

Central Bank of The Bahamas
Response To Vendor Questions Regarding

RFP IT202401: Privileged Access Management Solution Implementation

1. Are there any special formal requirements for foreign companies, such as legal documentation?
Answer: *The Bank invites only qualified and established firms to participate in this request for proposal. As such, firms should provide evidence of their business status, e.g. business license or other official documentation, and any solution or partnership accreditation.*
2. In the event a System Integrator(SI) is responding to the RFP, does the Bank expects the SI to also propose a PAM solution that would meet all the requirements provided in the Appendix B & C.
Answer: *Yes; the Bank seeks a turnkey solution, i.e. hardware (if applicable), software, and services.*
3. Is the Bank open to a SAAS solution, or the PAM solution will strictly on-premise?
Answer: *Per requirement C-18 (Section C), bidders can propose either an on-premise, SaaS, or hybrid solution.*
4. “4.3 solution delivery”, Is the Bank expecting to rollout the PAM solution within an 8-10 weeks’ timeframe?
Answer: *Yes; the Bank seeks to implement the proposed solution within less than three (3) months. Per Section 4.3, the Bank will work with the selected bidder to further develop and agree the final milestones and timelines.*
5. How many Active Directory domains are in scope for integration with the PAM Solution?
Answer: *Two (2) Active Directory (AD) domains exist. Bidders should indicate the cost for additional AD domains.*
6. Impact on Submission Deadline: In the event that there is a delay in providing these responses, will there be an extension to the proposal submission deadline currently set for February 9th, 2024?
Answer: *The Bank has revised the proposal submission deadline to February 16, 2024. Please also refer to the revised RFP document on the Bank’s website.*
7. Please advise if an extension can be permitted on proposal inquiries.
Answer: *See response to Question 6.*
8. Over the past quarter we have been contacted by a third-party who is claiming to represent the central bank regarding a forthcoming technology RFP. We have questions about their legitimacy and if they do in fact represent the bank. Is there a member of your team we could speak with to independently verify (or refute) the legitimacy of their business proposal?
Answer: *The Bank is unaware of a third party representing a forthcoming technology request for proposal.*
9. 4.2.1 A The Bank prefers a virtual and physical (hardened) appliance). Clarify Please.
Answer: *Section 4.2.1 A has been revised in the posted request for proposal. The Bank prefers a hardened virtual machine or physical appliance if the solution requires on-premise hardware.*
10. 4.2.1 B Protected device count. Please expand on use cases. SSH, Web Interface for admin – other. SWIFT banking system, is this for HTTPs or SSH or other?
Answer: *Bidders may refer to Appendix C (e.g. Requirement C-17) for the various use cases. However, a final solution requirements specification and detailed design are expected to be conducted by the selected bidder, where the final use cases will be discussed, and a final solution scope will be agreed upon to deliver (see Section 4.3).*

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11. 10.2 E2 – please expand on what is meant by single sign-on. SSO to the PAM solution and then one click to connect to protected systems?

Answer: *The Bank seeks single sign-on (SSO) to the PAM solution and privileged SSO to any target (protected) resource. Relative to the former, PAM users should be able to authenticate to the PAM solution using their SSO credentials. Relative to the latter, the PAM solution should allow privileged accounts to log into a target system using SSO if configured.*

12. Section 4.2.1 A - Hardware:

a. We understand the Bank has a robust Virtual Infrastructure. Could you please clarify whether the Bank expects bidders to fully equip VM servers, inclusive of OS and Database licenses, or if these would be provided by the Bank?

Answer: *The Bank seeks a turnkey solution; however, the Bank also has enterprise agreements with major vendors such as Microsoft, IBM (and Red Hat), Oracle and VMware. During final negotiations, the Bank will work with the selected bidder to determine if the operating system or database licenses will be included in the final bill of material. Vendors should provide all products and services required for a fully functional solution.*

13. Section 4.2.1 B - Software:

a. Inventory Query: Does the Bank have an inventory of devices available, to facilitate comparison with our compatibility matrix?

Answer: *Due to the highly sensitive nature of the Bank, this information will only be provided to the selected bidder following execution of a contract and a non-disclosure agreement. Per Appendix C (e.g. B-2), bidders are invited to provide the list of operating systems, hardware, applications, etc., supported by the proposed solution.*

b. Licensing Term Query: What is the preferred licensing term for the software - 12, 24, 36, 48, or 60 months?

Answer: *Per Appendix B, bidders must provide a three (3) year cost summary for the proposed solution inclusive of but not limited to hardware maintenance, support, and software maintenance and licensing.*

14. Service Mode Query: Should these services be provided fully remotely, or is the Bank planning for some onsite implementation services?

Answer: *The Bank envisages a hybrid deployment model where various project tasks can be delivered on premise or remotely with the exception of training which must be delivered in-person (see Requirement L-1 in Appendix C).*

15. System Administrator Query: How many system administrators are expected to manage the platform and will require training?

Answer: *The Bank will designate two (2) primary and one (1) alternate system administrator; however, training should be delivered to up to eight persons consisting of resourcing in both the Information Technology and Information Security departments.*

16. Experience Requirement Query: Our company has been a technical solution provider for the banking sector for over 15 years. While we haven't directly implemented PAM solutions, we're partnering with a leading PAM solution provider for this RFP. Does this partnership meet the RFP's experience criteria? And as our company experience working with the Central Bank's team, can we be the prime bidder?

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Answer: While the Bank prefers a prime bidder with at least three (3) years of experience providing PAM solutions in the banking, finance or regulatory sector (see Section 5.3.1), the Bank will evaluate all proposals based on Section 5. As such, the Bank will select the solution determined to be the “best value” to the institution using the considerations listed in Section 5.4 (e.g. “Any other relevant factors that the Bank would consider in selecting a supplier”).

17. Preferred Deployment: What is the Bank's preferred deployment for the Privileged Access Management (PAM) solution - On-Premises or SAAS? If SAAS, is the bank open to establishing connectivity between its data center and the SAAS-hosted destination?

Answer: Per the response to Question 3 above, the Bank does not have a preferred deployment model. As such, the Bank will accommodate the necessary secure connectivity to a SaaS-hosted data centre, if this is the selected solution.

18. Evaluation of Varied Bids: In case of receiving bids with different deployment models (SAAS and On-Premise), what criteria will be used for cost analysis?

Answer: The Bank will utilise the Pricing Worksheet (see Appendix A) for a three-year cost summary to derive the evaluation weight of each solution, regardless of the proposed deployment model. The technical solution will be evaluated based on the table in Section 5.1.

19. Infrastructure Distribution and Roadmap: Can the Bank provide insights into its current balance between On-Premise and cloud infrastructure? Additionally, is there a strategic roadmap outlining the bank's journey towards cloud adoption?

Answer: Due to security reasons, the Bank will only share its strategic roadmap with the selected bidder following contract and non-disclosure execution. For this request for proposal, bidders can anticipate approximately 95% of the Bank's infrastructure on-premise.