



ANSWERS TO CLARIFICATION QUESTIONS

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To: Interested suppliers
Contact: Maraea S. Pogi maraeap@sprep.org
Subject: Request for tenders: **Enterprise Endpoint Security Solution**

Question 1:

What is the total device count at SPREP that will be covered by this solution?

Response:

150 – 200 devices

Question 2:

Does the solution need to protect mobile phones?

Response:

No mobile phones will need to be protected.

Question 3:

What is the current antivirus platform that SPREP is using?

Response:

Refer question 4

Question 4:

Who is the existing endpoint protection service provider?

- a) How many endpoints?
- b) What types of devices are in scope?
- c) Operating systems?
- d) Are device controls required? I.e USB/Bluetooth controls

Response:

Current solution used is Trend Micro Worry Free Service

- a) 150
- b) Windows Laptops, Desktops and Servers
- c) Windows Operating Systems including Windows 10, 11 and Windows Server 2019

d) Are device controls is not required but may be included in bid

Question 5:

Please expand on what is meant by “Usage Notifications” as per Annex 1, vi. C?

Response:

Need visibility on logs and statistics on endpoint detections and threats mitigated on a dashboard and in report format that can be sent as notifications to relevant personnel.

Question 6:

Will the solution be deployed by SPREP?

Response:

SPREP will work with successful vendor on deployment.

Question7:

Would it possible to have a 30 minute Q&A session with SPREP IT team to ensure our solution is aligned to IT strategy moving forward. If not, below questions are the main three we would like to get a better understanding of:

- a) Keen to understand any current limitations i.e., what are the challenges with existing environment/solution?
- b) what are the top 3 outcomes you’re looking to achieve with this solution?
- c) Is there a broader cyber security strategy this specific solution/requirement needs to align with – helps us ensure we put forward the right solution to address needs, compliments existing infrastructure, processes & future plans

Response:

No – all questions must be received in writing.

- a) Currently using Trend Micro Worry-Free Business which includes Virus/Malware/Spyware/Greyware/Ransomware for about 150 users
- b) Would like a robust and resilient solution that can
 - a. protect enterprise server environment and computers from modern day threats including ransomware
 - b. utilizes minimal processing on the end user devices
 - c. competitive in the market in both features and price
- c) Strategy or policy is to be developed. Noted below some key areas that will be addressed
 - a. Trusted digital identity
 - b. Centralized management of network and systems – integrated dashboard

- c. Mobile device management and Cloud based services
- d. Hardening systems and controls – penetration testing etc.
- e. Awareness and training – phishing tests etc.

Question 8:

How many endpoints are available in total with SPREP? How many in Scope?

Response:

Refer question 4

Question 9:

What types of devices are in scope?

Response:

Refer question 4

Question 10:

What are the Operating systems on these devices?

Response:

Refer question 4

Question 11:

Are device controls required? i.e USB/Bluetooth controls

Response:

Refer question 4

Question 12:

Can you please elaborate on what is meant by “Usage Notifications” as per Annex 1, vi. C?

Response:

Refer question 5

Question 13:

Will the solution be deployed by SPREP or by the vendor?

Response:

Refer question 6

Question 14:

Does the Scope include Managed services and SOC services?

Response:

This is not required but you may include in your bid

Question 15:

Can u advise if you are looking for an appliance eg firewalls also do the AV thing as well or just an AV to cover what's attached?

Response:

Looking for Enterprise Endpoint Security solution that includes Antivirus, Firewall and Web Protection for Laptops, Desktop and Server Computers

Question 16:

Just need to know what you are currently using and the number of users or devices required?

Response:

Refer question 4

Question 17:

Are we allowed to quote different endpoint products?

Response:

Yes you may propose different products