# REVISED CLARIFICATIONS - RFP #7128

**Insider Risk Management/**

**User Entity Behavior Analytics (UEBA) Solution**

**Vendor Question:** Would there be any chance of extending our response deadline?

***UCLA HEALTH RESPONSE:*** *Yes. In view of the holiday and requests from potential bidders, the RFP response deadline will be extended to July 29, 2022.*

**Vendor Question:** [Our Company’s] SIEM solution has UEBA as part of our solution without any [additional] costs. [Will that] cover your RFP 7128 [needs] to a certain extent?

***UCLA HEALTH RESPONSE:*** *UCLA Health has a satisfactory SIEM solution and doesn’t plan to change it. The need is for something that stands alone but integrates with security solutions / sources (like a SIEM and other security solutions).  Demonstrated success of the UEBA solution in an academic medical center setting (as noted in Tab 3, Item 5.0) is an important consideration.*

**Vendor Question:** Our solution is priced as an annual subscription per user. How many users will require a license? We also offer multiple year subscription terms.

***UCLA HEALTH RESPONSE:*** *Please provide your licensing options / tiers based on how you license your product. The Tab 8 pricing template should be filled out for the recommended licensing model. As noted in the Tab 8 instructions, “If any additional licensing or installation models are proposed, please provide an alternate TAB 8 pricing template and quote for each.” Include any information on volume / tier / value discounts based on your licensing structure.*

**Vendor Question:** We sell exclusively through our channel partners. Which channel partner do you prefer to work with?

***UCLA HEALTH RESPONSE:*** *UCLA Health bases its selection on all factors listed in the RFP Requirement Tabs. The named bidder is responsible for all aspects of the submission, and subsequent contract negotiations. Ease of contracting with UCLA Health should be an important consideration in the solution provider’s selection of a channel partner. UCLA Health standard contracting documents are included in the RFP documents.*

**Vendor Question:** Which device platforms do your users have (Windows, Mac, Linux)?

***UCLA HEALTH RESPONSE:*** *UCLA Health uses ALL modern operation systems / platforms in our environment. Please review our requirements and detail all OS and Application support in your response.*

**Vendor Question:** Do you require real-time risk event training, awareness and education for your users?

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail ALL education options, customizations, or integrations your solution provides.*

**Vendor Question:** With 2 vendors selected for PoC, how long will each PoC take? Will your PoC’s run in parallel or sequentially?

***UCLA HEALTH RESPONSE:*** *Due to the complex nature of such solutions, integrations and time required to demonstrate value, we expect the POCs to take approximately 60-90 days from day one operational use. POCs are expected to run sequentially to mitigate any negative operational / resource impacts.*

**Vendor Question:** Which email service do you use?

***UCLA HEALTH RESPONSE:*** *We use Microsoft Office 365*

**Vendor Question:** Which cloud storage provider?

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail ALL cloud storage providers your solution supports / integrates with (ex: Box, Google Drive, others). Detail ALL feature / functionality that is provided from this support / integration.*

**Vendor Question:** Which HR solution?

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail ALL HR or Identity solutions your product supports (ex: Active Directory, Lawson). Detail ALL feature / functionality that is provided from this support / integration.*

**Vendor Question:** Which SSO solution? MFA? PAM?.

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail ALL SSO, MFA, PAM solutions your product supports (ex: DUO, OKTA, Centrify). Detail ALL feature / functionality that is provided from this support / integration.*

**Vendor Question:** Any SIEM/SOAR solutions that require integration?

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail if / how your solution integrates with a 3rd party SIEM / SOAR or provides similar functionality. Describe ALL platforms your solution integrates with and how that integration works.*

**Vendor Question:** Which CRM solution?

***UCLA HEALTH RESPONSE:*** *Please review the RFP requirements and detail ALL the CRM products your solution integrates with (ex: SalesForce). Detail ALL feature / functionality that is provided from this support / integration.*

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