State of Delaware
Department of Education

**Education Access (EdAccess)
Identity Management Project**

Request for Information

Request No: DOE 2018-12

Issue date: December 15, 2017

Response due: January 26, 2018

Request for Information – RFI No. DOE 2018-12

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR INFORMATION (RFI)" for the provision of products and services to replace the single sign-on solution for the Delaware Department of Education.

In order for your response to be considered, the Request for Information response shall be executed completely and returned as one hard and one electronic copy (CD or USB) of your response using Microsoft Office software. This must be placed in a sealed envelope **clearly displaying the RFI number and Vendor name by 2:00pm (Local Time) on January 26, 2018**.

Responses must be mailed to:

> Delaware Department of Education, Finance Office
> Attn: Meaghan Brennan
> 401 Federal Street, Suite 2
> Dover, DE 19901

Should you need additional information, please call Meaghan Brennan at (302) 735-4170 or email Meaghan.Brennan@DOE.k12.de.us

INTRODUCTION

RFI Designated Contact
All requests, questions, or other communications about this RFI must be made in writing to the Delaware Department of Education. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempts to ask questions by phone or in person will not be allowed or recognized as valid. Vendors shall rely only on written statements issued by the RFI designated contact.

Meaghan Brennan
Delaware Department of Education, Finance Office
401 Federal Street, Suite 2
Dover, DE 19901 or
Meaghan.Brennan@DOE.k12.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

Contact with State Employee
Direct contact with State of Delaware employees other than the Department of Education Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the DDOE who require contact in the normal course of doing that business.

RFI Obligation
The RFI is a request for information only, and is not a solicitation to provide goods and services to the DDOE. There will be no contract awarded because of this RFI. Nothing in the Vendor Information

Packages, or in DDOE's remarks or responses to the Vendor Information Packages or any individual Vendor, will be considered binding for a future contract.

Confidentiality
All information included in this RFI is confidential and only for the recipient's knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party.

Ownership of Materials
Ownership of all documentary material originated and prepared for DDOE pursuant to this RFI shall belong exclusively to DDOE; therefore, any and all documents submitted may be returned only at the option of DDOE. DDOE reserves the right to use any and all information contained in a Vendor Information Package to the extent permitted by law.

Vendor Ethics and Integrity
The Vendor is obligated to meet high standards of ethics and integrity in order to be considered a qualified Vendor by DDOE. These standards can be violated according to the conditions identified below:
- The Vendor and employees shall not offer or give any gift, gratuity, favor, entertainment, loan, or any other thing of material monetary value to any DDOE employee.
- The Vendor and employees shall take no action to create an unfair, unethical or illegal competitive advantage for itself or others.

Costs Associated with Submission
Neither DDOE nor the State of Delaware shall be liable for any of the costs incurred by a Vendor in preparing or submitting a Vendor Information Package, including, but not limited to preparation, copying, postage and delivery fees, and expenses associated with any demonstrations or presentations which may be offered or accepted as a result of the RFI. Each Vendor Information Package should be prepared simply and economically, providing a straightforward, concise description of the Vendor's ability. Emphasis should be on completeness and clarity of content.

Disclosure of Vendor Information Package Contents
The State of Delaware is a public agency as defined by State law and, as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all State of Delaware records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person.

All information submitted by a Vendor may be treated as public information by DDOE unless the Vendor properly requests that information be treated as confidential or proprietary at the time of submitting the Vendor Information Package. Vendors are encouraged to familiarize themselves with the provisions of the relevant laws and administrative rules governing the release of information by DOE to the public.

Any Vendor Information Package that contains information that the Vendor wishes to remain confidential must submit the "confidential" information in a separate, sealed envelope labeled "Proprietary Information". The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not a "public record" as defined by 29 Del. C sec. 10002(d), and briefly stating the reasons that each document meets the said definitions.

Vendor Standing for any Subsequent RFP
An RFI response is not mandatory for a Vendor to later receive an RFP and to bid on such requests. Nonetheless, as a result of the RFI submission, Vendors may jeopardize their qualifications to receive an RFP and participate in the State's bidding process if the Vendor furnishes any statement, representation, warranty, or certification in connection with this RFI or a contract resulting from an RFP that is materially false.

RFI QUESTION AND ANSWER PROCESS

The Department will allow written requests for clarification of the RFI. All RFI questions shall be received no later than January 5, 2018. All questions should be posted on DDOE's website at:

https://doeapppublic01.doe.k12.de.us/BidManagementPublic/#home

All questions will be consolidated into a single set of responses and posted on both DDOE's website, as well as the State's website at www.bids.delaware.gov by January 12, 2018. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format.

Deviations from this format will not be accepted. Responses will not contain vendor information. Questions must be submitted in the following format.

Section designation
Page number
Text needing clarification.

Contents:

1. Introduction

1.1. Background

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.

1.2. Intent of this Request for Information (RFI)

A number of States, districts, schools and vendors have been engaged in development of identify management solutions for educational organizations in recent years. Rather than repeat this work, 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. 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. **The purpose of the RFI is to obtain information about approaches, tools and techniques that have been effective in achieving this objective**.

The intent of this RFI is to elicit the advice and best analysis of knowledgeable persons in the vendor community, not to select a proposed solution or a vendor. Subsequently, and incorporating knowledge gained from the response to this RFI, the State intends to prepare and issue a Request for Proposal (RFP) that will meet the requirements of its stakeholders. The collective information provided by vendors will be used to develop alternatives for consideration and to estimate costs related to acquisition of a proposed solution. Vendors may respond to this RFI with information about technologies supporting single sign-on, applications to manage and control access to educational systems, or both.

It must be clearly understood that this RFI is being used as a vehicle to obtain information about existing systems, implementation methods and potential suppliers of implementation services. This RFI should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to candidate vendors. This RFI does not create vested contract rights. It is merely solicited for informational purposes. In addition, no inference should be made that the State will adopt or implement in the future any recommendations proposed by the vendors responding to this RFI. The State will, however, use responses to this RFI to build and fine-tune our RFP.

While vendor qualification information may be provided in response to this RFI, only vendor information submitted in response to any eventual RFP will be used to make the vendor selection

No cost associated with responding to this RFI may be charged to the State of Delaware for any reason.

2. Project Overview

2.1. Background

Today, DOE's Identity Management System (IMS) is the single point of access to more than 50 independent software applications supporting more than 23.500 state and local users of education systems in Delaware. The existing applications are a mixture of custom, third-party vendor and hosted system. IMS has been in place since September 2011.

The current system is built on Microsoft's Forefront Unified Access Gateway (UAG), Threat Management Gateway (TMG) and Forefront Identity Manager (FIM). It includes a DOE custom developed user interface to manage user security, authorize system access and assign user roles.

The Delaware public school system is comprised of approximately 19,000 educators, administrators and support staff, 140,000 students across 19 school districts, 25 charters, 246 schools, and 40 State agency sites. The Delaware Department of Technology and Information and the Delaware Department of Education controls an Active Directory (AD) application environment which consists a multi-domain forest with 19 different child domains provisioned for the school districts and charter schools (K12 forest).   The DDOE runs a single child AD that is populated, managed and maintained by the individual districts (DOESIS forest).

2.2. Future System Design Objectives

There are a number of specific objectives that the Department would like to address as part of this project.

Technology Upgrade
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.

Reliability and Ease of Use
EdAccess must be reliable and highly available. The application must focus on efficient management of the access approval process, providing an automated workflow, notification of processing events, and self-service that reduces administrative burden and minimizes the need for help desk support.

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.

Shared Controls
EdAccess must be able to support two classes of application – those that are controlled centrally by the Department of Education (State Managed) and those that are controlled by the Districts

and Charters (Locally Managed). For state-managed applications, DOE configures the application, establishes permissions and roles, and makes the application available to user organizations. Information Security Officers (ISOs) in each organization are then responsible for granting access to individual users and assigning roles. All applications that are part of the current identify management solution are state-managed applications.

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, who will assume all applications responsibility, from configuration through granting of user access.

Single Sign-On
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 DOE systems.

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/).

2.3. Technical Environment

This section describes the technical standards of the Department of Education as well as the hardware and software environment in which EdAccess must operate.

The Department of Education infrastructure operates within a co-located computer center managed by Delaware's Department of Technology and Information that houses approximately 150 physical and virtual servers (utilizing VMWare ESXi). These servers are primarily Microsoft based, and host a number of applications that use Microsoft technologies such as SQL Server, IIS, and .NET based programming languages. The Department's co-located computer center is connected to the state's education network via 1Gb optical fiber. This connection is shared by all of the application users as well as all Department employees that reside in the Townsend Building. Approximately 30% of this connection is used by application and user traffic during the day and a substantial portion is used at night for file copying and replication.

Most upper level schools such as high schools and middle schools are connected to the education network via 1Gb connections. In many cases these connections run at 70-80% utilization during the day, due to educational and business traffic. Many elementary schools and charter schools are connected via 100Mb TLS circuits that are often at 50% or more utilization.

The table below identifies the primary tools and technologies used by the Department of Education:

Relational Database	SQL Server 2014 R2
Reporting Service	SQL Server 2014 R2 Reporting Service
Data Warehouse	SQL Server 2014 R2 Analysis Service
ETL Tool	SQL Server 2014 R2 Integration Service
Server Operating Systems	Windows Server 2016 (2012 also supported)
Identify Management	Microsoft Unified Access Gateway Threat Management Gateway Active Directory Federated Services
Preferred Development Tools	Visual Studio 2015
Source and Version Control	GIT
Web Browser	Current Versions (IE, Firefox, Safari, Chrome, Edge)
Office and Email Applications	Microsoft Office 2016/O365

All new systems developed by and for DDOE are developed for the web and support responsive design.

In addition to Department of Education standards, all systems must also adhere to State technology and communication standards, located at

http://dti.delaware.gov/information/standards-policies.shtml.

3. Request for Information

3.1. Respondent's Organization

1. Please complete the following information regarding your organization's corporate headquarters, local office, and primary contact for any questions pertaining to your organization's response to this RFI.

   ORGANIZATION HEADQUARTERS INFORMATION:
   Company Name:
   Address:
   City, State & Zip:
   Company Size: (Total Number of Employees)

   REGIONAL OR LOCAL OFFICE INFORMATION:
   Address:
   City, State & Zip:
   Primary Contact:
   Phone: Fax:
   E-mail:

   PRIMARY CONTACT INFORMATION RFI:
   Name: Title:
   Address:
   City, State & Zip:
   Phone: Fax:
   E-mail:

   PRIMARY CONTACT INFORMATION RFP:
   Name: Title:
   Address:
   City, State & Zip:
   Phone: Fax:
   E-mail:

2. At this point in time, do you expect to respond to the State's RFP? If not, please explain why. If you are not willing to respond to the RFP as a prime contractor, would you be willing to work on the project as a subcontractor for a prime contractor? If not, please explain why?

3. The State has a strong preference for using an implementation vendor with a corporate track record of successful project implementation in the K-12 environment. More important is the track record of individuals proposed for its project. Please describe your organization's background in this area.

4. Because it is difficult to provide the "A team" to every client, please describe your approach to providing consultants with the desired project experience in state and local education. Is there anything the State can do to increase the likelihood of getting the most qualified team? What can a vendor do to "lock-in" key personnel for the life of the project?

3.2. Transfer System

5. Based on your review of the Project Overview described in section 2.0, what do you feel are the strengths and weaknesses of this project? What are the major challenges or technical difficulties Delaware could face?

6. 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. Is there anything would make a transfer difficult?

7. For each of the candidates, please describe how well they address each of the design objectives identified in section 2.3 of this RFI.

8. Describe the technologies used to develop and maintain the candidate systems with special emphasis on the tools used in the creation and maintenance of the system

9. Are the identified candidates compatible with the technical environment described in section 2.3 of this RFI? Are there any components of Delaware's technical environment that you would recommend changing to facilitate the transfer of the system to Delaware?

3.3. Plans and Approach

10. The State's review of similar projects undertaken by other states has shown it that the duration of the projects varies significantly. Based on your review of the scope of the project and our technical environment, what do you feel is a reasonable time frame, from project implementation kick-off through roll-out of EdAccess?

11. Just as important as the project methodology is the approach to change management. Please provide an overview of your change management approach and describe the features of this approach that provide the greatest benefit to our organization.

12. The State has identified the potential cost of migrating our current applications to the new SSO solution as a significant risk to the project. Please describe your experience with different approaches to such migration that can help mitigate this risk.

3.4. Request for Proposal

13. Delaware is planning to award a "fixed-price" contract for implementation services. Please describe what we can do in our RFP to increase the accuracy of your pricing and minimize the need for contract modifications during the implementation project.

14. Below is Delaware's proposed schedule for the RFP process. Please comment on this schedule and suggest ways that it may be improved.

ID	Milestone	Date
1	Publish Request for Proposal	4/5/2018
2	RFP Response Due	5/17/2018
3	Technical and Business Evaluation	5/31/2018
4	Oral Presentations	6/7/2018
5	Vendor Selection	6/14/2018
6	Contract	6/21/2018
7	Project Start	7/1/2018

4. Vendor Logistics

4.1. Response Format

Please prepare and submit one hard and one electronic copy of your response using Microsoft Office software. To facilitate a timely and comprehensive analysis of all responses submitted, please utilize the format and numbering presented in this RFI, with the questions repeated and followed by your response. Responses should be prepared simply and economically, providing a straight-forward and concise narrative. Supplemental materials may be provided, but only those directed specifically at the issues contained in this RFI should be submitted.

4.2. Vendor Presentations

The State may elect to schedule meetings with vendors responding to this RFI to receive demonstrations of referenced systems, as well as to solicit additional information and clarification of the information presented. The decision to schedule meetings will be made following review of all RFI responses.

4.3. Proprietary Material

Any information contained in any response to this RFI that the vendor believes is proprietary must be clearly designated as such. Responses declaring the entire RFI response or an entire section proprietary will be neither accepted nor honored and will be rejected. If, after opening all bids in response to the subsequent RFP, a request is made to view any response to this RFI, the State of Delaware will comply with that request pursuant to the Freedom of Information Act. To the extent any information contained in a response to this RFI is marked as proprietary, such information will not be made available to the requestor until the affected vendor has been given an opportunity to provide an appropriate response, however, the State reserves the right under FOIA to disclose any information submitted.

The vendor should clearly identify any materials, which constitute valuable formulae, designs, drawings, or research data or any materials otherwise claimed to be to be confidential trade secrets, along with a citation to the applicable statutory provisions supporting such a claim for confidentiality. Failure to so label materials as such, or failure to respond within ten days of notice of a request for access to materials submitted pursuant to this RFI, may be deemed a waiver by the vendor of any claim that such materials are, in fact, confidential. The State's sole responsibility shall be limited to maintaining the above data in a secure area and to notify any vendor of any request(s) for disclosure as soon as practicable from date of receipt of any such request.