



INVITATION TO NEGOTIATE NO. 21-0011
IDENTITY GOVERNANCE ADMINISTRATION (IGA),
ACCESS MANAGEMENT (AM), AND RELATED PRODUCTS

MAY 24, 2021

The purpose of this addendum is to answer questions received prior to the deadline in Section 1.9, Calendar of Events. Citizens received a large number of questions and has attempted to answer the questions in a reasonable manner in the time allotted. Citizens believes the information provided should be sufficient for vendors to respond to the Questionnaire, Functionality Workbook, and to provide initial pricing in the Price Sheet. Further Q&A and information gathering will be allowed during the Negotiations Phase of the ITN and offers may be revised at that stage.

Answers to Questions:

- 1.) You mentioned that regulatory compliance is important. do you intend for this to reside in a FedRAMP or HIPAA compliant offering?

Answer: No requirement for FedRAMP or HIPAA at this time.

- 2.) Are the customers of Citizens Property in scope for this project? would you like them to be?

Answer: Yes. See Section 2.1 of the ITN regarding Citizens policyholders.

- 3.) You mention some apps but what exact apps are in scope? are they cloud based or on premise? If on premise do they have web front ends? If on premise what population uses the apps?

Answer: See Section 2.3 of the ITN for specific applications (includes both cloud and on-prem applications using web-based SAML or local authentication) and user types. Vendors should use their Reply to identify capabilities of their proposed solution that support modern authentication methods and provide flexibility for future state.

- 4.) Do you intend to maintain the msft azure MFA?

Answer: Vendors are encouraged to describe how they can leverage Citizens' existing technology (see Question 8 of Attachment E (Questionnaire). Citizens is willing to consider Products which overlap or replace the functionality of the MFA tool.

- 5.) What is the identity provider? Microsoft AD, Workday, Oracle, salesforce, etc.? Do you want to maintain that design?

Answer: Citizens utilizes multiple identity providers including Microsoft AD and SQL based custom identify provider.

- 6.) Are you looking for user based analytics?

Answer: Yes.

- 7.) Do all of the applications support SAML, OIDC and OAUTH?

Answer: No, not all.

- 8.) What applications will be included in the Single Sign-On?

Answer: Citizens utilizes SSO for approximately 70 applications (between CAG and AD), and intends to increase that number over time. Citizens will identify the names of all of these applications during the negotiations phase. Citizens expects the proposed solution to be flexible enough to support this volume and changes in the future.

Approximate current application count by authentication type is as follows:

Java/Web – 12

SAML - 5

AAD - 12

Policyholders, agents, and external vendors are anticipated to be users of the system and will not be enabled through our Enterprise Active Directory Forest.

9.) Will we be eliminated if we don't offer a 5-10 year quote?

Answer: Vendors must provide pricing for at least the Initial Term (5 years) as part of their Reply. However, this pricing simply needs to be a good faith estimate based on the assumptions and information provided. It will be used for initial scoring purposes and will be used as a starting point in the negotiations phase of the ITN.

10.) RE 2.3- How are events classified High, Medium or Low? Can these be configured?

Answer: Vendors should use their Reply to describe how the proposed solution can support access and certifications based on various risk classifications.

11.) What's the business reason for the ITN? What do you want gain from the new system and what pain points are you trying to solve?

Answer: See Section 2.1 of the ITN.

12.) [Related to the identities] As there is interest in migrating existing users' passwords to the new solution, are the current passwords hashed, and would you be able to share the algorithm used? Note a simple yes or no answer will help us craft a response, but the more detail the better.

Answer: No, at this time, Citizens does not intend to migrate user passwords. The passwords are hashed using a third-party package (one-way hashing).

13.) [Related to the identities] What is the backend data store housing the identities in the incumbent Access Management System? Is it LDAPv3 compliant?

Answer: Custom Identities are stored in Microsoft SQL server DB. We also have identities in Microsoft AD for internal users.

14.) [Related to the applications] What custom integration patterns are used today to integrate applications to the Access Management system today? Header based, ldap bind, etc?

Answer: Cookie based – A cookie is stored at the domain level which can be read by other applications and can use a custom API to decrypt and sign-on. SAML – Custom identities are exposed using a SAML IDP add-on to the custom developed application.

15.) [Related to the applications] It was mentioned there were approximately 70 applications supported by the current Access Management system, are these applications located within one data center or spread across multiple? Do you require a big bang approach to migrating them to the new system?

Answer: Multiple. Citizens' preference is a phased approach.

16.)[Related to the applications] How many internal applications require MFA? Do any external applications require MFA as well?

Answer: We have a requirement for MFA for certain use cases (e.g., MFA required if signing on from a non-Citizens device). This question may be discussed in greater detail during the negotiations and implementation stages. This includes both internal and some external applications.

17.)Do you currently have any log retention policies around IAM data?

Answer: Yes, 13 months using a combination of hot and cold storage.

18.) When will the project formally be kicked off? Can you outline the project timeline after the bid has been awarded?

Answer: The project kickoff is anticipated to occur in Q1-2022. Citizens anticipates a phased implementation approach, with the first go live date in Q4-2022.The full project timeline will be the subject of negotiations and may vary between Vendors.

19.)Has a budget been put in place and if so how much was planned for this project?

Answer: Not at this time.

20.)Is the enumerated list of applications in Section 2.3 (C 1 i.) the applications in scope? Or are there other applications? Please elaborate.

Answer: No, the list in 2.3 does not include all applications. The total number of applications in scope is estimated at 70 (50 internal and 20 external). The solution should be extendable to support other applications as needed.

21.)What BPEL technology do citizens use? Can you elaborate on the use cases that you would like to support using BPEL integrations?

Answer: Oracle Middleware tools. Currently we use BPEL to manage identities in different systems based on the type of the user and origination.

22.)Requirement 53: Adaptability of the system to Citizens Business Flows. Can you please elaborate by providing a few examples of the business flows?

Answer: Specific business flows can be discussed as part of the negotiations phase. Vendors may use their Reply to describe the proposed solution's capabilities and adaptability related to supporting various business flows.

23.)Requirement 61: Sponsorship of non-employee population. Can you confirm that this refers to the capability to store the organization(s) the non-employees belong to? If not, can you please elaborate?

Answer: Confirmed.

24.)Requirement 142: Unified Endpoint Management Support. Can you please elaborate on this requirement?

Answer: Ability to manage asset configuration.

25.)Page 11, Section 2.3 (E) - How many apps are currently integrated with Shibboleth?

Answer: 10.

26.)Page 16, Section 3.8 (E.1) - Under "Proof of Technology(PoT), there is a mention of moving data from production to lower environments. Is that accurate? If so, do we need to consider masking or removing PII when moving data from production to lower environments?

Answer: Yes.

27.)Page 8, Section 2.1 - Are Policy Holders, Employees and External Users stored in separate data sources? What is source of truth for this information? Is it all stored in Oracle Cloud ERP? What is Azure Active Directory (AAD) and Microsoft Identity Manager (MIM) used for?

Answer: Source of truth for Employees is Oracle Cloud HCM. Employee identities are fed into ActiveDirectory and Citizens Custom developed Application (CAG). Employees, Policyholders, and External users are stored in CAG. Employees currently have two different identities.

28.)Page 8, Section 2.1 - Are BillingCenter, PolicyCenter, ClaimsCenter all custom developed web applications? If so, what kind of Application Server are they running on? Do they support SAML or OAuth?

Answer: ClaimCenter, PolicyCenter, BillingCenter are Guidewire Products that are customized for Citizens needs. Currently they do not support SAML or OAuth, but are customized using Java based libraries.

29.)Page 8, Section 2.1 - What is the backend user store for BillingCenter, PolicyCenter, ClaimsCenter, Guidewire, Oracle Fusion Cloud, ServiceNow, Cornerstone OnDemand, CobbleStone?

Answer: Proprietary internally developed application (CAG) using SQL server based datastore.

30.)Page 8, Section 2.1 - What does CAG and CAIS stands for? What are the capabilities provided by these systems?

Answer: CAG – Citizens Authentication Gateway, which is a homegrown identity provider and provides self-serve capabilities to users. CAIS – Claims Adjusting Information Systems, which is used to manage vendors and provisioning for external user identities.

31.)Page 8, Section 2.1 - Are CAG and CAIS used for managing access to on-Prem systems only?

Answer: No.

32.)Page 8, Section 2.1 - What are the various user stores (directories, databases etc.) integrated with the CAG and CAIS systems?

Answer: SQL server based.

33.)Analysts lean towards there not being a single SaaS solution that can support Access and Governance use cases in one, are you considering a hybrid approach to this project?

Answer: Yes, we would consider a hybrid approach.

34.)Is running the IAM solution as a managed service an option for this project?

Answer: Yes, we will consider managed services.

35.)How many applications will the solution be providing provisioning and access for?

Answer: Please see answer to questions 8 and 20.

36.)What kind of certification campaigns are in scope?

Answer: Privilege Access; Third Party Access; Access to highly classified data.

- 37.)What kind of support model are you looking for - 16x5 or 24x5 or 24x7? Should the pricing for support be included in "Annual Pricing for Products" or "Optional Products and Services" of the pricing form (attachment F)?

Answer: Our preference is for 24x7. Please see Exhibit A of Attachment G (Standard Contract Terms) of the ITN. The assumptions in the price sheet state that pricing should be inclusive of all ongoing support described in the ITN and the Vendor's Response. Whatever level of support is proposed in response to question 16 of the Questionnaire, the cost should be included in the Annual Pricing for Products (Section 1 of the Price Sheet).

If Vendor offers other levels of support (e.g., 16x5 or 24x5), Vendor may include those options using the Optional Products and Services sections of both Attachment E (Questionnaire) and Attachment F (Price Sheet). Support levels may be subject to negotiations.

- 38.)Is Citizens expecting the IAM solution to manage application access request and approvals? Or is the application access request and approvals managed outside IAM system?

Answer: Ideally, the solution will integrate with ServiceNow for request and fulfillment.

- 39.)Does Citizens leverage any enterprise tool (E.g.: Splunk) for governance and reporting for integration with IAM system?

Answer: Splunk is currently used for log consolidation. ServiceNow is currently used to manage access requests. Citizens expects the proposed solutions to provide governance and reporting functionality.

- 40.)Is Citizens looking to integrate with existing MFA and/or PAM capabilities or want to implement new products for these capabilities?

Answer: Vendors are encouraged to describe how they can leverage Citizens' existing technology (see Question 8 of Attachment E (Questionnaire). Citizens is willing to consider Products which overlap or replace the functionality of one or both tools.

- 41.)What are the various Oracle Cloud ERP modules implemented at Citizens?

Answer: Financials, HCM, Procurement.

- 42.)Page 10, Section 2.3 (D.1.ii) - "Ability to replace the use of traditional passwords with other forms of modern authentication, such as one-time passwords, biometrics". Is Citizens looking to implement MFA or is this passwordless authentication capability?

Answer: Citizens has MFA in place for certain systems using Microsoft MFA and would like to eventually move to conditional/risk-based passwordless authentication.

- 43.)Pricing Sheet - Assumptions - Integrations - out of 50 Internal & 20 External apps, How many provisioning/source applications are part of IGA scope?

Answer: Please see answer to questions 8 and 20.

- 44.)Pricing Sheet - Assumptions - Integrations - out of 50 Internal & 20 External apps, How many SSO applications are part of SSO/Access Management scope?

Answer: Please see answer to question 8.

- 45.)General - What was the expected implementation start date? End Date - Q4 2022 is it correct?

Answer: Please see answer to question 18.

46.)General - ongoing support - Is there any specific support model you are looking for? 24*716*58*5?

Answer: Please see answer to question 37.

47.)Questionnaire, 8 Use of citizens existing technology - Microsoft Identity Manager / Azure AD - is it in use. If yes, how many applications are integrated, who are using, is access limited to internal employees/only admins?

Answer: Azure AD and On-prem AD are used only for internal employees for certain applications.

48.)General - List if any existing IGA/AM solutions are in use by Citizens.

Answer: None, other than the internally developed tools discussed in the ITN.

49.)Section 2.3.D.7.V - Ability to integrate with PowerBI. Could you please describe more here, are you looking for underlying IGA/AM database to support integration in PowerBI?

Answer: Ability for the IGA/IAM product to integrate with PowerBI for inbuilt / custom reports using data export where feasible.

50.)Questionnaire, 25. Data Migration - Authentications/Credentials - list the legacy systems & fields/attributes which you are looking to migrate credentials?

Answer: User attributes, Password Self-Serve questions and answers, System accesses (identities).

51.)Overall - We understand that Citizens is currently using Azure Active Directory (AAD) and Microsoft Identity Manager (MIM) through Microsoft Cloud E5 license for user lifecycle management, identity governance ,SSO and MFA. Kindly confirm.

Answer: We do use AAD, however, MIM is not fully implemented at this time.

52.)Overall - Is there any challenges faced in the current environment using Azure Active Directory (AAD) and Microsoft Identity Manager (MIM) . What is the primary reason for looking for a new tool?

Answer: Please see answer to question 51. Citizens is not facing any current challenges with AAD and is not actively looking to replace it. However, Vendors are encouraged to describe how they can leverage Citizens' existing technology (see Question 8 of Attachment E (Questionnaire)) and Citizens is willing to consider products that overlap or replace the functionality of one or both tools.

53.)Overall - Do you plan to continue with Microsoft Cloud E5 license in the future?

Answer: Yes.

54.)Overall - What is the duration for operational support as part of the RFP requirement?

Answer: Unclear what is meant by operational support. If referring to the proposed product(s), then duration of contract.

55.)Overall - Kindly share the current environment inventory details

1. Privilege User
2. Endpoint devices
3. Server inventory
4. Network devices
5. Applications

Answer:

1 – Approximately 50

- 2 – Approximately 2,500
- 3 – Approximately 1,300
- 4 – Approximately 300
- 5 - Approximately 250 (Note: Approx. 70 integrate with SSO; the rest are not expected to integrate).

56.)Workplace IAM - What is the HRMS solution used in the environment? Is it integrated to the current IAM solution or automated onboarding? Is the HRMS feed the only source of truth? Kindly share details.

Answer: Oracle ERP. It uses custom workflow to onboard users into current Identity provider. For employees this is the only truth. For other users there are different sources based on the type of user.

57.)Workplace IAM - How many directory services (LDAP, e-directory, AD) are to be integrated to the proposed IAM solution? Do you wish to have integration for SAP, mail service, RACF, mainframe, and middleware web services like IIS, JBOSS?

Answer: Unknown at this time. Vendors should use their Reply to describe the proposed solution's capabilities and adaptability related to supporting various directory services and integrations.

58.)Workplace IAM - How do you perform Access reviews? What is the frequency?

Answer: Manually. Frequency varies; it ranges from quarterly to annually.

59.)Workplace IAM - We understand that RBAC is one of the key requirements from the new IAM solution. Do you have role based access implemented in the current environment? How do you manage role based provisioning? Kindly share the number of roles and entitlement in the current environment.

Answer: Citizens does not currently have RBAC based provisioning.

60.)Workplace IAM - Are all the applications and other directory services in sync with the AD? Is there any specific challenge you are facing with AD in terms of user/access provisioning?

Answer: No. Through this solicitation, Citizens seeks to consolidate multiple identity solutions into a single platform.

61.)Workplace IAM - What is the SIEM solution used in Citizen's environment?

Answer: Rapid7 InsightIDR. We also have Splunk for operational and performance logs.

62.)Workplace IAM - Is ServiceNow (ITSM) already integrated to the current IAM solution for automated ticketing?

Answer: No.

63.)Workplace IAM - Are you looking to implement both RBAC and ABAC as part of your future solution?

Answer: Yes.

64.)Customer IAM - The RFP mentions Policy holders and external employees. How do they request access? Do you have separate customer portal or any Customer IAM -CIAM(B2C) solution to manage policy holders & external customers? Are you planning to deploy CIAM solution as part of this RFP?

Answer: Citizens expects Vendors to propose products that include modern authentication protocols such as SAML to manage identities referred in the ITN for Employees and external customers. Citizens is open to considering CIAM as part of this solicitation.

65.)Customer IAM - Kindly share the count of applications to be integrated to CIAM? What are the various channels through which external users needs to access applications? Do you want consumers access the external applications using social login?

Answer: Only one for CIAM. They can access the applications using SAML. Social login is a desired feature.

- 66.) Authentication - How many applications are currently onboarded to the current IAM solution. Kindly share the list of applications that needs to be onboarded to SSO with type, technology and middleware details (Web, legacy, JAVA, .Net , JBOSS, IIS, Tomcat Apache).

Answer: Please see answer to question 8.

- 67.) Authentication - What is the number of trusted domains that need to be federated? How many external applications are in scope?

Answer: Three domains. Please see answer to questions 8 and 20.

- 68.) Privilege - We understand that a new Privilege access management solution is deployed and the product name cannot be disclosed at this point of time. Is the product already deployed? Is PAM deployment or PAM operational service part of the RFP scope? Is it deployed for infrastructure as well as application accounts? What is the privilege user count? In case it is deployed for application accounts, What is the application count to be considered for PAM?

Answer: We are able to disclose that we have two separate CyberArk products deployed: Privilege Cloud and Endpoint Protection. We also own Microsoft Tools that we are considering testing as part of our current agreement such as Key Vault, Bastion, and PIM capabilities. We are open to consideration of other options/solutions that may replace it as part of this solicitation. The products are not yet deployed for application accounts. There are approximately 200 privilege user accounts.

- 69.) General - What lifecycle processes are in scope for the various user populations and the extent that these processes need to be automated?

Answer: Joiner, mover, and leaver. We anticipate having the ability to do bulk operations and to automate as much as possible with minimal human intervention.

- 70.) [Attachment D - C.44] – What does “maintenance mode” entail? Please described the desired parameters/conditions.

Answer: When the system is being upgraded/patching, it should:

- Not be available for external users to access.
- Show a message that system is in maintenance.
- Have a way for internal users to still access it for validation.
- Have a provision to give information about upcoming maintenance time frames.

- 71.) [Attachment D - C.45] – At what point or through what mechanism would the user be notified of upcoming or ongoing maintenance?

Answer: An admin function to set it up and it would show within that time frame.

- 72.) [Attachment D - D.50] – Can you provide any specific metrics that you’re looking for during Identity Threat analysis?

Answer: Number of logins, number of failed logins, geolocation analysis, password spraying analysis, UBA.

- 73.) [Attachment D - E.53] – Please provide the business flows so that we can assess adaptability.

Answer: Details of business flows will be provided as part of the negotiation or implementation phases, but a sample scenario could be to work efficiently with CyberArk.

74.)[Attachment D - E.55] – Please define “complex” data model and what your expectations are.

Answer: Citizens looks to common industry definitions and usage. Our expectations are expressed in Attachment D (Functionality Workbook) and can be addressed further during the negotiations phase.

75.)[Attachment D - E.57] – Please elaborate on the parameters of an Identity matching engine.

Answer: As an example, cross system identity matching. Citizens expects Vendors to provide details regarding what the proposed product is capable of as part of its Reply. Specific functionality or use cases may be discussed further during the negotiation stage.

76.)[Attachment D - E.58] – Please list identity types and what the implications are on each.

Answer: Users, User groups, and roles.

77.)[Attachment D - E.59] – Please identify desired states for various types.

Answer: Passive, active.

78.)[Attachment D - E.60] – Please outline the relevant relationships and possible linking between them.

Answer: Ability to determine what an individual identity has access to based on RBAC, etc.

79.)[Attachment D - E.61] – Please elaborate on how sponsorship works in relation to identity management.

Answer: Assuming sponsorship refers to contingent workers, they need to have a managerial relationship.

80.)[Attachment D - E.62] – Please generally or specifically enumerate or specify the sources.

Answer: AD, CAG, CAIS, and local authentications.

81.)[Attachment D - E.75] – Please elaborate on where and what the data is that may be corrupted and types of corruption that are most critical to detect.

Answer: Citizens does not have specific data in mind. As part of your response to the Questionnaire, you may provide details regarding the capabilities of the proposed solution to detect data that may be corrupted.

82.)[Attachment D - G.107] – Please elaborate on this requirement. What does direct fulfillment mean?

Answer: Gather information from variety of identity and application data sources in different environments.

83.)[Attachment D - G.112] – Please provide more information on these systems and what they provide.

Answer: Please see answer to questions 8 and 20.

84.)[Attachment D - G.117] – Please elaborate on this requirement.

Answer: Ability to customize the naming pattern when creating accounts for identities.

85.)[Attachment D - G.118] – Please elaborate on this requirement.

Answer: Ability to partition users into groups.

86.)[Attachment D - G.119] – Please elaborate on this requirement.

Answer: Ability on correlating accounts based on criteria.

87.)[Attachment D - G.120] – Please provide any specifics on the policies you are looking for.

Answer: Ability to purge/delete based on the compliance requirements.

88.)[Attachment D - G.122] – Please expand on placement requirements.

Answer: Same as Attachment D item 118, but for an expanded set of entities.

89.)[Attachment D - G.126] – Please expand on data and event transformation policies desired.

Answer: No specific policies are required at this point, but the proposed Product must generally provide features in this area.

90.)[Attachment D - G.127] – Please expand on SCIM interactions you anticipate (source, destinations, types, etc.)

Answer: No specific SCIM interactions are required at this point, but the proposed Product must generally provide features in this area. This can be discussed further as part of the negotiations phase.

91.)[Attachment D - G.141] – Please expand on this to understand how this fits into the overall solution.

Answer: We anticipate the solution will provide authentication for RPA solutions like UiPath.

92.)[Attachment D - G.143] – Please enumerate your anticipated points of access.

Answer: We anticipate at least two, but this may change over time.

93.)We understand the proposed IGA solution should have capability to provision/deprovision/ accounts to Citizens business applications including Oracle Cloud ERP, ServiceNow, Salesforce, Active Directory. How many and what are the other target business applications in scope for integration with the proposed IGA solution? Also let us know the type of user store (e.g. SQL database, LDAP, etc.,) for these other business applications.

Answer: Please see answer to questions 8 and 20. All of them currently use one of the two identity providers either AAD or Custom SQL based.

94.)What are the authoritative source systems that are in scope of integration with the proposed IGA solution (e.g. HR Systems, training systems, etc.,)?

Answer: Oracle Fusion ERP and other custom solutions (CAG, CAIS, myAgency, etc.)

95.)What is the expected number of users who would be accessing the proposed IGA solution concurrently?

Answer: 25.

96.)Could you please confirm if role, entitlements, mapping of business role, IT roles and entitlements for all the target systems are already available? If not, is the vendor expected to perform role mining for all the target systems to be integrated with IGA solution?

Answer: No, they are not available. Vendor is expected to work with Citizens in mining the information.

97.)Regarding access request workflows, please confirm if the access requests and approvals will happen in ServiceNow and only access provisioning needs to be configured in IGA tool? If not, the access requests and approvals also needs to be configured in IGA tool?

Answer: Confirmed.

- 98.) It is mentioned, the licenses are available for Azure Active Directory and Microsoft Identity manager. Could you please provide details of these current setup, architecture details, integration details with other entities. If the Vendor decides to use any of the services for Azure SSO and MIM to fulfill in-scope use cases partially/fully, does it need to consider the license cost for the tools under pricing consideration? Or, since the licenses are already available for these products, vendor does not have to consider the license cost?

Answer: MIM is not live at this time and licenses are already available without cost to the vendor.

- 99.) If MIM is currently live in your environment, could you please let us know, in case Vendor proposes a different IDM tool, would the existing setup with MIM could be retired and migrated to new IDM tool?

Answer: MIM is not live at this time.

- 100.) Please confirm if lifecycle management of non-human identities is also in scope and how are they requested and managed currently?

Answer: Not in scope.

- 101.) Please elaborate on the below Identity Lifecycle and Workflow requirements.

1. Relationship linking
2. Sponsorship for nonemployee populations

Answer: Please see answers to questions 78 and 79.

- 102.) How many applications are in scope for integration with proposed Access Management solution for Single Sign On? Could you please provide details about those applications along with their type, architecture details and supportability for integration with SSO tools. In the pricing sheet, it is mentioned 50 internal apps and 20 external apps needs to be considered. Is this volume applicable separately for Access Management (AM) and Identity Management (IDM)? Or, this is the total volume of applications considered for AM and IDM? If this is the total volume, could you please specify, how many applications needs to be considered for onboarding separately for IAM and AM?

Answer: For application details, please see answer to question 8. For type of integrations see answer to question 66. These numbers are applicable for AM and most of these applications use them for IDM as well.

- 103.) From IGA and AM implementation perspective, please let us know if there are any location and timezone based restrictions for resources who will be working on this project?

Answer: Citizens resources are located primarily in Florida (Eastern time zone).

- 104.) What is the expected warranty support period post implementation?

Answer: At this stage, Citizens expects that the implementation vendor would provide warranty support for at least 90 days after full system implementation. This issue may be addressed by either party during the negotiations phase.

- 105.) For the ongoing support, could you please specify, if Citizen will provide the resources for the incidents to be supported by helpdesk and SOP driven resolutions (normally call as L0 and L1 type of incidents). If that is true, can it be assumed, vendor will be responsible for supporting L2 and L3 type of incidents with IAM resources knowledgeable with the respective technologies and tools?

Answer: Yes and yes.

106.) What is the support coverage (e.g. 8X5, 16*5, 24X7) expected from the vendor for the ongoing support post implementation?

Answer: Please see answer to question 37. Citizens prefers 24x7 support, however we are open to exploring various options. Support levels may be subject to negotiations.

107.) For managed services, please provide service levels thresholds or metrics that the vendor has to adhere?

Answer: Citizens welcomes Vendors to propose solutions including managed services, and is open to service levels and metrics that vendors are capable of providing.

108.) As per Attachment D, Functionality Workbook, the use cases mentioned under E- Identity Lifecycle Workflow, based on our understanding, should be part of Identity Governance and Administration. But, in this sheet, these use cases are included as part of Access Management. Could you please confirm, if the use cases mentioned under E- Identity Lifecycle Workflow can be considered as part of Identity Governance and Administration. If not, could please let us know the rational for including these use cases under access management?

Answer: Many of the functionalities between IGA/AM can be shared and we put them only in one area to avoid duplication.

109.) As per Attachment D, Functionality Workbook, the use cases mentioned under G- Fulfillment and Connectors, based on our understanding, should be part of Identity Governance and Administration. But, in this sheet, these use cases are included as part of Access Management. Could you please confirm, if the use cases mentioned under G- Fulfillment and Connectors can be considered as part of Identity Governance and Administration. If not, could please let us know the rational for including these use cases under access management?

Answer: Many of the functionalities between IGA/AM can be shared and we put them only in one area to avoid duplication.

110.) Could you please let us know, for initiating discussion around license cost with product vendors, can the name of the customer be disclosed to the vendors?

Answer: Yes.

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.