Bogotá D.C., 23 de febrero de 2026

Señores
INSTITUTO GEOGRÁFICO AGUSTÍN CODAZZI – IGAC
Atención: **Diego Fernando Melo**
Subdirector (e) de Infraestructura y supervisor del contrato

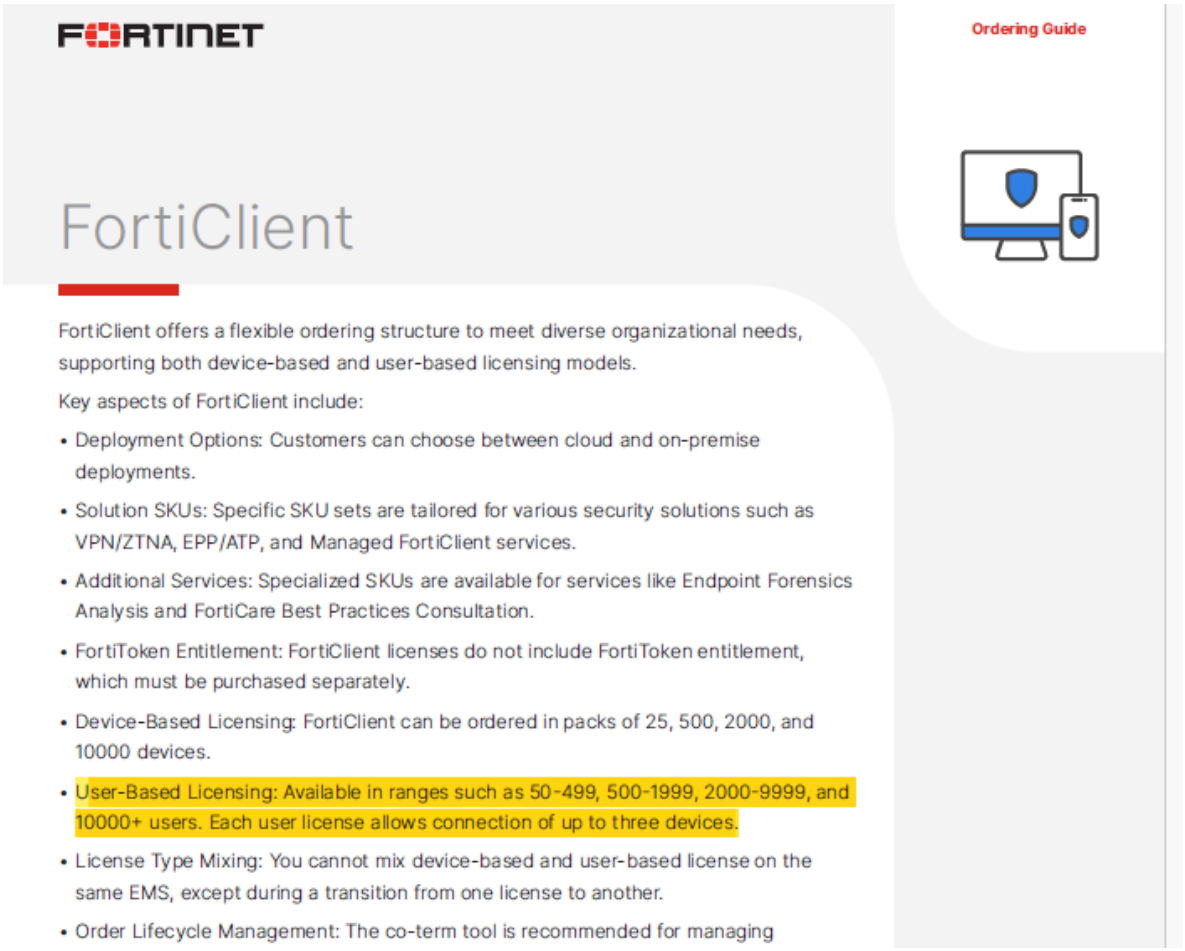
Asunto: Respuesta Radicado No. 2730SIT-2026-0000007-EE

En el marco de la ejecución del **Contrato No. 35177-2025**, suscrito entre el **INSTITUTO GEOGRÁFICO AGUSTÍN CODAZZI – IGAC** y la **UT HEIMCORE – WEXLER (UT HC-WX SEGURIDAD 2025)**, cuyo objeto es "Contratar la renovación del soporte, mantenimiento, garantía y licenciamiento de los dispositivos de seguridad perimetral Fortinet, así como la adquisición de componentes adicionales para robustecer los controles de seguridad de la Entidad", nos permitimos **dar respuesta formal** al **Radicado No. 2730SIT-2026-0000007-EE**, atendiendo **de manera puntual** los requerimientos formulados por la Entidad.

Respuesta punto a punto a lo requerido por la Entidad

Requerimiento 1 – Suministrar el licenciamiento por usuario (1500 usuarios): Suministrar el licenciamiento por usuario (1500 usuarios), conforme a las especificaciones técnicas del contrato.

Respuesta: En atención a lo requerido, informamos que, conforme al datasheet oficial de FortiClient EMS, el licenciamiento User-Based se encuentra disponible en rangos 50–499, 500–1999, 2000–9999 y 10.000+ usuarios; adicionalmente, cada licencia de usuario permite la conexión de hasta tres (3) dispositivos. Se adjunta el soporte oficial del fabricante y se referencia la información correspondiente (página 1).



FORTINET

Ordering Guide

FortiClient

FortiClient offers a flexible ordering structure to meet diverse organizational needs, supporting both device-based and user-based licensing models.

Key aspects of FortiClient include:

- Deployment Options: Customers can choose between cloud and on-premise deployments.
- Solution SKUs: Specific SKU sets are tailored for various security solutions such as VPN/ZTNA, EPP/ATP, and Managed FortiClient services.
- Additional Services: Specialized SKUs are available for services like Endpoint Forensics Analysis and FortiCare Best Practices Consultation.
- FortiToken Entitlement: FortiClient licenses do not include FortiToken entitlement, which must be purchased separately.
- Device-Based Licensing: FortiClient can be ordered in packs of 25, 500, 2000, and 10000 devices.
- User-Based Licensing: Available in ranges such as 50-499, 500-1999, 2000-9999, and 10000+ users. Each user license allows connection of up to three devices.
- License Type Mixing: You cannot mix device-based and user-based license on the same EMS, except during a transition from one license to another.
- Order Lifecycle Management: The co-term tool is recommended for managing

Requerimiento 2 – Remitir certificación o documento oficial del fabricante: Remitir certificación o documento oficial del fabricante que respalde el tipo de licenciamiento ofertado y su alcance funcional

Respuesta: En cumplimiento de lo solicitado, **se adjunta el documento oficial (datasheet) del fabricante Fortinet (FortiClient EMS)**, el cual respalda el **tipo de licenciamiento ofertado** y su alcance funcional, incluyendo la disponibilidad por rangos de usuarios y la asociación de hasta tres (3) dispositivos por usuario.

Requerimiento 3 – Informar fecha definitiva de reflejo de co-término en plataforma y activación: Informar la fecha definitiva en la que se verá reflejado el co-término de las licencias en plataforma y su respectiva activación.

Respuesta: Respecto a la observación de la Entidad sobre la no visualización del co-término en FortiCloud para FortiAnalyzer, informamos que, tras validación con el fabricante, se indicó que no era procedente la apertura de un caso de soporte, dado que la suscripción se evidenciaba vigente hasta el 27/11/2028.

En consecuencia, la UT gestionó la adquisición complementaria de los días requeridos con el fin de alinear la suscripción al esquema de co-término solicitado.
Se confirma que el co-término y la activación del licenciamiento de FortiAnalyzer ya se encuentran reflejados en plataforma, validación realizada conjuntamente con IGAC el 20/02/2026, quedando el licenciamiento en estado operativo, conforme a la evidencia adjunta (Expiration Date: 2028-11-30).

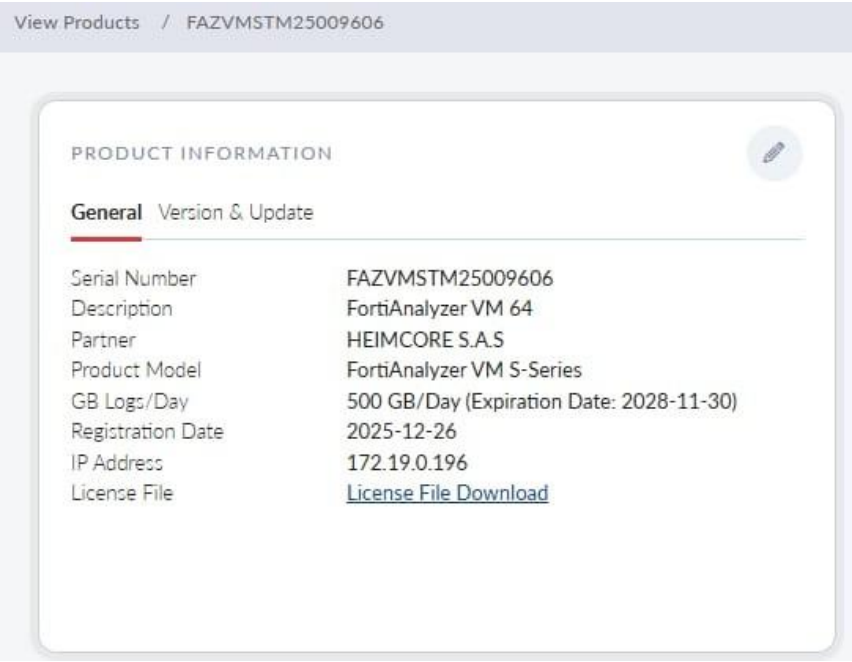


Ilustración 1. Vigencia de licenciamiento FortiAnalyzer (Expiration Date: 2028-11-30)

Requerimiento 4 – Presentar plan de acción inmediato para mitigar retrasos (Assesment, cronograma y ruta crítica): Presentar plan de acción inmediato para mitigar los retrasos identificados en: (i) Entrega de Assesment pendientes, (ii) Ajuste del cronograma, (iii) Actividades en ruta crítica afectadas por la indefinición del licenciamiento.

Respuesta:

1. Objetivo del Plan: Mitigar los retrasos identificados en:

- Entrega de Assesment pendientes.
- Ajuste y formalización del cronograma.
- Actividades en ruta crítica afectadas por la definición del licenciamiento.

Garantizando cumplimiento integral antes del 31 de marzo de 2026, sin afectar la puesta en operación del servicio ZTNA.

2. Línea de Acción 1 – Cierre de Assessments Pendientes
2.1 Alcance: Entrega formal (documento + sesión de validación + acta) de:

- FortiGate 1800 y FortiManager
- SD-WAN Direcciones Territoriales - 14 Renovados en su licenciamiento
- FortiSIEM

2.2 Estrategia de Mitigación

Acción	Responsable	Fecha límite
Consolidación técnica final de hallazgos	Equipo Ingeniería UT	3 marzo
Entrega formal a IGAC	PM proyecto UT	3 marzo
Sesiones de ejecución del Assesment 14 SDWAN, FortiManager y Fortigate 1800	Ingeniería	5 marzo – 20 marzo

2.3 Medidas de Aceleración

- Asignación de ingeniero dedicado por componente.
- Trabajo en paralelo de documentación y revisión.
- Ventana extendida de sesiones técnicas (mañana y tarde si es requerido).
- Entrega incremental (no esperar cierre total para iniciar validaciones).

2.4 Principios del Nuevo Cronograma

- Cierre técnico: máximo 20 marzo.
- Ventana de estabilización: 21 – 25 marzo.
- Entrega documental final: 26 marzo.
- Margen contingencia: 27 – 31 marzo.

2.5 Acciones Correctivas

Acción	Fecha
Reprogramación técnica integral del cronograma	25 febrero
Inclusión de ventana mínima de 5 días hábiles para revisión IGAC	25 febrero
Entrega nueva versión cronograma v6.0	26 febrero
Aprobación supervisión	28 febrero

3. Línea de Acción – Recuperación de Ruta Crítica (Licenciamiento ZTNA)

3.1 Actividades Impactadas

- Despliegue de agentes.
- Configuración plataforma.
- Integraciones.
- Pruebas funcionales.
- Puesta en operación ZTNA.

3.2 Estrategia de Recuperación

3.2.1 Trabajo en Paralelo

Fase	Fecha ejecución
Preparación infraestructura	24 – 28 febrero
Despliegue piloto (100 usuarios)	3 – 7 marzo
Ajustes y tuning	8 – 10 marzo
Despliegue masivo (restante población)	11 – 20 marzo
Pruebas funcionales integrales	18 – 24 marzo
Go Live formal	25 marzo

Requerimiento 5 – Remitir copia del caso de soporte con fábrica (licenciamiento FortiAnalyzer): Remitir copia del caso de soporte abierto con fábrica respecto al licenciamiento de FortiAnalyzer.

Respuesta: En atención al requerimiento, informamos que, conforme a la validación realizada con el fabricante, no se requería la apertura ni escalamiento de un caso de soporte, dado que la suscripción se encontraba vigente y el ajuste correspondía a un alineamiento de co-término mediante adquisición complementaria de los días faltantes.

En consecuencia, la UT gestionó el ajuste y se confirma que el co-término del licenciamiento de FortiAnalyzer ya se encuentra reflejado en FortiCloud, validación efectuada por IGAC el 20/02/2026. Se adjunta la evidencia correspondiente.

Agradecemos su atención. Quedamos atentos a su validación del plan de acción y del cronograma propuesto, a fin de continuar con la ejecución y cierre de los entregables conforme a lo requerido por la Entidad.

Cordialmente

JESUS ALBERTO FRANCO ACOSTA
Representante Legal UT HC-WX SEGURIDAD 2025
C.E. 582410
NIT: 902009528 - 1



FortiClient

FortiClient offers a flexible ordering structure to meet diverse organizational needs, supporting both device-based and user-based licensing models.

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- Deployment Options: Customers can choose between cloud and on-premise deployments.
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- User-Based Licensing: Available in ranges such as 50-499, 500-1999, 2000-9999, and 10000+ users. Each user license allows connection of up to three devices.
- License Type Mixing: You cannot mix device-based and user-based license on the same EMS, except during a transition from one license to another.
- Order Lifecycle Management: The co-term tool is recommended for managing additions, renewals, and upgrades to align contract expiration dates and simplify license management.
- Upgrade Limitations: Direct upgrades between on-premise and cloud SKUs are not supported. Purchasing new SKUs is required to align with a new EMS instance.

	VPN/ZTNA	EPP/ATP	MANAGED
ZERO TRUST AGENT			
Zero Trust Network Access (ZTNA)	✓	✓	✓
Central Management	✓	✓	✓
Central Logging and Reporting	✓	✓	✓
SSL VPN with Multifactor Authentication (MFA)*	✓	✓	✓
IPsec VPN with MFA*	✓	✓	✓
Single Sign On Mobility Agent	✓	✓	✓
IT HYGIENE			
Vulnerability Agent and Remediation	✓	✓	✓
FortiGuard Web Filtering	✓	✓	✓
Software Inventory		✓	✓
Removable Media Control		✓	✓
CASB			
Cloud/API-based CASB	✓	✓	✓
SaaS Application Control (Inline CASB)	✓	✓	✓
FortiGuard Real-time SaaS Application Database Updates	✓	✓	✓
Malware Detection for Cloud Data	✓	✓	✓
ENDPOINT SECURITY (ENDPOINT PROTECTION PLATFORM (EPP))			
FortiClient Cloud Sandbox (SaaS)		✓	✓
FortiSandbox Integration (PaaS/Public Cloud/On-premise)	✓	✓	✓
Artificial Intelligence-powered Next Generation Antivirus		✓	✓
Automated Endpoint Quarantine		✓	✓
Ransomware Protection		✓	✓
FortiGuard Outbreak Detection		✓	✓
MANAGED FORTICLIENT SERVICE (DELIVERED BY FORTINET EXPERTS)			
Endpoint Onboarding			✓
Initial Provisioning			✓
Fortinet Security Fabric Setup/Integration			✓
Vulnerability Monitoring			✓
Endpoint Security Monitoring			✓
Additional Services			
Best Practice Service (BPS) Consultation	Account add-on	Account add-on	✓
Endpoint Forensics Analysis**	Optional	Optional	Optional
24×7 Support	✓	✓	✓
On-premise/Air Gap Option	✓	✓	

* FortiClient licenses do not include FortiToken entitlement.

** You must purchase a separate SKU bundle for this option.

To download datasheets, product matrices, and case studies, visit https://www.fortinet.com/products/endpoint-security/forticlient.

Chromebook security is also available with central management via EMS, FortiGuard Web Filtering, and Additional Services.

Note: The FortiSASE ordering details have been relocated to a self-contained SASE ordering guide with other SASE components. You can upgrade a FortiClient license to FortiSASE. See the FortiSASE Ordering Guide.

Order Information: Device-based

You can order FortiClient in packs of 25, 500, 2000, and 10000. The following table reflects the latest device-based licenses:

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/ATP	MANAGED
Cloud	25-pack	FC1-10-EMS05-428-01-DD	FC1-10-EMS05-429-01-DD	FC1-10-EMS05-485-01-DD
	500-pack	FC2-10-EMS05-428-01-DD	FC2-10-EMS05-429-01-DD	FC2-10-EMS05-485-01-DD
	2000-pack	FC3-10-EMS05-428-01-DD	FC3-10-EMS05-429-01-DD	FC3-10-EMS05-485-01-DD
	10000-pack	FC4-10-EMS05-428-01-DD	FC4-10-EMS05-429-01-DD	FC4-10-EMS05-485-01-DD
On-premise	25-pack	FC1-10-EMS04-428-01-DD	FC1-10-EMS04-429-01-DD	N/A
	500-pack	FC2-10-EMS04-428-01-DD	FC2-10-EMS04-429-01-DD	
	2000-pack	FC3-10-EMS04-428-01-DD	FC3-10-EMS04-429-01-DD	
	10000-pack	FC4-10-EMS04-428-01-DD	FC4-10-EMS04-429-01-DD	

The following table reflects the latest device-based licenses that include the forensics analysis service:

SOLUTION	SKU LICENSE	VPN/ZTNA	VPN/ZTNA + EPP/ATP	MANAGED
Device-based	25-pack	FC1-10-EMS05-537-01-DD	FC1-10-EMS05-538-01-DD	FC1-10-EMS05-539-01-DD
	500-pack	FC2-10-EMS05-537-01-DD	FC2-10-EMS05-538-01-DD	FC2-10-EMS05-539-01-DD
	2000-pack	FC3-10-EMS05-537-01-DD	FC3-10-EMS05-538-01-DD	FC3-10-EMS05-539-01-DD
	10000-pack	FC4-10-EMS05-537-01-DD	FC4-10-EMS05-538-01-DD	FC4-10-EMS05-539-01-DD

FortiClient Forensics Service with SoCaaS

FortiAnalyzer On-Premises or FortiAnalyzer Cloud is required to forward FortiClient logs to SOCaaS. Be sure to add-on log storage space with FortiAnalyzer Cloud and review the FortiAnalyzer on-premises log storage to be sure there is enough capacity.

Order Lifecycle

New Order

Example: 500 ZTNA endpoints

Direct purchase 1×500-pack

- FC2-10-EMS05-428-01-12

Add More Endpoints

Example: add 50 ZTNA endpoints

Direct purchase 2×25-pack

- FC1-10-EMS05-428-01-12 (x2)

Renew All Endpoints

Example: renew all 550 ZTNA endpoints

Use the co-term tool when the first renewal occurs. This also aligns all contracts to the same expiration date.

- FC1Z-15-EMS05-428-02-00 (x2)
- FC2Z-15-EMS05-428-02-00 (x1)

Upgrade Endpoints

Example: upgrade all 550 ZTNA endpoints to EPP/ATP

Use the co-term tool to upgrade all endpoints to the end of the term, then follow standard renewal:

- FC1Z-15-EMS05-429-02-00 (x2)
- FC2Z-15-EMS05-429-02-00 (x1)

Order Information: User-based

You can order FortiClient based on the number of users. The following table reflects the latest FortiTrust user-based license ranges. These SKUs allow users to connect up to three devices.

SOLUTION	SKU LICENSE	VPN/ZTNA	EPP/ATP	MANAGED
Cloud	50-499 users	FC2-10-EMS05-509-02-DD	FC2-10-EMS05-546-02-DD	FC2-10-EMS05-556-02-DD
	500-1999 users	FC3-10-EMS05-509-02-DD	FC3-10-EMS05-546-02-DD	FC3-10-EMS05-556-02-DD
	2000-9999 users	FC4-10-EMS05-509-02-DD	FC4-10-EMS05-546-02-DD	FC4-10-EMS05-556-02-DD
	10000+ users	FC5-10-EMS05-509-02-DD	FC5-10-EMS05-546-02-DD	FC5-10-EMS05-556-02-DD

Order Lifecycle

New Order

Example: 400 ZTNA users

Direct purchase 400 users

- 400 x FC2-10-EMS05-557-02-DD

Add More Users

Example: add 50 ZTNA users

Use the co-term tool to add more users. This also aligns all contracts to the same expiration date.

Renew All Users

Example: renew all 550 ZTNA users

Use the co-term tool to renew all user licenses. This also aligns all contracts to the same expiration date.

- 500 x FC3-10-EMS05-557-02-DD

Upgrade Users

Example: upgrade all 550 ZTNA users to EPP/ATP

Use the co-term tool to upgrade all endpoints to the end of the term, then follow standard renewal:

- 500 x FC3-10-EMS05-558-02-DD

Order Information: FortiCare Best Practices

ADDITIONAL SERVICES	FORTICLIENT/EMS SERVICES	SKU LICENSE
FortiCare Best Practices Consultation Service	25-999 Endpoints	FC1-10-FCBPS-310-02-DD
	1000-9999 Endpoints	FC2-10-FCBPS-310-02-DD
	10000+ Endpoints	FC5-10-FCBPS-310-02-DD

See Also

Other FortiClient SKUs are orderable for the following deployments:

- **SASE**: additional SKUs are available for FortiSASE deployments. See the FortiSASE Ordering Guide for details.
- **Chromebook**: a dedicated version of FortiClient is available for Chromebook. Refer to the datasheet for information.

Upgrade Matrix

For upgrades between different FortiClient versions:

- FortiClient does not support upgrades between on-premise and Cloud SKUs. Purchasing new SKUs is required to align with the new EMS instance. The BPS team can help with migration support.
- Chromebook is standalone. Upgrades to or from Chromebook are not permitted.
- All other upgrades within Cloud or within on-premise are supported as the matrix shows:

To use this matrix, select the current subscription in the left column and follow the row to the right to see what is directly upgradeable with the co-term tool.

FORTICLIENT CLOUD LICENSES							
	UPGRADE TO						
UPGRADE FROM	ZTNA/VPN	EPP/ATP	MANAGED CLIENT	SASE - AGENT-BASED	SASE - AGENTLESS	CHROMEBOOK	MANAGED + FORENSICS
ZTNA/VPN							
EPP/ATP							
Managed Client							
Chromebook							

ON-PREMISE					
	UPGRADE TO				
UPGRADE FROM	ZTNA/VPN	EPP/ATP	ZTNA + FORENSICS	EPP/ATP + FORENSICS	CHROMEBOOK
ZTNA/VPN					
EPP/ATP					
Chromebook					

* See the FortiSASE Ordering Guide.



Fortinet Training and Certification

FCP - FortiClient EMS Administrator Training and Certification

Learn how to use the FortiClient EMS features, provision FortiClient endpoints, integrate the FortiClient EMS Security Fabric, deploy and configure the zero-trust network access (ZTNA) agent and endpoint security features to understand of how to deploy, manage, and maintain endpoint security using FortiClient EMS.

Course Details

For prerequisites, agenda topics, and learning objectives, visit: https://training.fortinet.com/local/staticpage/view.php?page=library_forticlient-ems-administrator

Training Offering

For training SKUs, purchasing, and delivery options, visit: https://training.fortinet.com/local/staticpage/view.php?page=purchasing_process

Frequently Asked Questions

What is BPS and should I include it for new deals?

BPS allows customers access to on-demand consultation with FortiClient/EMS product experts on all topics including how to deploy FortiClient solutions, recommended stable product upgrade paths for their use cases, guidance on license upgrades, guidance on EMS migrations with minimum data loss and transparent end user experience, and more. Including the BPS service with every new customer deal is recommended so they have access to product experts for any questions and issues that may come up while using the product.

What is the easiest way to order?

Per-device packs are available for terms of one to five years. See the ordering examples on the previous pages for expansion, renewals, and upgrades.

Is FortiClient licensed per-user or per-device?

On-premise FortiClient EMS is licensed per-device/endpoint.

For FortiClient Cloud, choose between per-device/endpoint licensing or per-user licensing. You cannot mix the two license types on a single FortiClient Cloud environment.

What happened to the SASE option? Why do the first two pages not show it?

All options are still available. See the FortiSASE Ordering Guide.

How do I upgrade from one FortiClient license to another?

You can perform upgrades using the co-term tool.

NOTE: Upgrades are not supported between on-premise and cloud EMS deployments.

What are the deployment options for EMS?

You can install EMS on a Linux server (7.4) or on a Windows Server (7.2 and earlier versions) in your datacenter (on-premise) or in the public cloud. You can also use FortiClient Cloud directly as a cloud service.

What is FortiClient Cloud?

FortiClient Cloud is a Fortinet-hosted EMS instance. You can choose this option to avoid setting up and maintaining your EMS server.

What is the maximum number of endpoints that FortiClient Cloud can manage?

FortiClient Cloud can manage up to 250000 endpoints.

What is ZTNA?

ZTNA refers to the proxy-based ZTNA functionality in FortiOS and FortiClient. This includes the ZTNA device posture checks, certificate management, and session encoding to securely access trusted applications behind the FortiGate ZTNA application gateway.

I purchased FortiClient with the EMS01/EMS03 SKUs. Can I upgrade to the new EMS04/EMS05 SKUs?

Due to feature changes, direct upgrade is not supported. You should purchase new SKUs at the time of renewal. If deploying on-premise with the older SKUs, consider moving to cloud-based deployment at the same time.

Does FortiClient Cloud require Is the FortiCloud Premium Subscription?

No, FortiClient Cloud does not require a FortiCloud Premium subscription.

Can the same EMS instance support a mix of license types, such as VPN/ZTNA and EPP/ATP licenses at the same time?

Yes.

Can the same EMS instance support a mix of license types even if the VPN/ZTNA and EPP/ATP licenses have different expiry dates?

Yes.

Can you have both device-based and user-based licenses?

No, you cannot mix device-based and user-based license on the same EMS except during transition from one license to another.

What is FortiTrust?

FortiTrust is Fortinet's brand for user-based licensing subscriptions, enabling organizations to easily consume cloud-focused services. With user-based licensing, expenses are clearer and there is an easier path to increase or decrease services consumed. Fortinet offers the FortiTrust license for cloud-based services only.

Can you convert or switch from device-based to user-based license?

You cannot convert or switch your contract from device-based to user-based. You can order user-based SKU at your next renewal but some endpoint data on EMS will be lost and/or a fresh EMS install may be required.

What is the FortiClient Forensics Service?

The FortiClient Forensic Service provides remote endpoint analysis to help endpoint customers respond to and recover from cyber incidents. For each engagement, forensic analysts from Fortinet's FortiGuard Labs remotely assist in the collection, examination, and presentation of digital evidence, including a final detailed report. The Endpoint Forensics service is available for FortiClient Cloud and on-premise EMS with 7.2.2 or a later version.

My existing customer has a device license that expires soon. How can they transition to a user license?

They can purchase and apply a user-based license. As soon as the device-based license expires, EMS starts using the user-based license. You can also contact Customer Service to remove a device-based license and apply the user-based license.

What happened to the pack-based user licenses? Does on-premise EMS still support user-based licenses?

The price list does not offer pack-based user licenses. If a customer wants to buy the user-based license, they can order the FortiTrust range-based user license for FortiClient Cloud. User-based licenses are no longer available for on-premise deployments.

What is FortiEndpoint?

FortiEndpoint is an all-in-one agent solution powered by FortiClient. It provides a comprehensive solution through a single SKU that includes secure connectivity options (VPN or ZTNA), as well as Endpoint Protection Platform (EPP), Endpoint Detection and Response (EDR), and Extended Detection and Response (XDR) capabilities.

See the FortiEndpoint Ordering Guide.

Onboarding

How does FortiClient onboarding work?

Initial system setup and endpoint device or user onboarding has several options, depending on the customer needs:

- Manual/DIY: as always, full documentation, videos, open source tools, and other resources are available.
- Best Practice Consultation: leverage the subscription-based FortiCare BPS for expert consultation on all topics, including initial setup and deployment, integration, upgrade/migration, and more. You can purchase BPS as an annual subscription. It is fully integated with FortiCare for a simplified engagement process.
- Managed FortiClient: initial setup and onboarding is part of the managed FortiClient service out of the box.
- Professional Service (PS): to complete the project under SLA-driven engagement, PS is a perfect option.

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