

ANSWERS TO CLARIFICATION QUESTIONS

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Date: 12 September 2019 (updated 17 September 2019)
To: Interested suppliers
Contact: Veronica Levi (veronical@SPREP.org)
Subject: Request for tenders:
Enterprise Endpoint Security Solution – re advertisement

Q1. RFT Section 3.1 iii - Have an office/distributor/business partner in the Pacific that provides technical support to the pacific region: will Australian based company be eligible to bid?

Response: YES

Q2. RFT Q 4.3 - All shortlisted tenderers will be contacted to provide a demonstration of their product as part of the evaluation process: can this be a remote product demo? Or does SPREP require an onsite product demo?

Response: YES, remote is fine with a trial period for SPREP IT team to explore further its features.

Q3. RFT Q 6.1 ii - Administration – Central Management Console, integrates with AD, policy management, deployment: does SPREP expect the central management console of the bid solution to be acted as ‘detect and respond’ dashboard? Or that central management console will be feeding data into other mechanism such as a SIEM?

Response: Detect and respond

Q4. Regarding to the financial proposal, there is no pricing template attached. Can I assume the bidder will provide pricing info based on per end-point basis? As our price structure will be very relevant to the amount of end-point to be managed, it would be good to understand a rough number of end-points that tender solution is going to manage (e.g. a range of 200-300 endpoints, or 1000-2000 etc)

Response: 100 – 200 endpoints.

Q5: _how many end points are you looking to be protected? Are you also looking for mobile protection as well i.e. apple and Samsung phones?

Response: 100 – 200 endpoints, please include in quote separately mobile protection if it's a separate cost from your core product.

Q6: Are you also expecting a cyber security part to this protection? I'm asking as I can also provide end point protection along with a cyber security plan and protection.

Response: Please include in quote separately cybersecurity protection if it's a separate cost from your core product.

Q7: Could you please confirm the Operating Systems in use that would need to be covered by the solution?

Response: Windows, Mac, Linux

Q8: Can you provide some details of the Standard Operating Environment, including typical device hardware profile, installed applications etc? This will help to determine the appropriate solution so that it doesn't place undue burden on devices.

Response: Most devices will be on windows 10 except for servers which we have Windows Server (2008R2, 2012,2016) , CentOS 7, Ubuntu Server. We also have a couple of macs (MacOS) that will need to be protected.

Q9: Can you please provide the number of instances and operating systems of the Servers?

Response: 150 total instances where there are 20 servers running Windows Server

Q10: Is your server environment virtualised? If so, could you please provide details of the Hypervisor?

Response: VMWARE Vsphere

Q11: Does the platform need to support updates for both on-premise endpoints, and updates for remote endpoints while staff are travelling?

Response: yes

Q12: What is the available outbound bandwidth associated with your server environment, with respect to the ability to host a server within your infrastructure that provides updates to travelling endpoints?

Response: 30Mbps

Q13: Could you please describe any internal Change Management Processes that you carry out in relation to AntiMalware/Virus Pattern file release? This is so we can be sure the recommended solution fits your internal processes.

Response: None

Q14: Is there a Network Admission Control (NAC) Platform in-place? And if so, is AV posture-checking required?

Response: No

Q15: What product is already in place, and are there specific features that SPREP is looking for that the existing product is not currently configured to provide, or can't be provided by the vendor?

Response: Sophos Endpoint Security. All standard features required are in the Terms of Reference. Any additional features are welcomed.

Q16: Could you please confirm if there is an existing SIEM platform in place? It seems not from a previous answer, but better to be sure!

Response: No

Q17: Does SPREP seek to implement Application Whitelisting either now as part of this package, or in the future?

Response: Yes, prefer now.

Q18: Is installation to form part of the proposal, or should it be included as an option?

Response: option

Q19: Are you able to supply details of the brand of Firewall and Internet Filtering platform you are currently using?

Response: No

Q20: Do you have existing controls in place associated with disk encryption and USB Storage Encryption?

Response: No