

whitepaper

the perfect rfp questions
for customer iam



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1. Generic Information

1. Please provide us with your company profile, including a short description of the company's history, the number of employees, an overview of your customers and your geographical orientation (national or international).
2. Please describe your strategic goals for the upcoming three years.
3. Please provide us with your vision on Customer Identity and Access Management (or: Customer IAM) solutions.
4. Please describe the development of your organisation over the past few years.
5. Are there other parties involved in the realisation of your offer?
6. Please provide us with your organisation's key financial numbers over the last three years (e.g. financial statement).
7. Why are you our best partner to deliver Customer IAM?

2. Corporate Strategy & Reference case studies

1. Please describe your experience with delivering Customer IAM solutions.
2. How many clients do you have and what is the average size measured in numbers of identities?
What is the largest single deployment of your services?
3. Please provide 3 reference cases similar to our request.
4. Please provide analyst reports or other independent studies that illustrate your achievements in the Customer IAM area.
5. Please describe some areas in which your organisation has had significant impact in the area of Customer IAM.
6. Please share your strategy and vision concerning the solution?
7. Do you have relevant customer case studies available? If so, please share.
8. What partnerships do you have in place that could be beneficial to us?

3. Data Protection & Consumer Privacy (GDPR)

1. Please explain how your solution allows consumers to view and edit their personal data?
2. Please explain how your solution allows to obtain consent for non-contractual attributes (including purpose of use) ?
3. Please explain how data portability is implemented in your solution.
4. Please explain how consent lifecycle management is incorporated in your solution?
5. Please explain how you handle, store and protect data that falls in the category 'special categories of personal data'?
6. Please explain how consumers can withdraw consent when using your solution, including the APIs to be used by your consumers' web applications to ask for, change, and remove consent?
7. Please explain how you handle the situation where consent is given or authorised by the holder of parental responsibility over the child, for the processing of the child's personal data?
8. Please explain how your solution can support us with data minimisation.
9. Please explain how you support the 'right to erasure'? Detail how you deal with attributes that are needed to be stored from a legal/regulatory perspective? And how you communicate exceptions to the consumer?
10. Please explain how you support data retention on all personal data collected. Please also include in your answer what happens when consumers exercise their 'right to erasure'?
11. Please explain how you have incorporated privacy by default as well as privacy by design in your solution?
12. How can your solution help us to audit on GDPR compliancy?

4. CIAM Platform - functionals

1. What self-registration and social login (Facebook, LinkedIn, Google) options do you offer?
2. Does your solution allow Internet-of-Things devices to be connected to a consumer's identity? Please elaborate.
3. Does your solution allow relationships to be connected to a consumer's identity? Please elaborate.
4. Does your solution allow for mandating other individuals on a consumer's behalf? Please elaborate.
5. Does your solution support single sign-on? And can it block users after failed logins?
6. What open standards does your platform support for identity federation and Single Sign-on?
7. What types of authentication does your solution support? Please elaborate per type of authentication.
8. What self-service (including password reset) options do you provide for the consumer?
9. What options for identity validation & proofing do you offer?
10. Do you support multi-layered (delegated) user management? Please elaborate.
11. How do you support our customer care department with identity-related issues?
12. What do you offer in terms of provisioning (e.g. real-time, just-in-time, (de-)provisioning)?
13. (If applicable) Our organisation consists of multiple brands; can we serve all brands with one identity infrastructure without losing brand identities (and corresponding features)?
14. Does your solution support access based on attributes and user delegated access (User-Managed Access / UMA)? Please elaborate.
15. Does your solution support KYC and progressive profiling? Please elaborate.
16. How can we use consumer identity data intelligence from your platform for marketing & sales purposes? Please explain what types of data can be used and how.
17. Please explain how the product suite provides for the configuration of policies and rules.
18. What languages do you support? And what languages are you planning to support in the upcoming year?

5. CIAM Platform - non-functionals & Technology

1. How does your solution address scalability and performance?
2. What browsers does your solution support?
3. Where are the main locations of your data- and back-up centres? Do you only support data centres in Europe?
4. Do you provide Business Continuity and/or Data Recovery services? If so, please elaborate.
5. What service level options do you provide?
6. What DDoS mitigation measures have you taken?
7. What options do you offer with regard to monitoring availability and performance for your customers?
8. Can you please elaborate on the way you have organised the main security elements of your solution.
9. Can you please provide us with your certificates and standards (with proof) in the area of security and privacy?
10. How do you inform clients on maintenance and patch releases?
11. Do you provide 24/7 monitoring?
12. Does your solution allow for a private tenant deployment? Please elaborate with scalability in mind.
13. Please provide the tenancy possibilities of your solution? How scalable is this?
14. Please provide a list of different APIs including a short description.
15. Please explain your possibilities with regard to continuous delivery?
16. How do you provide support for developers?
17. How do you manage key encryptions and password hashing?

6. Implementation

1. How many implementations did you do in our industry sector during the last three years?
2. Please provide us with evidence supporting your solution's decreased time to market?
3. Please explain what your customer onboarding process looks like and what your onboarding team will look like?
4. Which consultancy and implementation partners do you recommend?
5. What are the prerequisites before we can start implementation?
6. Please explain your preferred delivery model taking into account your resources, knowledge level, input and orchestration?
7. Do you have your own IAM consultancy practice able to guide us in digital transformation processes?
If yes, please provide us with some customer cases.
8. What is your lead-time for an out-of-the-box tenant delivery and with what preconditions on our side.

About OneWelcome

OneWelcome is the leading independent European provider of cloud-based Identity & Access Management for enterprises. The OneWelcome Identity platform empowers organisations in complex and regulated industries to securely connect their employees, business partners, and customers to their preferred technologies.

Many organisations, including VodafoneZiggo, PostNL, Nederlandse Spoorwegen, European Central Bank, European Space Agency, a.s.r., and Baloise trust OneWelcome to help protect their identities.



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