

ΚΕΔΙΠΕΣ — Κυπριακή Εταιρεία Διαχείρισης Περιουσιακών Στοιχείων

Tender for the supply and implementation of a Privileged Access Management (PAM) solution

These responses form an integral part of the tender documents and are issued to all Vendors that have obtained the tender documents. Where a response amends, supplements or clarifies a requirement of Παράρτημα 2, **the response prevails**. Vendors shall take these responses into account in the preparation of their offers.

No.	Question raised by economic operator	Response of ΚΕΔΙΠΕΣ
1	<i>Are anonymized architect and engineer CVs acceptable due to restrictions of GDPR legislation?</i>	Yes. CVs of the proposed project team may be submitted in pseudonymised form (role code or initials in place of the full name). The pseudonymised CVs must nevertheless allow the evaluation committee to verify the requirements of Section A and Section C, and must therefore state: years of relevant professional experience; the number, scope and scale of PAM implementations in which the individual participated; and the name and verifiable credential / certification identifier of each professional and product certification relied upon. Full, unredacted CVs of the assigned team members shall be provided by the successful economic operator prior to contract signature. Any subsequent replacement of a named team member is subject to the prior written approval of ΚΕΔΙΠΕΣ and requires the submission of a CV of at least equivalent qualifications.
2	<i>Are anonymized customer references acceptable at this stage? Full details can be provided upon signing a confidentiality agreement.</i>	Partially. Reference organisations are legal persons and their identification does not, in itself, constitute processing of personal data; the confidentiality obligations of the economic operator towards its clients are, however, acknowledged. For each of the three (3) reference implementations required under Section A, the following must be disclosed in all cases: sector and country of the client, scale of the implementation (number of managed privileged accounts, users and endpoints), scope of the services delivered, year of completion and contract value. The client name may be withheld where a confidentiality agreement prevents disclosure, provided that either (a) at least one (1) of the three references is fully named and includes contactable referee details, or (b) each anonymised reference is confirmed in writing by the PAM manufacturer as a genuine implementation performed by the economic operator. All reference information submitted will be treated as confidential and used solely for the purposes of evaluating this tender.

No.	Question raised by economic operator	Response of ΚΕΔΙΠΕΣ
3	<i>Could ΚΕΔΙΠΕΣ provide the current inventory of in-scope privileged accounts, service accounts, target systems / endpoints, named administrative users and third-party / vendor users, to allow accurate solution sizing beyond the stated 500 concurrent sessions?</i>	Please use the companion document for Assets and Volumes about the PAM system.
4	<i>Is a cloud (SaaS) solution acceptable?</i>	Yes, a SaaS or vendor-hosted deployment may be proposed, provided that all of the following conditions are met and evidenced in the offer: (a) all data, including the credential vault, session recordings and audit logs, is stored and processed exclusively within the EU/EEA; (b) the contractual terms satisfy the ICT third-party risk requirements of Regulation (EU) 2022/2554 (DORA), including audit and access rights for ΚΕΔΙΠΕΣ, its internal and external auditors and the Central Bank of Cyprus, controls over sub-outsourcing, service level commitments, termination rights and a documented exit strategy with data return and secure deletion; (c) the applicable notification and approval requirements of the Central Bank of Cyprus for outsourcing arrangements can be satisfied; and (d) the minimum twelve (12) month online retention, back-up and disaster recovery requirements of the specification are met by the hosted service or, alternatively, by an export mechanism to an archival repository of ΚΕΔΙΠΕΣ. Vendors proposing a hosted deployment shall clearly identify the hosting locations and any sub-processors in accordance with the sub-contractor disclosure requirement of Section A.
5	<i>Could ΚΕΔΙΠΕΣ confirm the number and versions of Microsoft SQL Server and Informix database instances that require privileged / JIT access management under this contract?</i>	Please use the companion document for Assets and Volumes about the PAM system.
6	<i>Could ΚΕΔΙΠΕΣ confirm the ITSM / ticketing and CMDB platform to be integrated for access-request validation?</i>	SysAid System
7	<i>Does ΚΕΔΙΠΕΣ have an existing HSM that the PAM solution should integrate with for encryption-key protection, or should the solution's native key-management capability be proposed? Use of an HSM is a requirement that rules out a SaaS deployment. Is the use of HSM mandatory?</i>	No HSM is available at KEDIPEs. Please ignore this requirement.
8	<i>Could ΚΕΔΙΠΕΣ confirm the make / model and approximate count of network devices (firewalls, switches, routers) requiring privileged session management under this contract?</i>	Please use the companion document for Assets and Volumes about the PAM system.

No.	Question raised by economic operator	Response of ΚΕΔΙΠΕΣ
9	<i>Could ΚΕΔΙΠΕΣ provide the number and type (OS release) of the systems where behavioral analytics and zero standing privileges must be applied?</i>	Please use the companion document for Assets and Volumes about the PAM system.
10	<i>The requirement for detection of hardcoded credentials in source code repositories is out of the scope of a PAM platform. Will ΚΕΔΙΠΕΣ accept a third party solution?</i>	The requirement may be considered as optional but yes a third party solution is accepted. Where the requirement is met by a component other than the core PAM platform, this shall be stated clearly in the Additional Comments column.
11	<i>What is the budget of the tender?</i>	The budget of the tender is not disclosed.
12	<i>Requirements such as behavior analytics, source code auditing and database JIT privileges are not part of a PAM platform / solution. Are these mandatory? If yes, would you accept other solutions to cover these requirements?</i>	The requirements: • Behavior Analytics • Source Code Auditing • Database JIT privileges will be considered as “Scored” Third party solutions are not accepted
13	<i>Δεδομένου ότι στις απαιτήσεις περιλαμβάνεται το Privilege Elevation & Endpoint Privilege Management, παρακαλούμε όπως δοθεί ο συνολικός αριθμός των συστημάτων στα οποία θα εφαρμοστεί, με αναλυτική κατανομή ανά λειτουργικό σύστημα, όπως Windows, Linux και macOS.</i>	Please use the companion document for Assets and Volumes about the PAM system.
14	<i>Παρακαλούμε όπως δοθεί ο αριθμός των εσωτερικών χρηστών και διαχειριστών που θα χρησιμοποιούν τη λύση, καθώς και ο συνολικός αριθμός των assets που θα ενταχθούν σε αυτή.</i>	Please use the companion document for Assets and Volumes about the PAM system.
15	<i>Παρακαλούμε όπως προσδιοριστεί ο αριθμός των εξωτερικών συνεργατών και προμηθευτών που θα αποκτούν πρόσβαση μέσω της λύσης.</i>	Please use the companion document for Assets and Volumes about the PAM system.
16	<i>Παρακαλούμε όπως δοθεί ο εκτιμώμενος αριθμός των προνομιακών, κοινόχρηστων, service και application accounts που θα ενταχθούν στη λύση.</i>	Please use the companion document for Assets and Volumes about the PAM system.
17	<i>Παρακαλούμε όπως επιβεβαιωθεί εάν η απαίτηση για 500 ταυτόχρονες προνομιακές συνεδρίες αποτελεί απαίτηση αρχικής χωρητικότητας ή εκτίμηση μελλοντικής επέκτασης της λύσης.</i>	Please use the companion document for Assets and Volumes about the PAM system. (Concurrent Users)

ΔΙΑΓΩΝΙΣΜΟΣ 16/2026 – PAM
Ερωτήσεις – Απαντήσεις μέχρι 3/9/2026

No.	Question raised by economic operator	Response of ΚΕΔΙΠΕΣ
18	<i>Παρακαλούμε όπως προσδιοριστούν οι υφιστάμενες πλατφόρμες SIEM, EDR/XDR, ITSM, CMDB, SOAR, MFA και HSM με τις οποίες απαιτείται διασύνδεση.</i>	Βρισκόμαστε σε διαδικασία προσφορών για SIEM, EDR/XDR, SOAR. Σήμερα υπάρχει το σύστημα ClearSkies (SIEM). ITSM: SysAid CMDB: please ignore this as a requirement MFA: Fortinet HSM: Please ignore this as a requirement SOAR: Not Available
19	<i>Αίτημα για αφαίρεση των απαιτήσεων για «Periodic access certification and recertification campaigns for all privileged accounts» και « Periodic certification and review of all active vendor accounts» καθώς αναφέρονται σε λύσεις IGA και όχι PAM</i>	Η απαίτηση του RFP δεν προϋποθέτει ξεχωριστή λύση IGA, αλλά αφορά τη δυνατότητα υποστήριξης περιοδικής ανασκόπησης και επαναπιστοποιήσεις προνομιακών λογαριασμών είτε μέσω εγγενών λειτουργιών της προσφερόμενης λύσης είτε μέσω reports, workflows, ή ενσωμάτωσης με υφιστάμενες διαδικασίες διακυβέρνησης πρόσβασης της ΚΕΔΙΠΕΣ