

## **RAF/2023/00021 PRIVILEGED ACCESS MANAGEMENT (PAM) SOLUTION**

### **QUESTION AND ANSWERS**

**Question:** Considering the upcoming holiday, we kindly request an extension of the above-mentioned bid by a few days?

**Answer:** The bid is extended with five (5) days.

- The initial closing date was 28 September 2023 @ 11am.
- The bid closing date will be extended to 3 October 2023 @ 11am.
- The bid document will be updated accordingly on the RAF website and e-tenders.

**Question:** What operating systems are in scope and devices are in scope?

**Answer:** Windows, Linux, Unix and all security devices.

**Question:** 4.2.18.1 - Cloud and on-premises integration - Application Credential Management would this cover system-to-system application credential retrieval or just management of these application accounts?

**Answer:** Both

**Question:** Are Joint Ventures allowed and sub-contracting allowed? If yes, are there any conditions?

**Answer:** Yes both joint venture and sub-contracting is allowed.

The following should be included:

Indicate the type of company/ firm on SBD 6.1.

And provide the following information in your proposal:

- The percentage of contract that will be sub-contracted,
- The name of the sub-contractor,
- The B-BBEE status level of the sub-contractor.

**Question:** How many servers will be managed by PAM?

- Windows
- Linux
- Databases
- Web Applications

**Answer:**

**Windows - +350**

**Linux - +50**

**Databases -+ 20**

**Web Applications – We don't have the number**

**Question:** How many administrators will be using the PAM solution?

**Answer: Less than 20**

**Question:** What are the total number of users in the organization, including employees, contractors, vendors, etc.

**Answer: 3500 and growing**

**Question:** What is the type of applications that are to be integrated with Identity Management Solution?

Please provide the names and version of the applications of these applications have APIs (REST or SOAP) for user management?

**Answer: Active Directory, Unix and SQL. SAP HR**

**Question:** Does the organization need the Identity Management for the compliance requirements? If so, does the user access recertification needed?

**Answer: We have an IAM Solution with access certification capability**

**Question:** Is there a need for reporting and analytics for the user lifecycle? (There is no additional licenses but does have HW implication).

**Answer: Yes**

**Question:** How do you provision new users or users whose roles have changed within your organization? What's your process? How long does it take?

**Answer: We provision users with an IAM solution. 1 day after SAP onboarding conclusion.**

**Question:** What can you manage with your current policies besides user identities? Can you manage resources like physical assets, facilities, and even inventory from a centralized, automated tool?

**Answer: We do not yet manage resources**

**Question:** How do you evaluate risk factors for new requests or during recertification processes? How is this information shared with approvers?

**Answer:** The system calculates risk scores for each user and flag high risk users.

**Question:** How do you maintain Separation of Duties (SoD) policies? How do you detect SoD policy violations? What controls are in place?

**Answer:** SOD rules are currently being managed on each application. We working on implementing controls across applications.

**Question:** How do you close the loop to ensure users that have been revoked do not have access?

**Answer:** All access is revoked on end date. CSOC is monitoring.

**Question:** Business-based approvers certifying access do not always know who and what they are approving. What is your process for preparing for regulatory-compliance audit? How often do you do this? How long does it take and what does it cost you?

**Answer:** For security reasons we cannot answer this question.

**Question:** How do you track access today? How do you demonstrate access certifications to auditors? How fast can you answer the question, "What does Sally have access to?"

**Answer:** through our identity and access management tool

**Question:** How do you ensure that you are in a state of compliance all the time, at any time?

**Answer:** We enforce standard and operating procedures. We also remediate findings.

**Question:** How do you handle compliance violations that occur between audit cycles? How long does it take before you're aware that a violation has occurred?

**Answer:** For security reasons we cannot answer this question.

**Question:** The identity lifecycle of a user is ever changing people change roles, leave projects, or leave the organization but monitoring of their access is not continuous. What is the level of participation in your re-certification campaigns? What is the main complaint you hear from the line-of-business staff about the process?

**Answer:** We have an identity and access management solution.

Not satisfactory. We still need to drive adoption.

**Question:** How long does it typically take for a user to get an approval on an access request? What type of information is supplied to the approvers and how is it displayed?

**Answer:** Depends on the availability of the approver. Identity information and roles

**Question:** Do you want a Perpetual license or Subscription based license?

**Answer:** We would appreciate Perpetual if available. We also welcome Subscriptions

**Question:** Since the solution need to be cloud based, Do you have a preferred cloud provider or we can propose any?

**Answer:** We on AWS and Azure. You welcome to propose a different cloud provider.

**Question:** If you company was not present at the briefing session, but intend to respond to the bid, so we would like to request for the minutes/notes of the briefing session.

**Answer:** We normally do not issue minutes of the briefing session, however questions that were asked are during the briefing session are part of the Q&A.

**Question:** How many IT Administrators would need access to the PAM Solution? IT Administrators include all users who have access to privileged accounts. When adding up the user counts think about the likes of, for examples, Windows Team, Linux Team, DBA, Network and security administrators, Hypervisor Administrators.

**Answer:** Not more than 20

**Question:** Delinea offers subscription-based licencing. Just to confirm that the RAF requires 5-year licencing in the financial proposal? Delinea can offer the PAM solution an on-premise solution (Software installed onto Windows OS Stack) or Delinea SaaS\Cloud solution. Both deployment options offer 100% feature parity. Which deployment model does RAF wish to have us provide licencing for?

**Answer:** SAAS\Cloud Solution

**Question:** Professional Servies to deploy the PAM solution: confirming that the RAF requires that only local South African Partners will be allowed to do the Professional Services around the implementation of the PMAM solution?

**Answer:** Yes. Only SA companies can bit. Cloud hosting must be locally as well.

**Question:** Delinea can offer certified administration course\certification for the RAF Delinea PAM Administrators. Is this something that needs to be included in the financial proposal?

**Answer:** On the job training is expected. Certification course will be handled internal thorough Learning and Development.

**Question:** How many data centres are in most systems help and what is the connectivity between them?

**Answer:** The end-user is requesting clarity on this question.