</p> <p>b) How many systems and applications?</p>	We want to eliminate local credentials on servers and workstations. As part of Phase II, we will need to discover the number of local credentials.
104	<p>Phase II #3. Consolidate Unix/Linux – could you please provide more details. What do you mean by ‘consolidate’?</p>	Please reference question 15.
105	<p>For Phase 2, can you clarify if the goal is to reduce the number of privileged standing accounts and permissions on target Windows and Linux/Unix machines?</p>	Yes
106	<p>RFP asks to "Describe your Imprivata logins." Can you elaborate on how Imprivata is being used today?</p>	We have several applications from Imprivata. Identity Governance (IdG), Secure Link, One Sign.
107	<p>The RFP mentions that Azure is in scope for discovery, vaulting and credential or secrets rotation. Approximately how many Azure Directories and Azure Subscriptions are in scope?</p>	UKHC has less than five Azure subscriptions and one directory.
108	<p>How many Azure Roles and Role Assignments are being managed?</p>	22 roles
109	<p>How many Azure AD users?</p>	~30K
110	<p>Are all Azure AD users synchronized from an on-prem or self-hosted Active Directory, or are there also Azure AD-only users?</p>	Synchronized from on-prem.
111	<p>Is Azure PIM in use?</p>	Yes
112	<p>Approximately how many Robotic Processing Automation systems do you utilize, if any?</p>	RPA is not part of UKHC scope.
113	<p>How many data centers or cloud regions are the RPAs deployed to, if any?</p>	N/A
114	<p>Do you require credential management for Vulnerability Scanners (e.g., Rapid7,</p>	Five scanners

	Qualys, and Tenable)? If yes, how many scanners?	
115	Do you require just-in-time access to cloud consoles?	Unsure of the question being asked. Please provide further details.
116	Do you require just-in-time access to cloud machines?	Unsure of the question being asked. Please provide further details.
117	Was there a consultant who helped write the RFP? If yes, who was it?	N/A
118	Should the award be won, would you want the vendor to provide the resources for the deployment onsite? Or, would you be ok with remote? a) Would you also supply hardware to the award winner resources to work on the deployment of technology?	We would prefer onsite resources for some parts of the installation such as testing and training but other work could be done remotely. a) UKHC IT will supply all servers and storage, etc.
119	Could you please provide a date when this engagement is to start after the award has been announced?	TBD once the contract is signed and a PO issued.
120	Is a Certificate of Insurance (COI) required with the proposal submission or upon award?	It can be submitted with the RFP response but is required to be submitted if awarded.
121	Is page 2 of the RFP the only form that requires completion and signature? If there are other forms requiring completion/signature, can you please provide them?	Page 2 is the only form within the RFP that requires completion with the submission of the response.
122	Can you please provide an extension in order to ease holiday logistics?	Extension has been granted through Feb. 6, 2024.
123	RFP states current state of PAM to be limited to LAPS for Windows Workstation Administrators and CredSecure for Secrets. The new PAM solution would cover the following targets for Phase1 : a) Windows/MAC local admin accounts (End-Point Privilege Management) b) Enterprise secrets c) Azure cloud native accounts d) AD generic/service accounts in healthcare domain e) Unix/Linux local accounts Is that an accurate assessment of your ask?	Better stated is that we use LAPs and CredSecure today which will be retired upon implementation of a PAM solution. A through E is the scope of the PAM solution.
124	Have you shortlisted any PAM vendors already? If Yes can you share? If No is vendor selection part of this RFP?	Vendor selection and implementation are part of the RFP process.
125	If a PAM vendor is already selected, then does the PAM solution have the capability to manage end-point privileged access on windows/macOS workstations? Can you also please share the specific use-case for PAM on workstations?	No solution has been chosen.

126	We can see from RFP that UKHC uses Imprivata for identity governance and vendor remote access. Is there a desire to consolidate on Imprivata? Can you specify the use cases for PAM integration with SecureLink and IDG, if any?	Access requests could be completed in IDG and behind the scenes via an integration be fulfilled in the PAM tool. This would prevent the support team from having to logon to two different applications to fulfill requests.
127	RFP calls for discovery of privileged accounts in Phase-1. Does UKHC have any processes in place to facilitate discovery of privileged accounts? Like an up-to-date CMDB or asset/account scanning program?	Not at this time.
128	RFP calls for JIT PAM controls & eliminating local ids as part of Phase-2. Can you elaborate on specific use cases that you have in mind for this ask? a) With JIT are we talking zero standing privileges and granting/revoking privileges on demand at run time? b) For local id elimination and Unix/Linux consolidation are we talking about an AD bridge solution wherein users can log into Unix/Linux using domain accounts? c) 3. What target systems/endpoints are in scope for JIT access?	See the response to Question #102.
129	RFP calls for Technical/Financial proposal to be broken down into separate sections and sent in both USB and printed formats. a) Would a consolidated proposal deck that addresses all required criteria be acceptable? b) And is there any provision for this be submitted electronically?	See the response to Question #2.
130	Can you please share the approximate number of target endpoints and end users that are in scope for PAM?	Please see the answer to question 7.
131	Would the University consider granting vendors an extension on the response due date?	Deadline has been extended to Feb. 6, 2024.
132	In section 2.2, could Imprivata SecureLink be superceded by a proposed PAM solution component for vendor secure access?	Please include such a scenario in your proposal and cost out separately.
133	In section 2.2 Phase I - 4.d, what specific Linux/Unix operating systems must be supported by the proposed PAM solution?	RedHat Enterprise Linux (RHEL)
134	For Section 4.6.6, can you describe how the proposed solution should interact with Imprivata logins? ie should Imprivata be the authentication mechanism for the PAM session?	Imprivata One-sign is used for clinical logins and the PAM solution should interface with One-sign.

135	For section 4.6.I.1.c, can the University clarify what it means by 'automation'? Does this mean automated account provisioning, access request, and/or governance?	Yes
136	Can you clarify that only answers to Phase 1 and Phase 2 sections are due by 01/05/24?	Timeline has been extended to Feb. 6, 2024.
137	Under 1a) "Describe your privileged access governance" - are you asking about access in terms of the product/tool or overall Role-based Access Control for Keeper Security?	We are asking what the governance process is for providing privileged access to different types of accounts.
138	Are images / screenshots acceptable or should responses only be submitted in text.	Images and screenshots are both acceptable but should not replace text explanations or information.
139	Are you okay with links to Keeper websites (for documents, user guides, etc.) being included in the answers?	All parts of the response need to be provided on paper and as part of the USBs.
140	Are there any word count limits to the answers?	There are not, but it is preferred that the answer be concise and to the point.
141	Is it possible to get a 1-week extension to the submission deadline for RFP UK-2394-24?	Deadline has been extended to Feb. 6, 2024.