

Details

Education Access (EdAccess) Identity Management Project

Number: RFI DOE2018-12

Overview: The Delaware Department of Education is planning to issue an RFP in late March or early April 2018 to obtain products and services to replace the DOE single sign-on solution, referred to as the DOE Identity Management System or IMS. The replacement, which is the subject of this Request for Information (RFI), is referred to as Education Access or "EdAccess". This procurement will be used to:

- Upgrade the technical infrastructure supporting the Identity Management System, and
- Create a new application for security managers in Delaware's K12 community to grant and managed access to a growing number of educational applications.

Public Notice: 12/15/2017 8:35:00 AM

Deadline For Questions: 1/5/2018 11:55:00 PM

Response to Questions Posted By: 1/12/2018 11:55:00 PM

Deadline For Receipt of Proposal: 1/26/2018 2:00:00 PM

Questions and Answers:

Q: Incumbent Vendor

Posted On: 12/15/2017 10:41:31 AM

The RFI states that the existing applications used for this purpose are a combination of custom, third-party vendor and hosted system. Is the state still contracted with any vendor(s) for this system or any related services? If so, could I inquire the incumbent vendor and contract number?

A: There is no single incumbent vendor. The system is maintained by a combination of State employees and staff augmentation contractors.

Answered On: 1/10/2018 11:25:25 AM

Q: Funding

Posted On: 12/15/2017 10:41:57 AM

Does the Department have an estimated spend amount for the future awarded contract?

A: No. One of the objectives for this RFI is to collect information that will permit the Department to develop a good estimate.

Answered On: 1/10/2018 11:25:50 AM

Q: questions regarding the Education Access (EdAccess) Identity Management Project RFI # DOE 2018-12

Posted On: 1/2/2018 12:17:51 PM

1. What is the estimated cost of the Education Access (EdAccess) Identity Management Project?
2. Has the Department allocated funding for the Education Access (EdAccess) Identity Management Project yet? If so, through which source (budget, CIP, state/federal grant etc)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?
3. If a subsequent RFP is released, has a time frame been established in which it may be issued?
4. When does the Department want this solution to be implemented by?
5. What other systems will have to integrate or interface with the Education Access (EdAccess) Identity Management Projectsystem, and will the Department provide incumbent vendors for each system?
6. Does the Department need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?
7. What vendor provides the current System? When does the contract expire?
8. How much will it cost to implement the Education Access (EdAccess) Identity Management Project?
9. Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?

A: 1. What is the estimated cost of the Education Access (EdAccess) Identity Management Project?

Answered On: 1/10/2018 11:28:31 AM

An estimate has not yet been developed. One of the objectives for this RFI is to collect information that will permit the Department to develop a good estimate.

2. Has the Department allocated funding for the Education Access (EdAccess) Identity Management Project yet? If so, through which source (budget, CIP, state/federal grant etc)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?

Some state funds have been appropriated. No grant funding is anticipated.

3. If a subsequent RFP is released, has a time frame been established in which it may be issued?

Please refer to section 3.4 of the Request for Information

4. When does the Department want this solution to be implemented by?

June 30, 2019

5. What other systems will have to integrate or interface with the Education Access (EdAccess) Identity Management Projectsystem, and will the Department provide incumbent vendors for each system?

As stated in the RFI, there are approximately 50 applications that will need to integrate or interface with EdAccess. Most of these applications are developed and managed by the Department. Technical contacts will be provided for each system.

6. Does the Department need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?

Department systems are routinely upgraded to address changing requirements. We have no control

over third party applications when they choose to upgrade their systems, however they must meet Delaware's standards. All custom applications are on a 3-5 year development cycle for technology upgrades and feature enhancements. EdAccess needs to be flexible and allow for any existing or new applications to be quickly integrated.

7. What vendor provides the current System? When does the contract expire?

The system is maintained by a combination of State employees and staff augmentation contractors. There is no single contract associated with this work.

8. How much will it cost to implement the Education Access (EdAccess) Identity Management Project?

An estimate has not yet been developed. One of the objectives for this RFI is to collect information that will permit the Department to develop a good estimate.

9. Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?

As stated in the RFI, "Delaware would like to transfer an existing system, install an off-the-shelf product, or replicate an approach that has been successful elsewhere". In this RFI, we are asking for your recommendation on the approach.

As outlined in section 3.4 of the RFI, services will be procured through an RFP process.

Q: RFI Questions

Posted On: 1/4/2018 9:53:23 PM

2.2. Future System Design Objectives - User Population - EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users. The system must be flexible enough in to accommodate future population groups and roles as they are identified.

Question: Parents are not listed in the user counts. Have specific use cases been identified for them? Approximately how many?

2.1 Background - Today, DOE's Identity Management System (IMS) is the single point of access to more than 50 independent software applications.

Question: Can you list the 50 ~ applications to include how they authenticate.

3.2 Transfer System - Please provide an overview of one or more systems or products you feel would be a candidate for use to Delaware. Describe the characteristics of the candidate that make it a good transfer candidate.

Question: Is there anything would make a transfer difficult ? Does "Transfer" mean the replacement of existing functionality? Can you explain what you mean by Transfer in more detail or provide system documentation for this as part of the RFI.

2.2. Future System Design Objectives - User Population - EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users.

Question: Do any students have accounts?

2.3 Technical Environment - 3 & 4 The table below identifies the primary tools and technologies used by the Department of Education:.

Question: AD is not listed? What version of Active Directory is being used?

2.3 Technical Environment 3 & 4 The table below identifies the primary tools and technologies used by the Department of Education: O365 is listed.

Question: How does the enterprise and O365 integrate today?

2.2. Future System Design Objectives - User Population 2 EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users.

Question: Define External Users

Question: Can you provide details on your current implementation and current documentation so that we can see how it was configured and review the use cases and integrations required.

1.1 - Who manages IMS today ? when does that contract expire ?

2.3 - Are you looking for a cloud / hosted or on prem solution for DDOE ?

3.2 - Transfer System - is this just another name for Proposed Solution ? if not can you elaborate on this section and specifically more detail on what you are looking for ?

2.1 - Does DTI use IMS for any State related SSO or User Provisioning needs ? Does DDOE use the DTI IAM solution for any of their User Provisioning ?

3.4 - Is there a requirement to provide pricing with the RFI reply ? does the state have funding approved for this project ? when are the funds available ? what is the funding amount ?

A: 2.2. Future System Design Objectives - User Population - EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users. The system must be flexible enough in to accommodate future population groups and roles as they are identified.

Answered On: 1/10/2018 11:31:40 AM

Question: Parents are not listed in the user counts. Have specific use cases been identified for them? Approximately how many?

At this time there is no plan for parent accounts, however there are several use cases that have been identified which includes the integration of state applications, department of education applications,

and local educational agency applications. A high estimate of parent accounts is 280,000 (2 per student however some parent accounts will have multiple students).

2.1 Background - Today, DOE's Identity Management System (IMS) is the single point of access to more than 50 independent software applications.

Question: Can you list the 50 ~ applications to include how they authenticate.

The Department's current solution authenticates by interfacing a database of users, permissions, and roles and publishes them to AD. Custom applications use either AD or a Custom Web Service/Custom Cookie based authentication. Our third party vendor applications use a variety of methods for authentication.

3.2 Transfer System - Please provide an overview of one or more systems or products you feel would be a candidate for use to Delaware. Describe the characteristics of the candidate that make it a good transfer candidate.

No candidates have been identified. This RFI process is being used to identify candidates. Please refer to section 3.2 of the RFI.

Question: Is there anything would make a transfer difficult ? Does "Transfer" mean the replacement of existing functionality? Can you explain what you mean by Transfer in more detail or provide system documentation for this as part of the RFI.

"Delaware would like to transfer an existing system, install an off-the-shelf product, or replicate an approach that has been successful elsewhere, and then enhance it to meet the security and access control needs of Delaware stakeholders."

We believe the difficulty of the transfer will depend on the candidate system selected. One that was developed with an eye toward portability will be easier to transfer than one that was not. Please refer to section 3.2 of the RFI.

2.2. Future System Design Objectives - User Population - EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users.

Question: Do any students have accounts?

The Department of Education's current solution does not support student accounts. The hope is that the new EdAccess solution will at some point support student accounts to provide a single sign on solution for them if they in the classroom or at home.

2.3 Technical Environment - 3 & 4The table below identifies the primary tools and technologies used by the Department of Education:.

Question: AD is not listed? What version of Active Directory is being used?

As identified in the RFI, the Department of Education has two domains/forests that are being used. The DOE domain is a subdomain of k12.de.us and is running AD 2016. The DOESIS domain is in a separate forest and is currently running AD 2008R2 but is slated for upgrade to 2016 before the end of February 2018.

2.3 Technical Environment 3 & 4 The table below identifies the primary tools and technologies used by the Department of Education: O365 is listed.

Question: How does the enterprise and O365 integrate today?

Only the DOE domain is integrated with O365. It is integrated using DirSync which is maintained by the Department of Technology and Information.

2.2. Future System Design Objectives - User Population 2 EdAccess must support all users and roles, including DOE staff, district staff, students, parents, and select external users.

Question: Define External Users

External users are ones in organizations outside of the Delaware education community, such as the Office of Management and Budget, the Department of Health and Social Services or the Governor's Office.

Question: Can you provide details on your current implementation and current documentation so that we can see how it was configured and review the use cases and integrations required.

This information will be provided as part of the Request for Proposal Process

1.1 - Who manages IMS today ? when does that contract expire ?

IMS is managed by the Department. There is no contract.

2.3 - Are you looking for a cloud / hosted or on prem solution for DDOE ?

We are open to both alternatives, but have favored an on-premise solution in the past.

3.2 - Transfer System - is this just another name for Proposed Solution ? if not can you elaborate on this section and specifically more detail on what you are looking for ?

Yes, 'Transfer system' is another name for 'proposed solution'. The purpose of this RFI is to identify potential proposed solutions to help inform the future RFP process. We are looking for your ideas about candidate systems that have worked well in environments similar to ours.

2.1 - Does DTI use IMS for any State related SSO or User Provisioning needs ? Does DDOE use the DTI IAM solution for any of their User Provisioning ?

No

3.4 - Is there a requirement to provide pricing with the RFI reply ? does the state have funding approved for this project ? when are the funds available ? what is the funding amount ?

We don't believe the RFI contains sufficient information for you to provide a cost estimate for the project, although pricing information for comparable projects would be welcome.

Some state funds have been appropriated. One of the objectives for this RFI is to collect information that will permit the Department to develop a good estimate.

