**Commonwealth Secretariat**

**Tender Ref 497-2019**

**Invitation to tender for the provision of Managed Information Securiry Services**

**Clarification Questions** Deadline for questions: Noon on 21 January 2020

Deadline for Secretariat to publish responses: 5 pm on 24 January 2020

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| Q1: What cloud services is/are currently being used? |
| A1: We have a presence in Microsoft Azure with several VMs hosted there. Also use Microsoft Office 365 for business Apps and Email. |
| Q2: What type of Wireless AP is currently being used? |
| A2: Ruckus R610 Access Points connected to a virtualised SmartZone controller |
| Q3: What type of Firewall equipment is/are currently being used? How many firewalls and in what topology are deployed? |
| A3: There are a pair of Cisco ASA 5525s deployed as active/passive failover pair |
| Q4: What type of specialized applications are currently being used? |
| A4: Not detailed enough definition of “specialized applications” to give definitive answers. We have one bespoke, custom-designed, business application if that is what is meant? |
| Q5: Is it possible to share your network diagrams? |
| A5: We can share such network diagrams as we have |
| Q6: How many business applications are in use (e.g. SAP, SQL, Oracle, ERP solutions)? |
| A6: The main business applications are Unit4 Coda Financials, Advanced OpenHR, a custom Project/Program management tool. All databases are MS SQL standard (2102, 2016 or 2017) |
| Q7: How many live external facing IPs would be targeted during any Penetration tests? |
| A7: About 15 |
| Q8: Has a security control framework been adopted? If yes, which one (e.g. ISO, PCI, TOGOF etc.)? |
| A8:Our policies base on ISO 27001 |
| Q9: When was your last information security assessment performed? |
| A9:a comprehensive assessment was done in Jun 2018, the last network penetration test was done in December 2019 |
| Q10: Are there documented policies, procedures, standards, and guidelines in place? |
| A10: Yes |
| Q11: What is the approximate number of routers / switches? What is the mix of Vendors of these devices? |
| A11: No routers and 20 Cisco Catalyst 9300 layer 3 switches |
| Q12: How many web applications? |
| A12: About 10 internal systems utilising web-based user interfaces and about 15 external facing web-sites hosted in the cloud |
| Q13: How many servers in the environment? |
| A13: 28 Physical and 61 Virtual |
| Q14: How many workstations in the environment? |
| A14: about 320 |
| Q15: Number of workstations (physical and virtual) including laptops |
| A15: about 320 |
| Q16: How many databases / instances and SQL/Oracle? |
| A16: All MS SQL – 4 instances – 22 databases |
| Q17: How many Admin are responsible to make any Infrastructure changes |
| A17: 3 |
| Q18: What would be total no. of EPS (Events -per-second), which would cater by SIEM solution |
| A18: Not certain at this stage but possibly about 25 EPS |
| Q19: What is approx data per day from all network/workstatation/server/applications? |
| A19: Not certain at this stage but possibly about 2GB/day |
| Q20: What is log retention period as per organization Information security policies? |
| A20: 365 days |
| Q21: Is solution PAM and SIEM solution needed for Cloud application as well? |
| A21: Not in general but maybe for a few machines (all Azure hosted) |
| Q22: Is session recording required for Admin activities? |
| A22: Maybe advantageous but not required |
| Q23: How many desktops |
| A23: See Q14 |
| Q24: How many database servers? |
| A24: See Q16 |
| Q25: How many email servers? |
| A25: None on-premise, Office365 service |
| Q26:How many HQ firewall clusters (if HA count as 1)? |
| A26: See Q3 |
| Q27: Do you have AS400, if so, how many partitions? |
| A27: No we don’t - N/A |
| Q28: Is AD in scope? If so, how many Domain Controllers? |
| A28: Certain aspects may be advantageous – 5 DCs but only 1 forest and 1 domain |
| Q29: How many office locations are in scope? |
| A29: initially only 1 |
| Q30: Is cloud in scope? If so, please indicate cloud providers in use? |
| A30: See Q 21 |
| Q31: How many DMZ servers? |
| A31:  |
| Q32: Is FIM (File Integrity Monitoring a requirement for the SOC service)? If yes, is there a requirement of FIM on all of the server estate or a portion? |
| A32: Just access auditing on change |
| Q33: Number of assets on the network? |
| A33: Probably about 500 in total depending on definition used |
| Q34: Number of internal physical/office locations where an internal scanner (VM) will be required? |
| A34: 1 initially |
| Q35: Number of Web Applications (URLs) to be scanned? |
| A35: About 15 |
| Q36: With reference to the 5th requirement listed on Page 4, please can you elaborate on your requirements for dashboards? |
| A36: Discrete dashboards for both technical and non-technical staff, customisable as to parameters displayed. |
| Q37: With reference to the 10th requirement listed on Page 4, please can you elaborate on your requirements for access to research and threat intelligence? |
| A37: Make us aware of any new threats emerging |
| Q38: With reference to Part 3, Question 6, please could you outline the energy efficiency of your existing systems/equipment and designs?  |
| A38: We comply to ISO 50001 Energy management standard |
| Q39: Please can you clarify your 24/7 coverage requirement. Do you require the solution to be monitored by operational staff 24/7 or do you require the system to be monitored automatically 24/7 with eyes on coverage in standard business hours. |
| A39 Second option: monitored automatically 24/7 with eyes on coverage in standard business hours |
| Q40: Will the Commonwealth Secretariat require 24 monitoring by a SOC team, or just 24/7 alerting via phone and email depending on the potential issue at hand? |
| Second option: 24/7 alerting via phone and email depending on the potential issue at hand? |
| Q41: Can we add supplementary documentation? |
| Yes, if relevant |
| Q42: Is there a minimum security clearance/ certification will be required? |
| No minimum requirement specified but clearly superior security clearance/ certification will be advantageous and taken into account |
| Q43: Is there an incumbent supplier who is already providing this service? |
| No |
| Q44: Will the SOC be required to ingest logs from any other SIEM or Antivirus solutions that the CS has in place and plans on keeping for the duration of the contract?  |
| Possibly from Antivirus solution |
| Q45: Do you want the solution to be fault-tolerant for high availability in case of hardware failure?  |
| Would certainly be advantageous |
| Q46: In the ITT, the Secretariat states that "...cyber measures that are already in place". Could the Secretariat provide an overview of what current measures are in place and which, if any, are managed in house and which are managed by external third parties? |
| Such measures are in-house apart from periodic external penetration tests |
| Q47: Does the Secretariat have an internal Information Security function? |
| Yes, currently being developed and increased |
| Q48: Is the Secretariat's information technology managed and supported in house or by one or more third parties or a combination of both? |
| Mainly supported in House with some external assistance for specialist services |
| Q49: Does the Secretariat have offices/sites that shall be in scope of this ITT that operate outside the United Kingdom? If so, could details of these locations be provided? |
| Secretariat does have offices in New York and Geneva but not in the initial scope of this service |
| Q50: Does the Secretariat follow ITIL standards such as Incident, Problem, Change, Release processes as part of its information technology operations? |
| Yes |
| Q51: Is the Secretariat using Microsoft Azure and Azure Active Directory and if so does this cover all users or partial? |
| Yes, covering all users |