

Questions and Answers

Single Sign-On Solution - 9/4/2018 8:45:00 AM

Number: DOE 2019-03

Questions and Answers:

Q: Educational Single Sign-On Solution

Posted On: 9/11/2018 6:16:13 AM

1. Whether companies from Outside USA can apply for this?
(like,from India or Canada)
2. Whether we need to come over there for meetings?
3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)
4. Can we submit the proposals via email?

- A:** 1. In relation to an RFP, yes, companies from outside the US can apply. The data cannot leave the US.
2. We are unsure at this time if an on-site meeting will be required as part of the RFP.
3. In relation to an RFP, yes tasks can be performed outside the US, but our data cannot leave the US.
4. No, all proposals must be delivered to DOE in a sealed envelope.

Answered On: 10/17/2018 7:27:32 AM

Q: Mandatory Meeting and Submission

Posted On: 9/24/2018 11:20:55 AM

Will the State consider proposals submitted by a vendor that did not attend the pre-bid meeting?

A: No.

Answered On: 10/17/2018 7:24:40 AM

Q: Initial Questions in required template from Attain

Posted On: 9/27/2018 9:25:37 AM

Section Number, Paragraph Number, Page Number Text of Passage Quoted
Question

2.2. Future System Design Objectives
Paragraph 9,Page 62 Accessibility

EdAccess must meet the standards of Section 508 of the Rehabilitation Act of 1973, which includes the Web Content Accessibility Guidelines 2.0 (WCAG 2.0). Information about Section 508 is available from the GSA (<https://www.section508.gov>). Information about WCAG 2.0 is available at the W3C website. (<https://www.w3.org/TR/WCAG/>).

1. The RFP indicates that 508 compliance is required. Can the DOE please clarify if the new IMS system only is required to be 508 complaint, and/ or is 508 compliance also required for the system administrators? (does the state have any IMS system administrators who will require 508 compliance

supports)

II. Scope of Services

Paragraph 2, Page 2

- 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.

2. The RFP reference scope of users as K12. Does this also include charter schools or any other nonk12 entities?

General, and

Appendix B – Scope of Work and Technical Requirements

1. Introduction

1.1. Intent of this Request for Proposal

Paragraph 1, Page 60 Application Programming Interfaces (API's)—not mentioned in RFP

The Delaware Department of Education (DDOE or State) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the DDOE single sign-on solution, referred to as the DDOE Identity Management System or IMS. The replacement, which is the subject of this Request for Proposal (RFP), is referred to as Education Access or "EdAccess". This procurement will be used to:

Upgrade the technical infrastructure supporting the Identity Management System, and

Provide an application for security managers in Delaware's K12 community to grant and manage access to a growing number of educational applications.

3. How is it envisioned that the api's will be developed from the requested transfer system, to the DOE entities? Is this in-scope for the vendor, or will the state be performing this work?

V. Contract Terms and Conditions

Paragraph 4, Page 13

4. General Information

a. The term of the contract between the successful bidder and the State shall be for 1 year with 2 optional extensions for a period of one (1) year for each extension.

4. Is operations and maintenance required, as part of the One Year contract term, 2 optional one year extentions? Or, is it envisioned the DOE will have a 1-3 year implementation for the 26 appliations identified as in-scope?

Appendix A – Minimum Mandatory Submission Requirements

1. Minimum Mandatory Submission Requirements

Paragraph 2, Page 58 1. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing, as instructed in section 2 (Vendor Technical proposal) and section 3 (Vendor Cost Proposal), below. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.

5. We did not see a cost template for a the vendor cost proposal referenced. response. Is one provided, or should vendors develop their own pricing response?

j. PERFORMANCE BOND,

Page 18

n. Liquidated Damages, Page 19

j. PERFORMANCE BOND

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Delaware Department of Education with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 8 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

n. Liquidated Damages

The State of Delaware may include in the final contract liquidated damages provisions for nonperformance.

6. Can the state please explain how liquidated damages are related to the performance bond?

A: 1. The entire application needs to meet the standards of Section 508.

Answered On: 10/18/2018 3:12:01 PM

2. On Page 2 of the RFP (II. Scope of Services), we refer to Appendix B. Please review 2. Project Overview starting on page 56 of the RFP.

3. We are not sure what is being asked. It is the desire of DDOE to have both the Vendor Project Team and the DDOE Project Team develop API's if it is needed for system integration.

4. The contract needs to follow what is stipulated in the RFP: The term of the contract between the successful bidder and the State shall be for 1 year with 2 optional extensions for a period of one (1) year for each extension. The operations and maintenance costs should be including in the pricing proposal at the time point when the implementation would be completed.

5. Regarding the costing, there is not a specific template. Vendors should develop their own pricing proposal.

6. All RFPs include the liquidated damages provision. DOE has chosen to include a performance bond for this RFP. The Performance bond will take precedence over the liquidated damages provision.

Q: 2.2 Future System Design Objectives

Posted On: 10/11/2018 12:48:02 AM

Paragraph#1
Page#57

Text of Passage# The Microsoft infrastructure products (UAG, TMG, FIM) are nearing their 'end of life' and replacements are required. The replacements must adhere to newer standardized technology platforms, protocols and infrastructure that maximizes 'off the shelf' functions and features in a scalable, flexible, and distributed delivery model.

Question - Is TMG use by the State today, if so can you please provide list of use cases this tool satisfies?

A: Currently, DDOE uses TMG. It is a proxy, it is a firewall, it does load balancing, and it is used for unauthenticated web traffic.

Answered On: 10/18/2018 3:13:33 PM

Q: 2.2. Future System Design Objectives

Posted On: 10/11/2018 12:49:11 AM

Paragraph#Shared Controls (Paragraph – 2)
page#57

Text of Passage#The future system must also support locally-managed applications. Locally-managed applications will be the responsibility of the ISOs working for the Districts and Charters (LEAs), who will assume all applications responsibility, from configuration through granting of user access. We would like to give LEA ISOs the ability to add access to their applications to any account holder. This will give the LEA ISO the ability to manage customers working in two different LEAs (multi-district access).

Question - Does the list of applications in Appendix-B include any locally managed applications (District and K-12)? If so, please specify the list of applications that are locally managed?

A: No, the list of applications in Appendix-B are state managed applications. At this time, there is not a comprehensive list of locally managed applications.

Answered On: 10/18/2018 3:13:59 PM

Q: 2.2. Future System Design Objectives

Posted On: 10/11/2018 12:50:22 AM

Page#57

Text of passage# In the current system, users have two sets of credentials – one for their local network in the K12 forest and one for the IMS applications in the DOESIS forest. To the extent practical and feasible, the Department would like to only require one set of credentials for access to DDOE educational systems.

Question#Which data synchronization tools does the State uses to synchronize user identity data between DOESIS AD forest and K12 AD forest?

A: There is no synchronization between the two forests (DOESIS AD and K12 AD).

Answered On: 10/18/2018 3:14:59 PM

Q: 3.11. Bulk Loading of Accounts

Posted On: 10/11/2018 12:51:00 AM

Page#66

Text of Passage# In the existing system, user accounts and application credentials are created one by one.

Question# What are the current target systems and user directory that gets provisioned by the IMS system after account creation?

A: DOESIS Active Directory users and groups. In some cases internal roles are provisioned by the IMS system. Answered On: 10/18/2018 3:15:41 PM

Q: 3.13. Integration and Synchronization Posted On: 10/11/2018 12:51:41 AM

Page#66

Text of Passage - To facilitate user management, improve data quality and increase security, the current system interfaces and syncs with external systems in a variety of ways. Employee data is added to user records through an interface with the State payroll system, the student information system uses the same ID. Statewide codes and values are brought into the system from the educational data warehouse.

Question - Based on the information provided, the two external systems that are in place today – Sate Payroll System and State Data Warehouse. Are there any other external systems? Please specify system name, purpose and integration with IMS. ?

A: IMS consumes a data import from the State Payroll System. Some applications under IMS have user account information transferred. Yes, there are other external systems, a complete list will be provided during the analysis phase. Answered On: 10/18/2018 3:16:11 PM

Q: Single Sign On Posted On: 10/11/2018 12:53:41 AM

Page#57

Text of passage # In the current system, users have two sets of credentials – one for their local network in the K12 forest and one for the IMS applications in the DOESIS forest. To the extent practical and feasible, the Department would like to only require one set of credentials for access to DDOE educational systems.

Question# Does the State require desktop single sign on capability in addition to web single sign on? If yes, please describe instance where it will be required? Please provide example.

A: No, we are not requiring desktop single sign on capability. Answered On: 10/18/2018 3:17:11 PM

Q: FIM integration Posted On: 10/11/2018 12:54:53 AM

Page#57

Text of Passage# In the current system, users have two sets of credentials – one for their local network in the K12 forest and one for the IMS applications in the DOESIS forest.

Question# Does the existing Forefront Identity Management (FIM) integrates with both K-12 and DOESIS?

A: No. FIM only integrates with DOESIS. Answered On: 10/18/2018 3:17:32 PM

Q: Clarification Question - SSO proposal Posted On: 10/11/2018 12:58:56 AM

Attachment A – Application List, page 68

Are students & parents (non-educator) users accessing any of the apps that are listed in the DDOE list of applications and how many?

In Section 3.9, page 65 the State has mentioned that Schoology is a top priority application, but in Attachment A, page 68 it has it listed as priority 4. Is it a top priority?

3.13 Integration and Synchronization, page 66

Can you provide a list all authoritative sources by user type. Which of these sources are currently integrated with current IMS solution?

- A:** 1. No, at the current time no student or parent access DDOE’s state managed applications in their role as a parent.
2. Yes, Schoology is a priority and is listed as number 4 on the list.
3. IMS uses the State Payroll system as the authoritative source for name and employee ID for state employees.

Answered On: 10/18/2018 3:18:16 PM

Q: Scope of Services

Posted On: 10/11/2018 10:47:31 AM

Section number: II Scope of Services

Paragraph number: 3

Page number:2

Text Passage:

It is believed that by leveraging the best practices and technical infrastructure of an existing solution, Delaware will be able to implement a higher quality system than would be possible through custom development and be able to do so at a reduced cost and in less time.

Question: Is it the intention to utilize the current infrastructure to build the new SSO applications? If the current infrastructure does not meet the system compatibility requirements, will the DDOE Purchase the required systems in order to implement the system or should this be included in the proposal?

- A:** No, it is not the intention to utilize the current infrastructure to build the new SSO application. All costs for system implementation should be included in your proposal. Cost proposal information is listed in Appendix A.

Answered On: 10/18/2018 3:18:36 PM

Q: Section 11: Is an IV&V review required

Posted On: 10/11/2018 10:57:28 AM

Section 11: Independent Contractor.

Paragraph: 11.1 It is understood that in the performance of the services herein provided for, VENDOR shall be, and is, an independent contractor, and is not an agent or employee of DDOE and shall furnish such services in its own manner and method except as required by this Agreement.

Question: Is an Independent Verification and Validation required to validate system acceptance criteria, and or is this a requirement to have a separate body such as an Independent Verification and Validation?

A: Verification and validation will be performed by DDOE.

Answered On: 10/18/2018 3:19:01 PM

Q: Appendix B – Scope of Work and Technical Requirements

Posted On: 10/11/2018 12:42:31 PM

Section 1. Introduction

Selection 1.1. Intent of this Request for Proposal

Page: 56

The Delaware Department of Education (DDOE or State) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the DDOE single sign-on solution, referred to as the DDOE Identity Management System or IMS. The replacement, which is the subject of this Request for Proposal (RFP) as referred to Educational Access or EdAccess. This procurement will be used to:

- Upgrade the technical infrastructure supporting the Identity Management System, and access to a growing number of educational applications.

- Provide an application for Security Managers in the K12 community to grant and manage access to a growing number of educational communities.

Question 1: Is it the intention that the proposed solution incorporate a Technical Solution (Hardware or Updated Tech Stack) as a Cloud Solution/On-Premise?

Question 2: Is it the intention that the Security Management Interface to be provided also have the 50+ applications associated be upgraded (By the chosen vendor) to the level in which the new SSO Management System will operate?

So clarification is: Will the selected vendor be responsible to update the 50+ applications, or will the original developers of the applications perform this activities?

A: 1. DDOE does not have a preference.

Answered On: 10/18/2018 3:19:42 PM

2. Please propose a solution on how application upgrades would happen. It is the desire of DDOE that the Vendor Project Team and DDOE's Project Team work together to upgrade and migrate all applications to the new SSO.

Q: Performance Bond

Posted On: 10/11/2018 3:25:18 PM

Section Number: j
Paragraph: Not Applicable
Page 18

Question: Since this RFP is initially only for the 23,500 statewide AD users, is it safe to assume that is dollar amount the performance bond should be based upon?

A: The performance bond will be based upon the amount of the awarded contract.

Answered On: 10/17/2018 7:35:06 AM

Q: Attachment

Posted On: 10/11/2018 3:27:06 PM

Section Number: Attachment A
Paragraph Number: Not Applicable
Page Number: 68

Question: What response if any is required for Attachment A-Application List?

A: No response is required.

Answered On: 10/18/2018 3:20:06 PM

Q: Personal References

Posted On: 10/11/2018 3:28:10 PM

Section Number: B
Paragraph Number: 23
Page Number: 10
Question: Personal Reference-Specific type?

A: Provide at least three (3) business references consisting of current or previous customers of similar scope and value using Attachment 5. Include business name (and contact person), mailing address, contact name and phone number, number of years doing business with, and type of work performed. Personal references cannot be considered.

Answered On: 10/18/2018 3:20:27 PM

Q: eSchoolPlus

Posted On: 10/11/2018 3:28:54 PM

Section Number: Section 3.9
Paragraph Number: 2
Page Number: 65

Question: Does the State of Delaware implementation of eSchoolPlus have a single tenant environment or does each school have an individualized tenant?

A: For integration purposes, you would be integrating with one instance of eSchoolPLUS .

Answered On: 10/18/2018 3:20:58 PM

Q: Active Directory

Posted On: 10/11/2018 3:29:42 PM

Section Number: 3.9
Paragraph Number: 1
Page Number: 65
Question: How does the state currently provision users into Active Directory and/or SIS

A: FIM provisions users into Active Directory. For SIS, we send data from the current IMS system to PowerSchool. Answered On: 10/18/2018 3:21:44 PM

Q: Custom Claims Posted On: 10/11/2018 3:30:16 PM

Section Number: 3.5
Paragraph Number: 2
Page Number: 62
Question: What does the state mean when you say custom claims?

A: An example of a custom claim would have the user name and employee id. An application might require a district code or school code or a role. Claims would have to be customized based on the application. Answered On: 10/18/2018 3:22:09 PM

Q: Workflow Posted On: 10/11/2018 3:30:55 PM

Section Number: 3.6
Paragraph Number: 2
Page Number: 63
Question: Figure 1 workflow on page 63-what users do you specifically mean here?

A: The term 'user' specifies any current or future user of DDOE systems. Answered On: 10/18/2018 3:22:26 PM

Q: Pricing Posted On: 10/11/2018 3:31:38 PM

Question: It is understood from the pre-bid meeting that the state is seeking initial pricing for only the state-wide employees in AD.
Does the state have a preference on how the remaining pricing should be submitted? School by school or as a state-wide add-on initiative? Pricing both ways?

A: DDOE wants a price to migrate over existing accounts, the applications listed in Attachment A, and locally managed applications at the LEA level. DDOE would also like prices submitted for the expansion of student and parent accounts as a state-wide add-on initiative. Answered On: 10/18/2018 3:22:42 PM

Q: Attachment A – Application List Posted On: 10/12/2018 8:49:49 AM

Paragraph 1
Page 68:

The table below identifies the applications expected to be available under single sign-on when EdAccess is placed in production. The table also identifies the priority of each application for migration to the new system. In general, applications with the same priority are associated with a single vendor or system. For example, the first five applications are all PowerSchool products. The other two columns in this table identify if the application runs in a production or test environment, and if the application is provided by a commercial vendor or if it was a custom application developed by DDOE.
Priority Application.

Question: Although the vendor(s) associated with an application are listed in the priority column. Is it possible to have the type of security that is currently in place for each application?

A: Majority of the applications use Microsoft AD. A full list will be provided during the analysis phase.

Answered On: 10/18/2018 3:22:58 PM

Q: Compliance Support

Posted On: 10/12/2018 12:37:02 PM

Appendix B
Paragraph 2.2 Future System Design Objectives: Accessibility
Page 57

"EdAccess must meet the standards of Section 508 of the Rehabilitation Act of 1973, which includes the Web Content Accessibility Guidelines 2.0 (WCAG 2.0). Information about Section 508 is available from the GSA (<https://www.section508.gov>). Information about WCAG 2.0 is available at the W3C website. (<https://www.w3.org/TR/WCAG/>)."

Question:

The RFP indicates that 508 compliance is required. Can the DoE please clarify if the new IMS system only is required to be 508 complaint, and/ or is 508 compliance also required for the system administrators? (Does the state have any IMS system administrators who will require 508 compliance supports)

A: The entire application needs to meet the standards of Section 508.

Answered On: 10/18/2018 3:23:24 PM

Q: User Scope

Posted On: 10/12/2018 12:39:03 PM

Section II. Scope of Services,
Paragraph 2,
Page 2

"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."

Question:

The RFP reference scope of users as K12. Does this also include charter schools or any other non-K12 entities?

A: Yes, charter schools and non-k12 entities are included. On Page 2 of the RFP (II. Scope of Services), we refer to Appendix B. Please review 2. Project Overview starting on page 56 of the RFP. Answered On: 10/18/2018 3:23:44 PM

Q: Application Programming Interfaces (API's) not mentioned in RFP Posted On: 10/12/2018 12:42:17 PM

Appendix B – Scope of Work and Technical Requirements,
Section 1.1: Intent of this Request for Proposal, Paragraph 1,
Page 56

"The Delaware Department of Education (DDOE or State) is seeking proposals from qualified vendors (Vendor) to supply products and services to replace the DDOE single sign-on solution, referred to as the DDOE Identity Management System or IMS. The replacement, which is the subject of this Request for Proposal (RFP), is referred to as Education Access or "EdAccess". This procurement will be used to:

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

Question:

How is it envisioned that the API's will be developed from the requested transfer system, to the DoE entities? Is this in-scope for the vendor, or will the state be performing this work?

A: It is the desire of DDOE to have both the Vendor Project Team and the DDOE Project Team develop API's if it is needed for system integration. Answered On: 10/18/2018 3:24:03 PM

Q: Project Scope Posted On: 10/12/2018 12:44:42 PM

Section V. Contract Terms and Conditions,
Paragraph 4,
Page 13

"The term of the contract between the successful bidder and the State shall be for 1 year with 2 optional extensions for a period of one (1) year for each extension."

Question:

Is operations and maintenance required, as part of the One Year contract term, 2 optional one year extensions? Or, is it envisioned the DOE will have a 1-3 year implementation for the 26 applications identified as in-scope?

A: The contract needs to follow what is stipulated in the RFP: The term of the contract between the successful bidder and the State shall be for 1 year with 2 optional extensions for a period of one (1) year for each extension. The operations and maintenance costs should be including in the pricing proposal at the time point when the implementation would be completed. Answered On: 10/17/2018 7:58:07 AM

Q: Cost Template Posted On: 10/12/2018 12:46:53 PM

Appendix A – Minimum Mandatory Submission Requirements,
1. Minimum Mandatory Submission Requirements,
Paragraph 2,
Page 54

"The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing, as instructed in section 2 (Vendor Technical proposal) and section 3 (Vendor Cost Proposal), below. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed."

Question:

We did not see a cost template for a vendor cost proposal referenced response. Is one provided, or should vendors develop their own pricing response?

A: Regarding the costing, there is not a specific template. Vendors should develop their own pricing proposal.

Answered On: 10/17/2018 7:36:52 AM

Q: Performance Bond

Posted On: 10/12/2018 12:49:26 PM

Section V.
Paragraphs:
j. Performance Bond, Page 18,
n. Liquidated Damages, Page 19

"j. Performance Bond

Contractors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of Delaware Department of Education with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 8 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.

n. Liquidated Damages

The State of Delaware may include in the final contract liquidated damages provisions for nonperformance."

Question:

Can the state please explain how liquidated damages are related to the performance bond?

A: All RFPs include the liquidated damages provision. DOE has chosen to include a performance bond for this RFP. The Performance bond will take precedence over the liquidated damages provision.

Answered On: 10/17/2018 8:17:31 AM

Q: State Payroll Product

Posted On: 10/12/2018 12:51:16 PM

"To facilitate user management, improve data quality and increase security, the current system interfaces and syncs with external systems in a variety of ways. Employee data is added to user records through an interface with the State payroll system, the student information system uses the same ID. Statewide codes and values are brought into the system from the educational data warehouse."

Question:

Can the State identify the product/service that is used for the State Payroll System?

A: Peoplesoft HR and Payroll

Answered On: 10/18/2018 3:24:43 PM

Q: Self registration for non-employees

Posted On: 10/12/2018 2:00:43 PM

Section Number: 3.6
Page Number: 62-63

Please confirm that the desired entry point for all non-employee account provisioning is via online self-registration in the I&AM system?

A: DDOE wants self-registration for the new EdAccess system.

Answered On: 10/18/2018 3:25:11 PM

Q: Payroll system integration

Posted On: 10/12/2018 2:11:01 PM

Section Number: 3.13
Page Number: 66

What is the interface method to integrate existing identity system with the state payroll system? Flat file, JDBC integration, REST, SCIM, etc?

A: Flat file.

Answered On: 10/18/2018 3:25:25 PM

Q: Sources of record for non-employees

Posted On: 10/12/2018 2:12:34 PM

Section Number: 3.11
Page Number: 66

Please clarify any differences and/or sources of record for any non-employee users based on user types? Contractors, vendors, students, parents, etc.

A: DDOE only uses source of record for state employees. Contractors and vendors identify themselves through self-registration. Currently, student and parents do not use the IMS system.

Answered On: 10/18/2018 3:25:38 PM

Q: Identity proofing during account registration

Posted On: 10/12/2018 2:14:19 PM

Section Number: 3.6
Page Number: 63

Do you anticipate need for 3rd party identity proofing services as part of account registration?

A: It is not a requirement, but would be nice to have.

Answered On: 10/18/2018 3:25:54 PM

Q: Multi-factor requirements

Posted On: 10/12/2018 2:15:26 PM

Section Number: 2.2
Page Number: 57

Do you anticipate need for MFA support as future authentication control?

A: It is not a requirement, but would be nice to control based on certain criteria.

Answered On: 10/18/2018 3:26:20 PM

Q: Future threat protection

Posted On: 10/12/2018 2:16:37 PM

Section Number: 2.2
Page Number: 57

Can you clarify threat protection, geo-protection, captcha, etc required by the Identity & Access Management system?

A: It is not a requirement, but would be nice to control based on certain criteria.

Answered On: 10/18/2018 3:26:35 PM

Q: Joiner workflow clarification

Posted On: 10/12/2018 2:18:02 PM

Section Number: 3.6
Page Number: 63

Do any access workflows require more than a single level of admin approval?

A: No, not at this time.

Answered On: 10/18/2018 3:27:02 PM

Q: Mover and leaver workflow details

Posted On: 10/12/2018 2:19:39 PM

Section Number: 3.6
Page Number: 62-63

Please clarify requirements for any mover and leaver (or termination) events? Sources of record to trigger either cases? Or are these manually handled?

A: Currently accounts are disabled after six months of non-use and deleted after eighteen months of non-use through a job.

Answered On: 10/18/2018 3:27:19 PM

Q: Password management

Posted On: 10/12/2018 2:22:15 PM

Section Number: 2.2
Page Number: 57

For desired future state, password management services are expected to be provided by Active Directory, Identity & Access Management system, or both? Or other?

A: DDOE is open to discussions based on the solution you propose. Answered On: 10/18/2018 3:27:29 PM

Q: FERPA/COPPA restriction Posted On: 10/12/2018 2:23:34 PM

Section Number: Attachment B
Page Number: 70

Can you share any FERPA/COPPA/etc restriction requirements?

A: DDOE is required to follow FERPA/HIPPA/COPPA. However, we are not sure how this would apply to the EdAccess application. Answered On: 10/18/2018 3:27:44 PM

Q: Supported application integration standards per application Posted On: 10/12/2018 2:25:25 PM

Section Number: Attachment A
Page Number: 68-69

Can you clarify integration standards supported for each of the 54 applications? SAML, WS-FED, OIDC, OAuth, web form authentication, etc

A: Windows authentication, web form authentication, and cookie based authentication. We are open to upgrading our custom applications to support industry standard authentication protocols. Answered On: 10/18/2018 3:28:00 PM

Q: identity validation of minors Posted On: 10/12/2018 3:42:52 PM

While adult identity can be verified thru a variety of datasources, what if any verification is desired of minors? Or is it assumed that each school's administrators have sufficiently addressed the matter at time of on-prem enrollment?

A: DDOE and LEAs are required to follow COPPA and will be addressed at time of enrollment. Answered On: 10/18/2018 3:28:39 PM

Q: allowed MFA mechanisms vs Certificates via CAC/PIV Posted On: 10/12/2018 3:53:36 PM

Many adults let alone minors practice incredibly bad password practices. Any sufficiently complicated value will get written down and thus compromised.

MFA helps to mitigate the damage but is it reasonable to expect students in particular to have MFA (eg TOTP app, call-back PIN)?

If ID cards are issued to students and staff, why not predicate identity on the presentation of a PIV/CAC-like card as widely used in USGovt with embedded certificate(s)?

A: DDOE is open to discussions based on the solution and cost you propose.

Answered On: 10/18/2018 3:28:49 PM

Q: Cyber Liability Insurance Requirement

Posted On: 10/12/2018 4:18:19 PM

Attachment 11, Cyber Responsibilities, Liability and Insurance,
Section E. Cyber Liability Insurance,

“An awarded vendor unable to meet the DTI Cloud and Offsite Hosting Policy requirement of encrypting PII at rest shall, prior to execution of a contract, present a valid certificate of cyber liability insurance at the levels indicated below. Further, the awarded vendor shall ensure the insurance remains valid for the entire term of the contract, inclusive of any term extension(s).”

Question:

Is the requirement to have the cyber liability insurance mandatory or only necessary if the vendor does not meet the DTI Cloud and Offsite Hosting Policy requirement of encrypting PII at rest?

A: It is mandatory if an awarded vendor is unable to meet the DTI Cloud and Offsite Hosting Policy requirement of encrypting PII at rest.

Answered On: 10/17/2018 8:02:20 AM

Q: Various questions

Posted On: 10/12/2018 11:54:26 PM

Section number: 3.13. Integration and Synchronization

Paragraph: Attachment A – Application List

Page number: 68

Question: For the list of applications expected to be available under single sign-on; please provide the following information.

1) Is it a web or non-web based application

2) What type of Authentication method is used for log-on

Section number: 2.1 Background

Paragraph: 4

Page number: 56

Question: How are permissions in AD (DOESIS) delegated / managed for each individual school district?

Section number: 2.2 Future System Design Objectives

Paragraph: 4

Page number: 57

Question: What is the approximate total number of users? Parents and select external users are mentioned.

Section number: 2.3 Technical Environment

Paragraph: NA

Page number: 58

Question: Does DOE have any type of Cloud environment? What is the DOE Cloud strategy?

Section number: 3.5 Authorization and Authentication

Paragraph: 1

Page number: 61

Question: “a database of users” What type and version of database. How is the db populated?

Section number: 3.9 Application Migration

Paragraph: 4

Page number: 65

Question: Is it a safe assumption that the applications will not be migrated per say; applications will be reconfigured to leverage the new solution, to the extent possible.

Section number: 3.10 UAT Environment

Paragraph: 1

Page number: 65

Question: Does DOE have "PRODUCT" and "testing" environments? Suggests more than one test environment.

Section number: 3.13 Integration and Synchronization

Paragraph: 1

Page number: 66

Question: "interface with the State Payroll system" what technology is used to support this interface? Is this "interface" a one-way connection, payroll to DOE? Is it a two-way sync?

Section number: Attachment A

Paragraph: application table

Page number: 68 & 69

Question: Is there a DOE resource familiar with the custom applications? Is the source code available? Is remediation of these application in scope for the vendor?

- A:** 1. All applications are web-based.
2. Windows authentication, web form authentication, and cookie based authentication.
3. The current IMS system uses DOESIS AD and individual school districts can manage their own DOESIS accounts through the IMS system.
4. Currently there are 23,500 accounts in the IMS system. There are roughly 140,000 students. The number of parent accounts has not be estimated.
5. Currently, DDOE does not have a Cloud environment or a Cloud strategy. However, DDOE is required by DTI to adhere to all standards and policies found online at: <https://dti.delaware.gov/information/standards-policies.shtml>.
6. Currently, IMS uses Microsoft SQL Server 2008 R2. The database is populated by the web application and by SQL jobs.
7. Yes, our current applications will be reconfigured to use the new solution to the extent possible.
8. See 3.10 on page 65.
9. DDOE pulls a flat file into the database. It is one-way.
10. Yes, there are DDOE resources familiar with all custom applications. Yes, source code is available. Migration of custom applications will be a joint responsibility of both the Vendor Project Team and the DDOE Project Team.

Answered On: 10/18/2018 3:41:32 PM

Q: Section 3.9

Posted On: 10/12/2018 11:55:57 PM

section 3.9 Application Migration.

What do they want to migrate to? are you asking to have them all use the same "Authorization method? Please explain.

- A:** This section applies to migrating existing IMS applications to the new EdAccess system. DDOE does not expect all applications to have the same authorization method.

Answered On: 10/18/2018 3:32:49 PM
