Protest Decision

Matter of:	Thycotic LLC
Case No.:	2019-212
Posting Date:	July 26, 2019
Contracting Entity:	State Fiscal Accountability Authority
Solicitation No.:	5400017850
Description:	CA Technologies' Privileged Access Management Products and Services

DIGEST

Protest alleging unduly restrictive specifications is dismissed. Thycotic's letter of protest is included by reference. (Attachment 1)

AUTHORITY

The Chief Procurement Officer (CPO) conducted an administrative review pursuant to S.C. Code Ann. §11-35-4210(4). This decision is based on materials in the procurement file and applicable law and precedents.

BACKGROUND

Solicitation Issued	04/29/2019
Protest received	05/12/2019
Solicitation Cancelled	06/14/2019

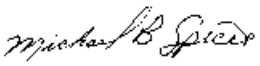
ANALYSIS

The State Fiscal Accountability Authority (SFAA) issued this Invitation for Bids on April 29, 2019 to establish a state term contract for CA Technologies' Privileged Access Management Products and Services. This was the third attempt to solicit these products. Thycotic protested that limiting the procurement of privileged access management products to the CA Technologies' products is unduly restrictive. SFAA cancelled the solicitation on June 14, 2019, to review any continuing need for this brand name specification.

DECISION

This solicitation is cancelled and Thycotic's protest is dismissed as moot.

For the Information Technology Management Office



Michael B. Spicer
Chief Procurement Officer

Attachment 1

From: Andrew Michael Legg
1500 Massachusetts Ave. NW #043
Washington. District of Columbia

Date Written: 5/12/2019

To: Kristen Hutto, Chief Procurement Officer, Information Technology Management Office, State of South Carolina
1201 Main Street, Suite 600
Columbia, South Carolina 29201

TITLE: Protest Letter Regarding the State of South Carolina's Request for Proposals Titled: **Privileged Access Management Products & Services – CA Technologies**

Dear Kristen Hutto and to whom this letter may apply,

I am an enterprise field executive at Thycotic LLC., a global provider or privileged access management solutions for more than 10,000 organizations worldwide. I am also a taxpayer in the State of South Carolina during the tax fiscal year of 2018. I am writing this letter to protest the RFP released for (only) CA Technologies PAM products, and Thycotic LLC's inability to compete for South Carolina's business for Privileged Access Management as a small-medium American business. I understand that a Privileged Access Management solution is required and necessary for managing and safeguarding the State's most critical credentials and assets, but the current RFP is product specific which shuts out the possibility of alternative solutions that could be more optimal, more cost-effective, more modern, and more efficient. My organization, Thycotic LLC., was not provided an equal and competitive opportunity to participate in this evaluation.

The current solution proposed, CA Technologies, does not deliver the most efficient and cost-effective solution, and possibly introduces a legacy solution to the state of South Carolina (Opinion derived from statistical evidence provided by Gartner Peer Reviews listed on the next page). The solution may potentially lead to deployment failure, lack of adoption, and consequently an ineffective use of taxpayer dollars. The solution provided by my organization has overwhelming and empirical statistical evidence (listed next page) that Thycotic's solution, Secret Server, is a more modern, higher adopted, more cost-effective, and better suited solution for the requirement scope listed in this project.

The proposed alternative solution from Thycotic Software was architected on the Microsoft stack and requires no hardware or agents for the functionality listed in this project. CA Technologies requires numerous hardware and agent-based components to achieve the required functionality. The proposed alternative solution from Thycotic software deploys exponentially faster than the CA technologies solution (verified in Gartner Peer Reviews & statistics derived from authentic reviews by IT Professionals post deployment). 78% of Thycotic's deployments of this scope deployed in the lowest tier 0-3 months. Alternatively, roughly 26% of CA Technology PAM deployments finished in 0-3 months. The cost of internal resources (FTE's) to deploy CA PAM can often cost more than the entire cost of the Secret Server solution with a staff of 5-10 working on this for six to twelve months. Thycotic scored higher in all evaluation categories. The proposed alternative solution from Thycotic Software was reviewed on Gartner Peer Reviews 686 times by IT professionals scoring 4.5 out of 5 stars with 25 verified government reviewers. The current proposed solution from CA Technologies was reviewed by Gartner Peer Reviews only 25 times scoring 4.1 out of 5 stars with 1 government review.

Thycotic LLC. would like to kindly request relief by cancelling the CA solicitation, and re-consideration of a vendor evaluation for the PAM solution to be procured by the state in which Thycotic is given an equal opportunity to participate and compete. Additionally, Thycotic LLC. would like to kindly request the opportunity for a competitive proof of concept with CA Technologies and any alternative solution to be considered in which the decision to procure is based upon product integration compatibility, functionality, performance, efficiency, and ability to execute/deliver in a production only (non-sandboxed) proof of concept over a 30-day period. Additionally, Thycotic will propose a PAM solution at a 20% lower cost than the best and final price provided by CA Technologies.

Sincerely,
Andrew M. Legg
Andrew Legg

thycotic
IT Security That Works.
Andrew Legg | *Identity and Access Management*
State & Local Agencies
|M: 713.670.4925
Andrew.Legg@thycotic.com

Evidence Page(s) (Referred to in the above letter of protest)

Verified User ratings and statistics for CA Technologies PAM Deployments:
https://www.gartner.com/reviews/market/privileged-access-management/vendor/ca-technologies/ratings

Verified User ratings and statistics for Thycotic Software PAM Deployments:
https://www.gartner.com/reviews/market/privileged-access-management/vendor/Thycotic/ratings

State of Indiana – Thycotic Software Customer Testimony: https://www.youtube.com/watch?v=EBaiQlkjffw

***Thycotic Rated ahead of CA Technologies in Q4 2018 Forrester Wave Privileged Access Management Leadership Quadrant**

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***Thycotic Rated ahead of CA Technologies in 2019 Kuppinger Cole Privileged Access Management Leadership Quadrant**

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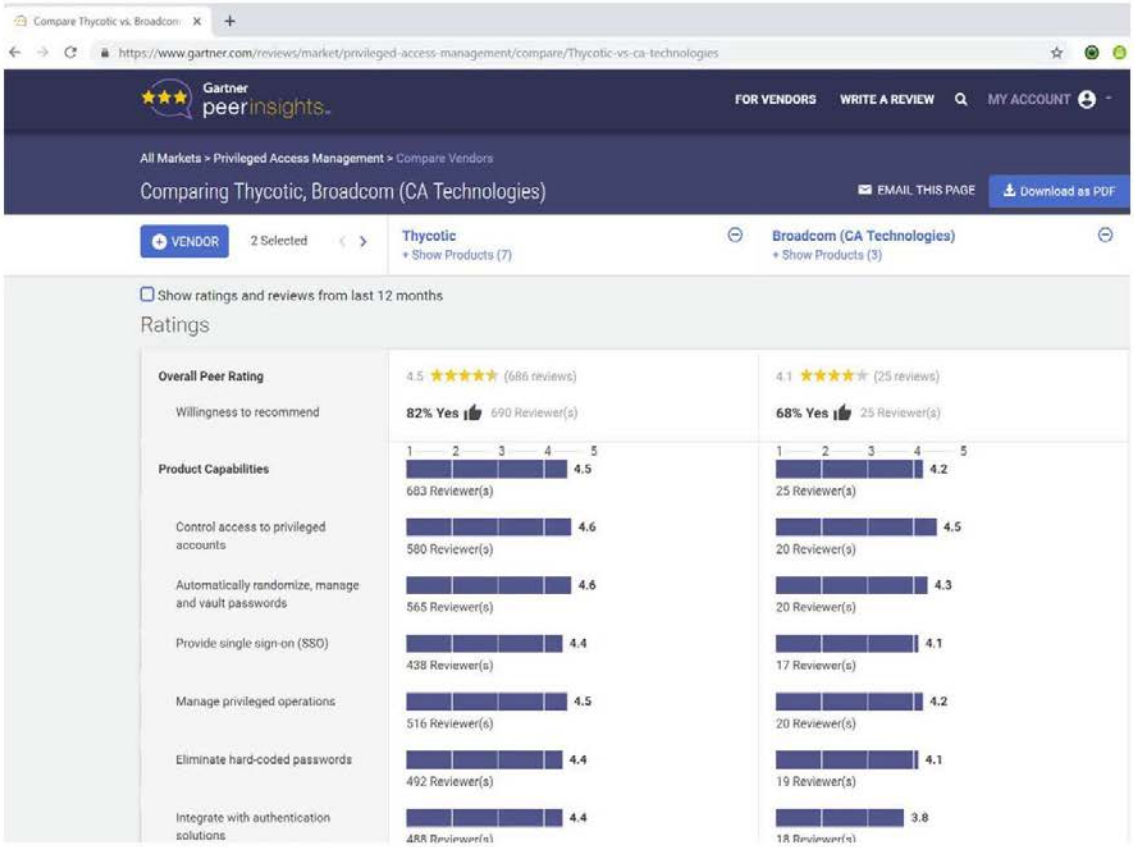
*Source of Screenshot comparing Thycotic vs. CA Technologies Reviews below:
https://www.gartner.com/reviews/market/privileged-access-management/compare/Thycotic-vs-ca-technologies

*Screenshot Taken on 5/12/2019



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STATEMENT OF RIGHT TO FURTHER ADMINISTRATIVE REVIEW

Protest Appeal Notice (Revised June 2018)

The South Carolina Procurement Code, in Section 11-35-4210, subsection 6, states:

> (6) Finality of Decision. A decision pursuant to subsection (4) is final and conclusive, unless fraudulent or unless a person adversely affected by the decision requests a further administrative review by the Procurement Review Panel pursuant to Section 11-35-4410(1) within ten days of posting of the decision in accordance with subsection (5). The request for review must be directed to the appropriate chief procurement officer, who shall forward the request to the panel or to the Procurement Review Panel, and must be in writing, setting forth the reasons for disagreement with the decision of the appropriate chief procurement officer. The person also may request a hearing before the Procurement Review Panel. The appropriate chief procurement officer and an affected governmental body shall have the opportunity to participate fully in a later review or appeal, administrative or judicial.

Copies of the Panel's decisions and other additional information regarding the protest process is available on the internet at the following web site: http://procurement.sc.gov

FILE BY CLOSE OF BUSINESS: Appeals must be filed by 5:00 PM, the close of business. *Protest of Palmetto Unilect, LLC*, Case No. 2004-6 (dismissing as untimely an appeal emailed prior to 5:00 PM but not received until after 5:00 PM); *Appeal of Pee Dee Regional Transportation Services, et al.*, Case No. 2007-1 (dismissing as untimely an appeal faxed to the CPO at 6:59 PM).

FILING FEE: Pursuant to Proviso 111.1 of the 2018 General Appropriations Act, "[r]equests for administrative review before the South Carolina Procurement Review Panel shall be accompanied by a filing fee of two hundred and fifty dollars ($250.00), payable to the SC Procurement Review Panel. The panel is authorized to charge the party requesting an administrative review under the South Carolina Code Sections 11-35-4210(6), 11-35-4220(5), 11-35-4230(6) and/or 11-35-4410…Withdrawal of an appeal will result in the filing fee being forfeited to the panel. If a party desiring to file an appeal is unable to pay the filing fee because of financial hardship, the party shall submit a completed Request for Filing Fee Waiver form at the same time the request for review is filed. *[The Request for Filing Fee Waiver form is attached to this Decision.]* If the filing fee is not waived, the party must pay the filing fee within fifteen days of the date of receipt of the order denying waiver of the filing fee. Requests for administrative review will not be accepted unless accompanied by the filing fee or a completed Request for Filing Fee Waiver form at the time of filing." PLEASE MAKE YOUR CHECK PAYABLE TO THE "SC PROCUREMENT REVIEW PANEL."

LEGAL REPRESENTATION: In order to prosecute an appeal before the Panel, business entities organized and registered as corporations, limited liability companies, and limited partnerships must be represented by a lawyer. Failure to obtain counsel will result in dismissal of your appeal. *Protest of Lighting Services*, Case No. 2002-10 (Proc. Rev. Panel Nov. 6, 2002) and *Protest of The Kardon Corporation*, Case No. 2002-13 (Proc. Rev. Panel Jan. 31, 2003); and *Protest of PC&C Enterprises, LLC*, Case No. 2012-1 (Proc. Rev. Panel April 2, 2012). However, individuals and those operating as an individual doing business under a trade name may proceed without counsel, if desired.

South Carolina Procurement Review Panel
Request for Filing Fee Waiver
1205 Pendleton Street, Suite 367, Columbia, SC 29201

_____ _____

Name of Requestor Address

_____ _____

City State Zip Business Phone

1. What is your/your company's monthly income? _____

2. What are your/your company's monthly expenses? _____

3. List any other circumstances which you think affect your/your company's ability to pay the filing fee:

_____

_____

_____

To the best of my knowledge, the information above is true and accurate. I have made no attempt to misrepresent my/my company's financial condition. I hereby request that the filing fee for requesting administrative review be waived.

Sworn to before me this
_____ day of _____, 20_____

_____ _____

Notary Public of South Carolina Requestor/Appellant

My Commission expires: _____

For official use only: _____ Fee Waived _____ Waiver Denied

_____

Chairman or Vice Chairman, SC Procurement Review Panel

This _____ day of _____, 20_____
Columbia, South Carolina

NOTE: If your filing fee request is denied, you will be expected to pay the filing fee within fifteen (15) days of the date of receipt of the order denying the waiver.