CITY OF FISHERS
REQUEST FOR PROPOSALS AND QUALIFICATIONS TO DEVELOP A CONCEPT
FOR A RESIDENT IDENTITY AND ACCESS MANAGEMENT SOLUTION

Pursuant to Section XI(D) of the RFPQ, below are the written addenda and each addendum constitutes part of the RFPQ. Capitalized terms used but not defined herein are used with the meaning ascribed to such terms in the RFPQ.

1) **Identity**

QUESTION: How many internal users do you have? How many are privileged?
ANSWER: Not applicable to scope of the RFP

QUESTION: What kind of HR system does City of Fisher use?
ANSWER: Not applicable to scope of the RFP

QUESTION: What is your current Identity Management system(s)? Please provide a list of tools and technologies.
ANSWER: Not applicable to scope of the RFP

QUESTION: Please provide a list of Roles involved in identity provisioning and de-provisioning
ANSWER: Not applicable to scope of the RFP

QUESTION: Please describe your Identity Provisioning processes.
ANSWER: Not applicable to scope of the RFP

QUESTION: What is your current user repository (e.g. AD)?
ANSWER: Not applicable to scope of the RFP

QUESTION: How many applications need to be integrated with the IAM system? Please provide a separate list for cloud and on-prem apps?
ANSWER: The exact number of applications that need to be integrated with the IAM system is not defined and will depend on various factors. However, it is known that the current number of public-facing applications is a minimum of 14 and will continue to grow. This does not mean that all these applications will necessarily be integrated with the IAM system nor will all future applications. It is important to note that all current public-facing applications are currently cloud-based.

QUESTION: Please describe your current password reset process?
ANSWER: Not applicable to scope of the RFP

QUESTION: How do your external users register?
ANSWER: This is not applicable to the scope of the RFP. Currently, users register through a variety of software applications, each with its own unique registration process. We do not want to be defined by the current processes of one or two software applications in how we proceed with this project.

QUESTION: Do you have user self-registration requirement?
ANSWER: Yes, there is a user self-registration preference. Self-registration should be available, and no staff intervention should be necessary for the registration process. Citizens should be able to complete the entire process from start to finish without any assistance from City staff. However, City staff should be able to assist if there is an issue.

2) Access

QUESTION: Please share your authentication, authorization, and audit preferences.
ANSWER:
1. Minimum Authentication preferences:
   - Preferably a single IDP would be used authenticating citizens to all public facing applications and services through appropriate SSO protocols.
   - The citizen should have a unique User ID and Username in the IDP system.
   - A strong password policy should be implemented in the IDP system. A minimum password length of at least 8 characters, with the requirement of at least 3 distinct character types (alpha lower, alpha upper, numeric, symbolic. spaces). A reasonably defined password expiration term. Citizens should also have the ability to self-reset passwords with the requirement of a multi-factor challenge.
   - All authentications should be transported via strong encryption.
   - Reasonable re-authentication periods should be implemented to avoid session hijacking.
   - Multi-factor authentication should be required. Appropriate methods of MFA may include biometrics, SMS, phone call, email, OTP app.
   - The authenticating system should implement proper controls to prevent against automated attacks.
2. Minimum Authorization preferences:
   - All systems should follow the principle of enforcing least privileges.
   - The default action without further role definition will be to deny.
   - All permission requests will be validated.
   - Systems should support appropriate role-based or attribute-based access control with the ability for customization.
3. Minimum Audit preferences:
   - Audit logs should have date and time stamping.
   - Identify security related issues.
   - Audit all failed and successful authentications.
   - Audit all authorizations.
   - Audit application errors.

- Audit administrative actions.
- Audit changes to accounts, including source of change.
- All audit logging should feed to a centralized system in a common format.
- Logs should be easily searchable.
- Logs should be exportable for use in other data analytics.
- We should have the ability to define a minimum retention period for audit logs.
- In Summary, follow NIST standards.

QUESTION: Do you have any existing MFA (Multi-Factor Authentication)? If not, what are the multi-factor authentication requirements?
ANSWER: Our existing MFA application is not applicable to the citizen. Requirement would be for at least one second factor of authentication for any system used including but not limited to SMS-based codes, email-based codes, authentication apps, and hardware tokens.

3) **Services**

QUESTION: Please elaborate on the current roles and the existing skillset of the IAM team so custom training can be proposed?
ANSWER: Our IT team is reasonably skilled at IAM principals, although we would require training if unfamiliar with the toolsets of a new system.

QUESTION: Could you please specify the need for Private and Virtual Private Cloud?
ANSWER: The City prefers the proposed solution to be hosted on a private cloud or a virtual private cloud but offers may include other cloud types. Preferential scoring will be given for private or virtual private clouds.

QUESTION: Would you be open to considering optional pricing for private cloud or virtual private cloud configurations?
ANSER: The City prefers the proposed solution to be hosted on a private cloud or a virtual private cloud but offers may include other cloud types. Preferential scoring will be given for private or virtual private clouds.

QUESTION: For pricing purposes, should we provide annual pricing estimates based on 100,000 users, 500,000 users, or both?
ANSWER: The solution should initially support 100,000 current City application users and up to 500,000 potential application users.

QUESTION: What is your desired start and end date for this project?
ANSWER: The City is flexible with the start and end dates of this project but desires a timeline that is realistic, attainable, and ensures continuous progress without gaps. The objective is to complete the work in the shortest time necessary to meet the project specifications and deliver a correctly functioning end product.

QUESTION: Please share your preference for various phases and timeline for each phase of this project.

ANSWER: The City prefers to work with the contractor to develop a timeline that makes the most sense for the selected solution. The phases of the project will vary based on the specifics of the chosen solution. The City is open to collaborating to ensure that the timeline is tailored to achieve an efficient and effective implementation.