

# Questions and Answers

## Content Filtering & Student Safety - 8/6/2020 7:22:00 AM

Number: 2021-01

### Questions and Answers:

**Q: Wording Clarification in Section 6.2**

Posted On: 8/6/2020 10:48:25 AM

In Section 6.2, concerning producing our source codes, if we check '[Reserved],' does that exempt us from providing that information?

**A:** Attachment 8 is the DOE contract template and it is included for reference only. If you take exception to anything in the RFP (including the DOE contract template), that needs to be detailed out in Attachment 3 Exception Form.

Answered On: 8/26/2020 11:53:32 AM

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**Q: Wording Clarification in Section 6**

Posted On: 8/6/2020 10:58:26 AM

Section 6  
Paragraphs 6.2 & 6.3  
Page 46

" Any and all source code developed in connection with the services provided will be provided to DDOE, and the aforementioned right and license shall apply to source code." ... 6.3 [Reserved]

Concerning producing our source codes, if we check '[Reserved],' does that exempt us from providing that information?

**A:** Attachment 8 is the DOE contract template and it is included for reference only. If you take exception to anything in the RFP (including the DOE contract template), that needs to be detailed out in Attachment 3 Exception Form.

Answered On: 8/26/2020 11:53:57 AM

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**Q: BYOD clarification**

Posted On: 8/21/2020 11:23:18 AM

What is the reason why you don't want a proxy for BYOD?

**A:** The requirement for BYOD is to provide content filtering without requiring client proxy configuration. The communication could still be proxied, just without requiring any configuration on the client.

Answered On: 8/27/2020 2:37:09 PM

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**Q: Datat storage**

Posted On: 8/21/2020 11:25:10 AM

Who is responsible for the storage of the data for 13 months (DDOE, individual district or the vendor)?

**A:** The vendor solution is intended to store the data (whether via on-prem hardware or cloud based. Cloud-based is preferred).

Answered On: 8/27/2020 2:37:44 PM

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<b>Q: SIS / LMS</b>	Posted On: 8/21/2020 11:26:22 AM
Please identify your current SIS and LMS. And what level of integration are you asking for?	
<b>A:</b> Our current SIS is eSchoolPlus. Our current LMS is Schoology. We believe the integration would be at the rostering level. If the product/solution includes additional services integration could be needed with our LMS. It is preferable that the solution utilize OneRoster support.	Answered On: 8/26/2020 11:28:46 AM
<b>Q: Deployment time frame</b>	Posted On: 8/21/2020 11:27:17 AM
Once a vendor has been selected what is the timeline for deployment?	
<b>A:</b> The goal is to have an executed contract by November 2020. Then the implementation would occur ASAP.	Answered On: 8/26/2020 1:21:31 PM
<b>Q: Clarify mass loaded accounts</b>	Posted On: 8/21/2020 11:29:11 AM
Please clarify accounts that need to be mass loaded and what format is the data in?	
<b>A:</b> We believe that depending upon the technological ability of the solution the process for mass loading accounts could be done differently depending on the level of access. System Administrators could potentially be uploaded via CSV file. Educator and student accounts would ideally be loaded via OneRoster. Parents/guardians would potentially need to be pulled in from our SIS.	Answered On: 8/26/2020 11:41:22 AM
<b>Q: Implementation</b>	Posted On: 8/21/2020 11:31:14 AM
Will all district/charter organizations participating in the RFP be consolidated under one domain (either Google Admin or Active Directory) or separate for each organization?	
<b>A:</b> District/charter organizations are separate. Many are under one domain but they all have the ability to use other authentication methods.	Answered On: 8/26/2020 11:42:36 AM
<b>Q: Devices</b>	Posted On: 8/21/2020 11:32:02 AM
How many devices do you have by device type?	
<b>A:</b> The state has approximately 141,000 students enrolled. Many districts have utilized a one-to-one program but it depends upon each district's rollout. Examples of the devices students are using are: Chromebooks, iPads, windows laptops, MacBooks, etc.	Answered On: 8/26/2020 11:41:54 AM
<b>Q: Section 8 (ee) (Technology Standards) of Contract Terms and Conditions (page 26)</b>	Posted On: 8/21/2020 11:36:31 AM
Does the Vendor need to submit its system diagrams in the bid submission or is that following bid award?	
<b>A:</b> System diagrams need to be submitted as part of the RFP proposal.	Answered On: 8/27/2020 2:56:15 PM

**Q: Re: monetary threshold for General Liability**

Posted On: 8/21/2020 3:10:08 PM

Our coverage for general liability is \$2 MM, but we have \$5 MM in umbrella insurance. Is this acceptable?

**A:** This would need to be discussed/approved as part of contract negotiations. Please include this request in Attachment 3 Exceptions Form.

Answered On: 8/27/2020 2:45:21 PM

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**Q: Deadline for Receipt of Proposals**

Posted On: 8/21/2020 3:55:47 PM

Section Number I. Overview  
Page Number 1  
Paragraph 1  
Can Dept of Education grant a 2 week extension for responses?

**A:** The deadline for receipt of proposals is firm.

Answered On: 8/26/2020 11:50:05 AM

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**Q: V. Contract Terms and Conditions**

Posted On: 8/21/2020 3:57:55 PM

Section V. Contract Terms and Conditions  
Paragraph 2, Page 13  
Cooperative Use of Award-As a publicly competed contract awarded in compliance with 29 DE Code Chapter 69, this contract is available for use by other states and/or governmental entities through a participating addendum. Final approval for permitting participation in this contract resides with the Director of Government Support Services and in no way places any obligation upon the awarded vendor(s).  
Question: Can vendor decline cooperative use by another State?

**A:** Yes.

Answered On: 8/27/2020 2:42:31 PM

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**Q: Section 2 Project Overview**

Posted On: 8/21/2020 4:00:06 PM

Section 2 Project Overview  
Page 71, 72  
paragraph 1  
Today, the Content Filtering Solution provides URL category based filtering with allow list and block list functionality and safe search enforcement applied to on network devices via on premises hardware. In addition the current solution provides antivirus scanning, protocol validation, and SSL interception for selective additional inspection. The solution is currently centrally managed. The desired solution will be centrally managed with enforcement of a base-line control with delegation to each entity for additional policy customization.

Question: What is the current Content Filtering Solution in use?

**A:** Current solution is a hybrid; Fortinet Fortigates provide on-network proxy services (explicit and transparent) and content filtering. Some districts have deployed a variety of client based solutions (including Securely, LightSpeed, and GoGuardian) onto student devices to provide off-net filtering and additional student safety visibility and alerting.

Answered On: 8/27/2020 2:38:28 PM

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**Q: Section 2 Project Overview**

Posted On: 8/21/2020 4:02:03 PM

Section 2 Project Overview  
page 71, 72  
paragraph 1

The Delaware Department of Education (DDOE or State) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the current content filtering solution used by the Delaware public education system. The replacement, which is the subject of this Request for Proposal (RFP), is referred to as the Content Filtering Solution.

Question: What challenges is DOE experiencing with the current solution?

**A:** The current solution is tied to a traditional brick and mortar education model. We believe that in a hybrid or remote learning model we need to protect students no matter where or when they are engaged in learning opportunities.

Answered On: 8/26/2020 11:43:44 AM

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**Q: Section 2 Project Overview**

Posted On: 8/21/2020 4:03:51 PM

Section 2 Project Overview  
Page 72  
Paragraph 1

In addition the current solution provides antivirus scanning, protocol validation, and SSL interception for selective additional inspection.

Question: Are there additional capabilities over and above what your current content filtering solution offers today?

**A:** The areas of additional functionality beyond the current as-deployed model are primarily around a centralized off-network filtering solution, student safety/behavior monitoring and alerting, shared/delegated management and reporting, vendor hosted parent portal, parental controls for additional restrictions off-network, CIPA compliant filtering for mixed media sites (such as Vimeo), user authentication, and malware/payload detonation capabilities.

Answered On: 8/27/2020 2:40:29 PM

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**Q: Section 3 Technical Requirement**

Posted On: 8/21/2020 4:05:14 PM

Section 3 Technical Requirement  
Paragraph 1  
Page 72

There is no central device management architecture; each district is responsible for managing their endpoints on the network with a mix of tools in place - JAMF, GPO, and Google being the predominant platforms.

Question: What is DOE's plan to secure end user devices; will there be a centralized policy and management structure?

**A:** Each district/charter manages end user devices independently.

Answered On: 8/26/2020 11:44:18 AM

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**Q: Section 3 Technical Requirement**

Posted On: 8/21/2020 4:06:31 PM

Section 3 Technical Requirement

Page 72

Paragraph 3

There is no central device management architecture; each district is responsible for managing their endpoints on the network with a mix of tools in place - JAMF, GPO, and Google being the predominant platforms.

Question: Are there additional state requirements for SEIM (Security Event Incident Management) support? If so, please clarify requirements

**A:** Appendix C in the RFP states that the system should support export of network and technology security events to Splunk, preferably via http event collection. The scope of that requirement is to provide integration for consumption of relevant security related events into the existing State Splunk environment. This is the extent of SIEM/SEIM support required.

Answered On: 8/27/2020 2:41:15 PM

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**Q: Section 2.3. Technical Environment**

Posted On: 8/21/2020 4:08:13 PM

Section 2.3 Technical Environment

page 72, paragraph 1

The Delaware public school system is comprised of approximately 19,000 educators, administrators and support staff, 140,849 students across 19 school districts, 23 charters, and 218 schools. The Delaware Department of Technology and Information (DTI) and the Delaware Department of Education controls an Active Directory (AD) environment which consists of a multi-domain forest with 19 different child domains provisioned for the school districts and charter schools (K12 forest).

Question: Will DOE provide internet access to your students?

**A:** DTI provides internet access to students when they are on campus. We do not provide internet access to students outside of the state network.

Answered On: 8/26/2020 11:44:49 AM

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**Q: LMS Integration**

Posted On: 8/21/2020 4:37:18 PM

Appendix C

Section = Teachers/Staff

Spreadsheet Line # 71

RFP Statement = The solution should provide the ability to integrate with SIS and/or LMS.

Our Question = Can DOE provide us a list of commonly used SIS and or LMS vendors that are in use by the School Districts?

<b>A:</b> Our state-wide SIS is eSchoolPlus. Our state-wide LMS is Schoology.	Answered On:	8/26/2020 11:45:17 AM
<b>Q: Classlink</b>	Posted On:	8/21/2020 4:41:30 PM
Are all participating orgs in the same Classlink instance?		
<b>A:</b> No, districts/charters have individual instances of ClassLink. We also have a state instance.	Answered On:	8/26/2020 11:45:46 AM
<b>Q: Generic Network Diagram</b>	Posted On:	8/21/2020 6:43:47 PM
Will DTI please provide a network diagram depicting the TLS network connecting the data centers and the 300 sites.		
<b>A:</b> Please see the attached.	Answered On:	8/27/2020 12:09:27 PM
<b>Q: TLS Network Information</b>	Posted On:	8/21/2020 6:45:30 PM
Please provide bandwidth, utilization, and approximate number of users at each of the 300 sites. Please include datacenter addresses and datacenter service provider.		
<b>A:</b> The primary datacenters are state managed facilities. Addresses are: 801 Silver Lake Blvd, Dover, DE 19904 1901 N Dupont Highway, Biggs Bldg. #8, Biggs Datacenter, New Castle, DE 19720	Answered On:	8/27/2020 12:13:53 PM
See separately attached list of sites and bandwidth information. Peak utilization and approximate users per site is not currently available, however, there are approximately 140,000 students, faculty, and staff in the K-12 environment. In addition, latest aggregate peak internet utilization for the entire environment was 20 gig directly before COVID-19.		
<b>Q: 3rd Party Authentications</b>	Posted On:	8/21/2020 6:47:18 PM
It was mentioned that DTI runs a central Active Directory Forest and that Some districts use other 3rd party platforms for authentication. Please provide a list of 3rd party authentication platforms		
<b>A:</b> Most use Active Directory or Google. We believe that the solution should be flexible and support any authentication platform that a district/charter may be using.	Answered On:	8/26/2020 11:46:26 AM
<b>Q: Operating System Versions</b>	Posted On:	8/21/2020 6:49:59 PM
It was mentioned that the solution would need to support various operating systems with full functionality. Please provide a listing of operating systems versions expected to be supported?		
<b>A:</b> The solution should support all currently supported versions of the operating systems being used. Examples include but are not limited to MacOS, iOS, Windows, ChromeOS, etc.	Answered On:	8/26/2020 11:46:50 AM

**Q: URL Filtering Appliances**

Posted On: 8/21/2020 7:05:16 PM

The RFP mentions that Filtering controls are implemented with URL filtering using proxy appliances deployed centrally in an explicit and in-line model.

Please indicate where the URL filtering appliances are deployed.

**A:** The existing proxy appliances are deployed in the State's two centrally located datacenters.

Answered On: 8/27/2020 2:42:14 PM

**Q: Device Types & Operating Systems**

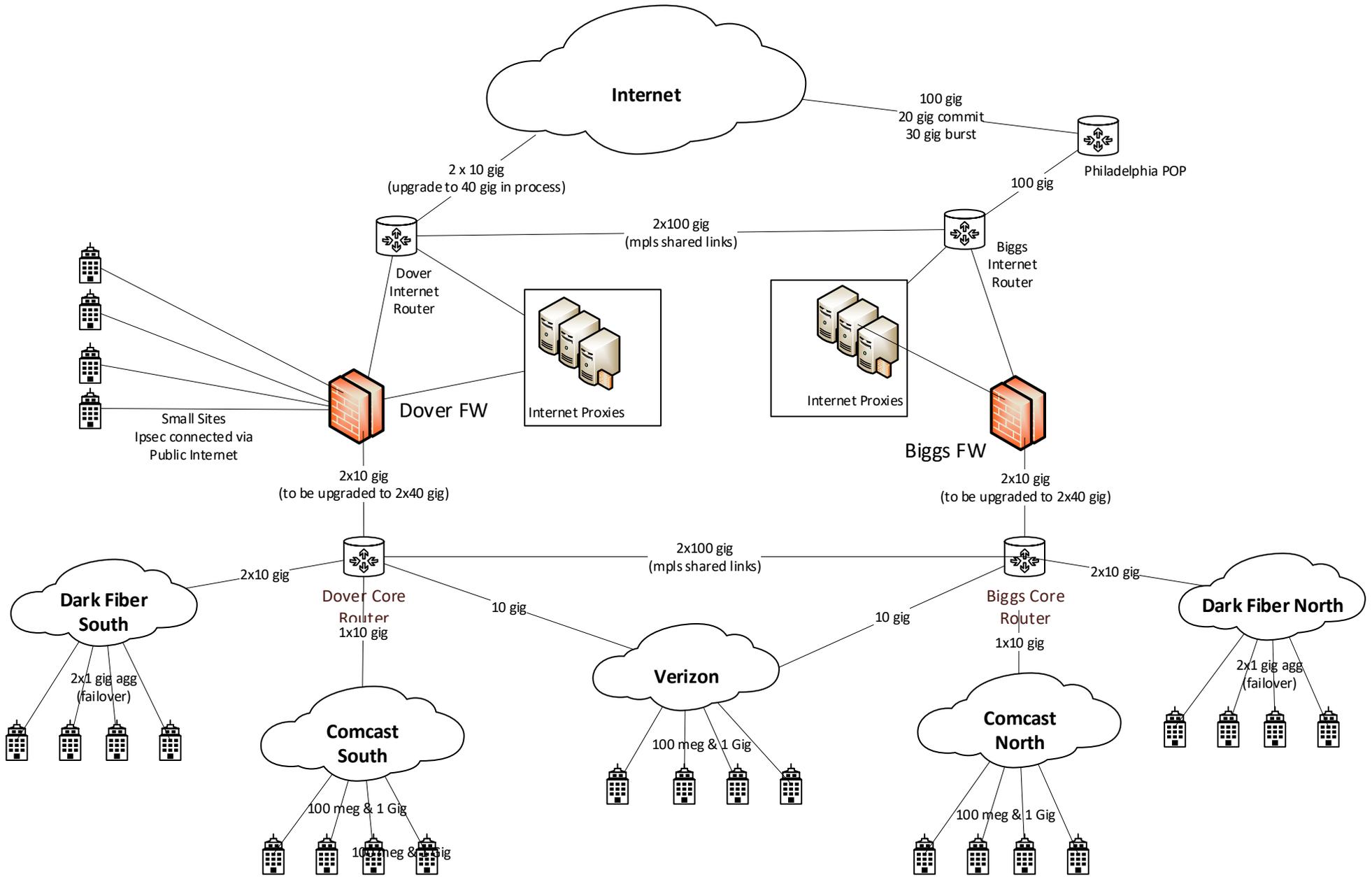
Posted On: 8/21/2020 7:09:23 PM

What is the approximate distribution of devices to be supported including Operating System and version such as Chromebook, MacOS, IOS and Windows and their relevant versions.

**A:** The state has approximately 141,000 students enrolled. Many districts have utilized a one-to-one program but it depends upon each district's rollout. Examples of the devices students are using are: Chromebooks, iPads, windows laptops, MacBooks, etc. While districts/charters make every attempt to keep devices up to date, various versions must be supported at any one time.

Answered On: 8/26/2020 11:47:38 AM

Network Diagram



<b>Drawing Name:</b> K12 High Level Network architecture	<b>Description:</b> High Level K12 Network connectivity	 <b>Department of Technology and Information</b> <b>Confidential Information</b>
<b>Creation Date:</b> 8/26/2020	<b>Revision Date:</b> August 27, 2020	
<b>Data Classification:</b>	<b>Revision Engineer:</b> Caleb Bontrager	
<b>Page:</b> 1 of 1		

<u>Site</u>	<u>Connectivity</u>
1st-Military-Charter	1 Gig
A.I_DuPont_MS	two, 1 gig links in a port channel
A.I._DuPont_HS	two, 1 gig links in a port channel
Academia-Antonia-Alonso	100 Meg
Academy-of-Dover	100 Meg
Albert Jones ES	100 Meg
Anna P Mote ES	1 Gig
Appo Admin	1 Gig
Appoquinimink High	1 Gig
Baltz ES	1 Gig
Bancroft Elementary	two, 1 gig links in a port channel
Banneker-Elementary	two, 1 gig links in a port channel
Bayard Middle	two, 1 gig links in a port channel
Becaon MS	100 Meg
Blades K-Cntr	100 Meg
Booker T. Elementary	two, 1 gig links in a port channel
Brader ES	100 Meg
Brandywine High School	1 Gig
Brandywine Transportation	100 Meg
Brick Mill ES	100 Meg
Brookside ES	100 Meg
BW Oper. Cntr	1 Gig
BW Springs/Admin	1 Gig
BW_Community_School	100 Meg
Cab_Calloway_HS	two, 1 gig links in a port channel
Campus-Comm-HS	100 Meg
Cape HS	two, 1 gig links in a port channel
Cape-District Office	two, 1 gig links in a port channel
Capital-Tech	two, 1 gig links in a port channel
Carrcroft ES	100 Meg
Carrie Downie ES	two, 1 gig links in a port channel
Castle_Hills	two, 1 gig links in a port channel
Cedar Lane ES	1 Gig
Central MS	two, 1 gig links in a port channel
Christina High	1 Gig
Claymont Community Center	100 Meg
Claymont ED Center / Elementary	100 Meg
Clayton ES	100 Meg
Clayton-Intermediate	100 Meg
Collette-Ed-Cntr	two, 1 gig links in a port channel
Colonial Admin	two, 1 gig links in a port channel
Colonial transportation	1 Gig
Colonial-Tech-DSC	100 Meg
Colwyck_Elementary	two, 1 gig links in a port channel

Community-Education-Bldg	100 Meg
Concord HS	1 Gig
Conrad	two, 1 gig links in a port channel
Cooke-ES	1 Gig
CR Admin / Simpson	100 Meg
CR High	1 Gig
DAFB Middle	100 Meg
David Harlan ES	100 Meg
Del-Castle-Tech	1 Gig
Delaware-Military	100 Meg
Delmar MS/HS	1 Gig
Dickinson HS	1 Gig
Downes ES	100 Meg
Drew/Christiana_Admin_Building	two, 1 gig links in a port channel
Early-College-Charter	100 Meg
East Dover ES	1 Gig
East Millsboro	1 Gig
Lake Forest East-Es	100 Meg
Eastside-Charter	1 Gig
Eden Center	1 Gig
Eisenberg_Elementary	two, 1 gig links in a port channel
EJ Wilson ES	100 Meg
Evelyn-Early-Childhood	100 Meg
Fairview_Elementary	two, 1 gig links in a port channel
Family-Foundation-DO	100 Meg
Family-Foundation-II-Charter	100 Meg
Fifer MS	100 Meg
First-State-Montessori-Charter	100 Meg
Forest Oak ES	1 Gig
Forwood ES	100 Meg
Frear, Charlton, Postlethwait MS	1 Gig
Fred_Thomas_DO_Annex	two, 1 gig links in a port channel
Fredrick Douglas Intermediate	two, 1 gig links in a port channel
Freire-Charter	100 Meg
Gateway-Labs	100 Meg
Gauger Cobbs MS	1 Gig
George Read MS	two, 1 gig links in a port channel
George Washington Carver / Frankford-Elem	1 Gig
Glasgow High	1 Gig
Gtwn-ES-MS	two, 1 gig links in a port channel
Gunning Bedford MS	1 Gig
H.B. DuPont MS	1 Gig
H.O. Brittingham-ES	1 Gig
Hanby-ES--New-Brandywood-biggs	100 Meg
Hartly Elementary	1 Gig

Highlands-Elementary	two, 1 gig links in a port channel
Hodgson-Tech	1 Gig
Howard	two, 1 gig links in a port channel
Howard_T_Ennis	two, 1 gig links in a port channel
IR Admin School of the Arts	1 Gig
IR High	1 Gig
John Basset Moore MS	100 Meg
John Clayton Elem	100 Meg
Jos Douglas ES	100 Meg
Kathleen_Wilbur_ES	100 Meg
Keene ES	100 Meg
Kirk Middle	1 Gig
Lancashire ES	100 Meg
LasAmericas	1 Gig
Laurel DO	100 Meg
Leasure ES	100 Meg
Lewis_William_Elem	two, 1 gig links in a port channel
LF CBO/HS/CES	1 Gig
LF_South_B_ES	100 Meg
Linden Hill ES	1 Gig
Lombardy ES	100 Meg
Long Neck Elem	100 Meg
Lord Baltimore Elem	100 Meg
Lorewood	1 Gig
Love-Creek	1 Gig
Lulu_ross_ES	two, 1 gig links in a port channel
Maple-Lane	100 Meg
Marbrook ES	1 Gig
Mariner MS	1 Gig
Marshall ES	100 Meg
Marshalton-Tech	1 Gig
McClary ES	100 Meg
McCullough-Elem	two, 1 gig links in a port channel
McIlvaine	100 Meg
McKean HS	1 Gig
McVey ES	100 Meg
Meridith MS	1 Gig
MiddleTown HS	1 Gig
Milford_Admin	two, 1 gig links in a port channel
Milford_HS	two, 1 gig links in a port channel
Milford_MS	two, 1 gig links in a port channel
Millsboro Middle	1 Gig
Milton-ES	1 Gig
MOT High Charter	1 Gig
MOT-Charter	1 Gig

Mt Pleasant HS	1 Gig
Mt. Pleasant ES	100 Meg
NCC-Learning-Cntr career training	100 Meg
New Rehoboth-ES	1 Gig
New_Castle_Middle	two, 1 gig links in a port channel
New-Dover-HS	1 Gig
New-Laurel-MS-HS	1 Gig
New-Sterck	100 Meg
New-WB-HS	1 Gig
Newark High	1 Gig
Newark-Charter	100 Meg
Newark-Charter-High	1 Gig
North Georgetown	two, 1 gig links in a port channel
North Smyrna ES	100 Meg
North Star ES	1 Gig
North_Dover_Elementary	two, 1 gig links in a port channel
North-ES	100 Meg
North-Laurel Elem	100 Meg
Odyssey-Charter	1 Gig
Old-State	1 gig
Olive B Loss Es	100 Meg
Phillip Showell Elem	100 Meg
Pierre_S_Dupont_Elem	two, 1 gig links in a port channel
Pleasantville	100 Meg
PolyTech-High	1 Gig
Porter-Road	100 Meg
Positive-Outcomes Don't manage switches	100 Meg
Providence-Creek Don't manage switches	1 Gig
R S Gallaher ES	100 Meg
Redding MS	1 Gig
Reily Brown ES	100 Meg
Richardson_Park_Elem	two, 1 gig links in a port channel
Richey_Elem	two, 1 gig links in a port channel
SAAS	100 Meg
Scope-North	100 Meg
Scope-South	100 Meg
Seaford_High, DO, Middle	two, 1 gig links in a port channel
Selbyville Middle	1 Gig
Shields_Elementary	two, 1 gig links in a port channel
Shortlidge_Elem	two, 1 gig links in a port channel
Shue-Medill MS	1 Gig
Silver Lake ES	100 Meg
Skyline ES and Heritage ES	1 Gig
Smyrna HS	1 Gig
Smyrna ES	100 Meg

South Dover ES	1 Gig
Southern ES	100 Meg
Springer-MS	100 Meg
St Helenas	100 Meg
St-Georges-Tech	1 Gig
Stanton	1 Gig
Star Hill ES	100 Meg
Stokes ES	100 Meg
Sunnyside Elementary	100 Meg
Sussex Central High	1 Gig
Sussex Consortium / Lewes-Middle	two, 1 gig links in a port channel
Sussex-Tech	1 Gig
Talley MS	100 Meg
Thomas D Clayton Admin	100 Meg
Thomas-Edison	100 Meg
Towne Pt ES	1 Gig
Townsend	100 Meg
Warner_Elem	two, 1 gig links in a port channel
WB Admin	100 Meg
WB-Middle	1 Gig
West Park Place ES	100 Meg
West Seaford ES	100 Meg
Wheatley-ES	1 Gig
William_Penn_HS	two, 1 gig links in a port channel
Wilmington Manor ES	100 Meg
WoodBridge-ECEC	100 Meg
WTC South ES	100 Meg
9 Johnson Road	50 meg (via Ipsec over Internet)
AdvisCouncil	50 meg (via Ipsec over Internet)
CSD Satelite Yard	50 meg (via Ipsec over Internet)
Christina High Maintenance	50 meg (via Ipsec over Internet)
KCCCS-Bayhealth	50 meg (via Ipsec over Internet)
KCCCS-Wesley	50 meg (via Ipsec over Internet)
LaneTrans	50 meg (via Ipsec over Internet)
Las Americas HS	100 Meg
Massey Station	50 meg (via Ipsec over Internet)
Montessori Academy	50 meg (via Ipsec over Internet)
NCC-Learning-Ctr	50 meg (via Ipsec over Internet)
RedClay Transportation	50 meg (via Ipsec over Internet)
Sussex Montessori	100 Meg
Sussex Academy	100 meg