As outlined in the RFI, the City of Philadelphia is looking to implement a new Identify and Access Management (IAM) solution. As part of this solution, the City is soliciting statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing commercial off-the-shelf (COTS) software. The solution must be dynamic, scalable, and nimble, while being able to support existing business systems.

The City is currently evaluating its IAM business needs. Many of the questions asked were covered in the RFI to the best extent possible. The City is looking for the proposed product to support and address these areas. In addition, please note any limitations that prevent your product from managing the covered topics. In response to questions asked about what the City currently utilizes, the City will not divulging any current products, services or software. Below are responses to questions received.

Question Number	Question	Response
1	Is this for the workforce, Industry/b2b/public services, public interaction, or a mix?	Mix
2	Is the City of Philadelphia seeking an IAM solution only for its 25,000 workforce users and the applications they access or also for the applications that citizens utilize?	Initially the solution needs to work for at least 10,000 City workers and should have scalability to include additional workers and citizens.
3	Does the City of Philadelphia need an IAM solution that is FedRamp compliant, or just HIPAA?	FedRamp High and HIPAA
4	Does the City of Philadelphia have a current solution in place for governance and privileged access management?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
5	Are identities in scope internal and external or just internal? If external identities are in scope, is there any other external IAM today?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.

Question Number	Question	Response
6	What are the existing identity and access management software point solutions that would be consolidated/replaced by the new, proposed COTS product and what is the City's expectation on solutions that need to coexist and be maintained?	Due to security reasons, the City is not divulging the products, services or software currently utilized.
7	What are the desired use cases or outcomes for this solution that are setting the interoperability, reliability, usability, availability, capacity, and scalability requirements?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
8	What user populations, applications, and services are in scope for this IAM solution?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
9	What systems are in place for identity proofing or verification for existing users?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
10	Are there requirements forthcoming from the listed County government entities or the Commonwealth of Pennsylvania that should be taken into account for this RFI?	At this point in time, the City is in the requirements gathering phase.
11	What are the strategic goals for OIT for the next three to five years?	At this point in time, the City is in the requirements gathering phase.
12	Which NIST standards are prioritized in this RFI?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
13	Can the City provide examples of decisions that need to be made and admin/user interaction flows?	At this point in time, the City is in the requirements gathering phase.

Question Number	Question	Response
14	What are the required first factors and preferred second factors of authentication, and does this change by user population or the application/service being requested?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
15	What Directory protocols are in scope and what attributes are being captured, maintained, and used for authentication and authorization requests today?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
16	Where are the current identity repositories in scope where user identities reside and what is the City's interest in consolidating that underlying architecture?	Due to security reasons, the City is not divulging the products, services or software currently utilized.
17	Can the City provide use case examples for user activities that would be self-service versus requiring an approval workflow for these three areas? (Password reset, provisioning, deprovisioning)	At this point in time, the City is in the requirements gathering phase.
18	What existing portals, sites, or single-page applications are users in scope for the RFI using for self-service today and what are the desired self-service activities in these applications post deployment?	At this point in time, the City is in the requirements gathering phase, and due to security reasons, the City is not divulging the products, services or software currently utilized.
19	What use cases drive large volume account requests? Can the City share example volumes the COTS solution would need to scale to or any transaction volume / SLA requirements that need to be met?	At this point in time, the City is in the requirements gathering phase, and due to security reasons, the City is not divulging the products, services or software currently utilized.
20	What applications and services require off-line authentication?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
21	Does the COTS solution need to support a hybrid architecture deployment model?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.

Question Number	Question	Response
22	What applications are in scope for the RFI that are not standards-based? (e.g. not SAML, WS-FED, Oauth/OIDC compatible)	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
23	Can the City describe how reporting currently works and provide an example of important info for standard versus ad hoc reports?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
24	Are these service accounts or administrator accounts in scope for credential vaulting & does the City currently have a Privileged Access Management solution in place?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
25	What are important variables the City has identified to date for dynamic/adaptive authentication?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
26	How many AD Forests and Domains	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
27	What is the 'source(s) of truth' for identity in the org (i.e. HRIS, Active Directory, multiple?).	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
28	Please describe the Active Directory environment? Forests/Domains/functional level	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
29	Is the organization using any version of Microsoft Identity Management to orchestrate on-premises directories? Or a non-Microsoft identity management system?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.

Question Number	Question	Response
30	What SSO system(s) is currently in place for logging into third party systems? a. To on-prem systems b. To third-party SaaS / cloud services c. To AWS	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
31	What is the vision for Domain Controllers on premises? Is there a cloud-only identity vision or roadmap?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
32	What manufacturer(s) of FIDO2 devices are in use or planned?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
33	Re: "Multiple Directory Protocols," what are expected to be used (i.e. LDAP, Kerberos, SAML and OAuth)?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
34	Will other on-premises directories be in scope? Are they LDAP-based? Specifically, which directories?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
35	Are you planning on using a self-help automation tool (i.e. ServiceNow) that you'd need integrated into the IAM process? a. How mature would you say your workflows are (i.e. 1=non-existent, 2 infancy, 3=developing, 4=maturing, 5=mature)	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
36	Re: "Periodic Certification," please clarify. Is this asking about automated approval/validation of accounts/access ?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.

Question Number	Question	Response
37	Re: "Credential Vault," please clarify. Is this in re: to options like a password manager, bring your own (rotating) key, etc?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
38	Re: "Dedicated IAM database," please clarify. Is this to ask about how your data is separated from any other cloud-based IAM customers?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
39	Can you please describe your current IGA, MFA, and SSO solution?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
40	Are you looking to replace your MFA and SSO solutions or integrate it into the IGA solution?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
41	Can you please describe and list your authoritative sources for onboarding and offboarding users and target systems?	The City is currently gathering requirements and due to security reasons, is not divulging the products, services or software currently utilized.
42	How are roles managed and implemented currently?	The City is currently gathering requirements and due to security reasons, is not divulging the products, services or software currently utilized.
43	Are lifecycle states being utilized? If so, can you please describe this?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
44	Can you describe how user accounts are provisioned?	The City is currently gathering requirements and due to security reasons, is not divulging the products, services or software currently utilized.
45	How are password resets conducted today?	The City is currently gathering requirements and due to security reasons, is not divulging the products, services or software currently utilized.

Question Number	Question	Response
46	How are certifications preformed today? Is this a manual process?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
47	Have you deployed Microsoft Active Directory servers?	The City is currently gathering requirements and due to security reasons is not divulging the products, services or software currently utilized.
48	Are there any applications or systems (3rd party to IAM) that will need integration with the new IAM?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
49	Is there any device management solutions in place currently?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
50	Are there any conditional access requirements listed that you can share?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
51	Does City use any privileged identity management solutions currently?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
52	Is there an existing SIEM system in place currently? If yes, who manages?	The City is currently gathering requirements and due to security reasons, the City is not divulging the products, services or software currently utilized.
53	How are the devices currently connected to the IAM solution?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.
54	How is access managed for mobile devices?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.

Question Number	Question	Response
55	How does the City address the use of BYOD?	At this point in time, we are seeking to learn what each product has to offer. Please provide what your product has to offer for this topic as well as any limitations.