



INVITATION TO NEGOTIATE NO. 21-0018
IDENTITY GOVERNANCE AND ADMINISTRATION (IGA),
ACCESS MANAGEMENT (AM), AND RELATED PRODUCTS

AUGUST 9, 2021

Citizens Property Insurance Corporation (Citizens) hereby formally amends the above referenced solicitation. The purpose of this Addendum is to amend the solicitation and answer questions received from Vendor(s) prior to the deadline in Section 1.9, Calendar of Events.

Answers to Questions:

1.) How many user profiles, groups, roles and entitlements data in scope for migration to proposed solution?

Answer: Please see current counts below:

- Profiles – 8.
- Groups – TBD. There are currently no groups in CAG.
- Roles – 8.
- Entitlements – TBD. Anticipated to include all users in CAG and Active Directory; to be more fully scoped during the negotiations process.

2.) What version control system is available with Citizens for IAG artifact management?

Answer: Azure Dev Ops GIT.

3.) From managed services perspective for IGA and AM solution, What is the expected incidents, service requests, change requests volume per month?

Answer: Incidents and requests are anticipated to be roughly 1,250 per month.

4.) From managed services perspective please confirm that the support of existing IGA and AM solutions is out of scope and only support of newly implemented IGA & AM solution is in scope?

Answer: Support of existing solutions is out of scope. Only the newly implemented IGA and AM solution would be in scope.

5.) [Vendor] understands that Citizens already has CyberArk installed and configured in the environment. Please share the number of monthly ticket count for last 6 months (if any) for the BAU proposal?

Answer: Current monthly ticket counts are not indicative because the product onboarding is currently in progress. Future ticket counts are estimated to be less than 50 per month.

6.) Please suggest if there is any expected timeline for the below:

- IGA Implementation
- B2C Implementation
- 250 Applications Onboarding on SSO/MFA solution?

Answer: Timelines to be discussed during the negotiations phase. At this point, Citizens desires the system to be fully implemented by January 2023. The number of applications to be onboarded to the SSO/MFA solution is estimated to be 70 (not 250).

- 7.) Please share the expected number of apps/servers to be integrated monthly (as a part of BAU) with :
- IGA Solution
 - SSO/MFA
 - PAM Solution?

Answer: We do not fully understand the question. Anticipated monthly integrations can be discussed during the negotiations phase.

- 8.) Please suggest the preferred delivery model, viz.:
- Onshore (Based out of Florida)
 - Offshore (Based out of India/any other location that Citizens prefers)
 - Hybrid (onsite-offshore mix)"?

Answer: Citizens is open to various delivery models. However, the Implementation Vendor is expected to be fully available from 8am to 5pm ET during the implementation process. Once the Product(s) is in production, the Product Vendor (or managed services vendor) is expected to be available on a 24x7 basis for technical support and 8am to 5pm ET for other support. Vendors should provide details regarding their proposed delivery model(s) for technical support in response to question 16 of Attachment E (Questionnaire).

- 9.) Please share the list of 250 applications.

Answer: We will be willing to share this list during the negotiations process. We estimate that only 70 of the 250 applications will need to be integrated.

- 10.) As part of the 24 X 7 support, are you expecting the selected vendor to cover technical aspects of business operations specific to your IGA program? E.g., troubleshooting IGA workflows configured on the technology, minor configuration and data updates (wherever required), technical tasks related to access certification, coordinating with product vendor / internal application teams to resolve technical issues, and deploying upgrades, patches, and patches fixes as necessary, etc?

Answer: Yes, we expect 24x7 support for many of the types of support indicated. Specific support levels can be discussed during negotiations. Vendors should describe their proposed technical support services in response to question 16 of Attachment E (Questionnaire). If Vendor has alternative support plans for Citizens to choose from (e.g., platinum plan, gold plan, silver plan, etc.), it should describe those options in response to question 26 of Attachment E (Questionnaire).

- 11.) In attachment "D" , we can see three options as required, preferred and considered. We assume by required you mean those functionalizes are "mandatory" and preferred means "good to have"? Could you please confirm.

Answer: Confirmed.

- 12.) Also, what does "considered" mean? Could you please expand on it.

Answer: "Considered" generally denotes a lower importance than "Preferred." However, the relative importance of the feature may depend on the viewpoint of the individual evaluators.

- 13.) We observed that RBAC and ABAC are changed from "Required" to "Preferred". Do you want the supplier to provide separate implementation pricing for the "Required" and "Preferred" features?

Answer: For a “Required” feature, Vendors should include the estimated price for implementing that feature in response to Section 2 of Attachment F (Price Sheet, Estimated Implementation Pricing).

For a “Preferred” feature (such as RBAC and ABAC), Vendors should include the estimated price for implementing that feature in response to Section 2 of Attachment F (Price Sheet, Estimated Implementation Pricing) if that feature is included in the Annual Pricing for Products (and not simply an optional product or service).

14.)When you say there are 593,000 policyholders that can access the system, how often will they access the system?

Answer: There have been more than 200,000 policyholder registrations to access the Guidewire system to date. Policyholders on average access the system once quarterly, although login frequency varies from policyholder to policyholder and may increase during weather events.

15.)When you say 50,000 external users, how often will they access the system?

Answer: Approximately 6,000 user logins per day and 3,000 concurrent users.

16.)What applications do you have onsite that need to be accessed by internal, external and policy holders?

Answer: Of the 70 applications that we expect to integrate, roughly 10 are onsite/Azure Cloud.

17.)API Access Controls and integration capabilities- are you looking for an API management solution or are you just wanting the solution to use API's for integration?

Answer: We are not specifically seeking an API management solution, just a solution to utilize APIs for integration.

18.) We noticed requirement #61 from the initial functionality workbook (‘Sponsorship for nonemployee populations’) has been removed from the newly revised version. Since the 50,000 external users are still in scope, could you provide an updated overview of your IGA requirements for these external users specifically?

Answer: There are no approval workflows for sponsorship for non-employee populations within our AM tool. When these non-employees external users are created, they are provisioned through the AM tool for access to various systems.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 627.351 (6)(e), F.S., CONSTITUTES A WAIVER OF PROCEEDINGS. SEE SECTION IV, WITHIN THE SOLICITATION DOCUMENT FOR DETAILS REGARDING HOW AND WHERE TO FILE A PROTEST.