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.

**Question 7:**
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 you 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