



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
 SCHOOL BOARD ADMINISTRATION BUILDING
 Procurement Management Services
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BID/RFP ADDENDUM

Date: _____

Addendum No. _____

BID/RFP No. _____ BID/RFP TITLE: _____

This addendum modifies the conditions of the above-referenced BID/RFP as follows:

All information, specifications terms, and conditions for the above-referenced BID/RFP, are included on the document posted on the Procurement Management website at <http://procurement.dadeschools.net>

The attached pages containing clarifications, additional information and requirements constitute an integral part of the referenced bid. If your bid/proposal has not been submitted, substitute the pages marked REVISED and mail your entire bid/proposal package.

I acknowledge receipt of Addendum Number _____

PLEASE NOTE: If your firm has forwarded a copy of this bid/proposal to another vendor, it is your responsibility to forward him/her a copy of this addendum.

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

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BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): _____ TITLE: _____
 OF AUTHORIZED REPRESENTATIVE

**Invitation to Negotiate
ITN-22-046-MF
Identity and Access Management Services and Single Sign-On Solution**

ADDENDUM NO. 2

QUESTIONS AND ANSWERS:

Q1: Will the pre-bid call be recorded and shared with vendors?

A1: Yes. You may review the pre-proposal meeting using the following link: [ITN-22-046-MF - Identity & Access Management Services](#)

Q2: What is your current total Full-time staff count?

A2: 30,000

Q3: The ITN requires the solution support long term archiving and reporting. Do you need this data to be archived for 3 years, 5 years or 7 years.

A3: Retention will be determined during the design of the solution. It may be up to 7 years or more, to be determined.

Q4: Page 17, Security, #7 - Does “levels of security” refer to user permissions? If not, can you provide more detail on what it refers to?

A4: If your solution has granular permissions, either at the user or administrative level, please specify.

Q5: Page 20, #3; c. - Can you provide a few examples of the kind of group provisioning delegated administrators are expected to manage?

A5: As an example, a principal at a school may need to delegate an employee as a gradebook manager. The solution should provide a way for the site administrator to elevate permission to a user within their department.

Q6: Page 20, #3; d. - Are multi-level approval workflows required? If so, can you provide an example scenario?

A6: Although not required, this feature may be useful. As an example scenario, currently an employee must request VPN access from a department head, who then forwards the request to data security for approval. This may be a candidate for a multi-level approval workflow.

Q7: Page 20, #3; d. i. - What VPN service is used by the district? Once approved, are requests for VPN accounts meant to be automatically provisioned in the VPN service?

A7: The District uses a popular VPN solution from a major networking vendor. Automatic provisioning is not required.

Q8: Page 20, #3; e. - Is M-DCPS interested in using Entra as their main authentication method (and MFA provider)? If not, what is meant by “Integrate Azure AD MFA policies into proposed solutions.”?

A8: Yes, the District uses Entra as their main authentication method.

Q9: Page 20, #3; k. What is meant by “solution(s) must have an on-premises option)” ?

A9: The solution must work with Azure and Active Directory, and must be able to authenticate on-premises servers and applications.

Q10: Page 22 - Is M-DCPS seeking to replace both their data warehouse and mainframe with this IAM / SSO solution (as pictured in provisioning diagram on page 22)?

A10: No.

Q11: Page 24, Information Security Management Service, #10 - Could M-DCPS provide details as to how they would like Vendors to comply with the FISMA?

A11: Vendors are simply asked to please indicate whether their solution is Federal Information Security Act (FISMA) compliant.

Q12: What, if any, unique identity and/or access functionality is required for parents?

A12: Currently, parent accounts are not in scope for this project.

Q13: Will M-DCPS maintain its existing Portal for parents or expect a new portal from the resposdee?

A13: Currently, parent accounts are not in scope for this project.

Q14: Can you elaborate on the requirements/expectations for how the product is supposed to support HIPAA compliancy? Would having a HIPAA Business Associate Agreement in place suffice?

A14: Since medical records will not be involved, we do not require HIPPA compliance.

Q15: When is the expected go-live date for this project?

A15: Go-live date will be determined during preliminary discovery after the solicitation is awarded.

Q16: Is SAP a source of truth or also a provisioning and SSO target application?

A16: The SAP system is the source of truth for employees, and it is also an SSO target application.

Q17: Going forward, will you continue to use Clever for rostering?

A17: There are no plans to discontinue the use of Clever for rostering.

Q18: Seeking confirmation: Paul Smith (Administrative Dir. of Network and Security) mentioned that "Miami-Dade Public Schools uses Microsoft as our identity provider, we are not looking to change Microsoft as IdP but to enhance it with some functionality." Is this accurate?

A18: Yes.

**Q19: How many Identities are there at each location (RFP mentions 500)?
Up to 400K students, up to 50K staff, up to 300K parents**

- a. Students
- b. Teachers
- c. Employees
- d. Contractors
- e. Parents

A19: Here are the aggregate user account numbers:
Students – 502,000 (includes charter and adult school students, 414,000 are K12 only)
Teachers – 25,000 (includes charter and adult school)
Employees – 65,000 (this number includes teachers, part-time and non-instructional)

Q20: For the Target Applications integration: Would you consider a phased approach?

A20: The implementation approach will be determined during preliminary discovery after the solicitation is awarded.

Q21: Applications mentioned in the RFP, are these the only target applications?:

- a. Schoology
- b. Clever
- c. SAP
- d. Pinnacle Gradebook
- e. Follet Aspen Scheduling
- f. Student Information System (SIS)

A21: Although these are major applications used by the District, there will be others that will need to be supported by the awarded solution. These will be determined in the project discovery phase after award.

Q22: The applications mentioned in #4, that reside in Mainframe, is your intention to get them out of Mainframe?

A22: Yes, the District has a plan to move off the mainframe.

Q23: Could you please provide a complete list of all your Identity Management Tools.

A23: The District uses Microsoft FIM and MIM for the provisioning of Identity Management, along with custom PowerShell scripts.

Q24: For Single Sign On (SSO):

- a. How many applications are in scope?
- b. Could you provide a list of those applications?

A24: To be determined.

Q25: How many homegrown applications do you have?

A25: We currently have 300+ applications.

Q26: In the RFP it is mentioned that there are web-based application resources, could you provide a list of these application resources.

A26: This is not available at this time.

Q27: Could you provide a list of all the homegrown applications?

A27: Refer to response to question 25, however a list is not available at this time.

Q28: Could you also provide information about the homegrown applications, i.e. do they have API of any sort?, what are they used for?, etc.

A28: Most applications are tied into APIs that access backend resources. Most legacy applications do not use API, all code is compiled within the application.

Q29: Outside of the currently used identity products mentioned, are there any other identity products that you are using to leverage your current IAM needs?

A29: The District uses Microsoft FIM and MIM for the provisioning of Identity Management, along with custom PowerShell scripts.

Q30: Lifecycle Manager to be setup and buildout?

A30: This question is not fully understood, but lifecycle management will be set up and built out.

Q31: Role Based Access Management to be leveraged?

A31: Yes.

Q32: Are there already Roles buildout?

- i. How many Roles do you currently have?
- ii. Have they been defined by HR?

A32: Yes, there are many provisioning rules established within our current processes that base authorization on Microsoft group membership.

Q33: How many Authoritative Sources do you have?

A33: The authoritative sources are SAP for employees and SIS (homegrown system) for students. Some of this data is staged in a data warehouse before ingesting into FIM/MIM.

Q34: Do you want the User Accounts to be auto provisioned and deprovisioned by the IGA/IAM platform?

- a. If, answer is yes, then the target applications would have to be directly connected to the IAM platform
- b. If, answer is no, how many of the target applications are AD dependent? (AD dependent applications can be leveraged through the AD Connection to the IAM platform
- c. If, answer is no, would you want to maintain some of the target applications as 'disconnected application'?

A34: The solution will provision user accounts and group membership into AD/Azure. Target applications leverage the AD/Azure for this information.

Q35: Do you have a ticketing system, i.e. ServiceNow?

A35: Yes, we use a Ivanti ticketing system.

Q36: Do you intend on having users request accesses through the IAM platform or do you want them going through a ticketing system?

A36: The District is open to review available solutions.

Q37: Do you have defined Birthrights?

- a. Birthrights for Employees
- b. Birthrights for Students

A37: This question needs more clarification in order to provide a response.

Q38: Do you have Databases? How many Databases do you have? And, what are they?

A38: Yes, the District has many databases, as required by applications.

Q39: How many of your applications are on premise and how many are Cloud based?

A39: All applications are on premise.

Q40: How many applications have the following:

A40:

- a. API – we currently use this technology, but we cannot give a definitive number.
- b. SOAP API - we currently use this technology, but we cannot give a definitive number.
- c. Rest API - we currently use this technology, but we cannot give a definitive number.

Q41: How many AD domains do you have?

A41: There is currently (1) one AD domain.

Q42: Is there a desire to have contractors created and maintained by the new platform?

A42: Yes.

Q43: What technology is currently being used for Multi-factor Authentication (MFA)?

A43: The District currently uses Microsoft Entra ID.

Q44: If not offshore, can services be delivered via remote support?

A44: Yes, it can be remote support. We cannot allow offshore access to District data.

Q45: Do you have a Privileged Access Management (PAM) tool? What is the technology called?

A45: The District is currently using Azure PAM.

Q46: What is your FTE (number of full-time staff)? We are seeing two possible answers to this question in your ITN: 1) on page 20 you reference that you have 34,400 employees and on page 16 you mention that you have 50,000 staff. Paul Smith said you have 40,000 staff. Would you please share what number we should assume for your FTE count?

A46: The current FTE count is 34.

Q47: In your ITN, you require that the solution support long-term archiving and reporting. Do you need this data to be archived for 1, 3 years, 5 years, or 7 years (or a different period). What is driving this need, e.g. external compliance, internal policy or forensic support? Our costs vary depending on how long this data needs to be archived.

A47: Please refer to Response to Question #3.

Q48: On page 23 (#3 under "Capacity and Availability"), you ask us to "Describe the capacity to support up to 500 locations, up to 400,000 students, up to 50,000 staff, and up to 300,000 parents." Is your question asking if our system is available 24X7 and able to scale to meet the usage requirements of up to 750,000 users? Or are you asking how we will provide technical support to your students, staff, and parents?

A48: To clarify, the solution must support the user count specified in question 9 for identity management.

Q49: Under Section 4.2.2 - Security - Question - 1. Explain any multi-factor authentication, biometric authentication, or SSO via trusted providers that is used with your product (i.e. Google, Microsoft Active Directory, etc.). Is there a need to support Social Logins like Google? Do you use Mobile based Microsoft Authenticator App or Google based Authenticator App?

A49: The District currently uses Azure MFA with the Microsoft Authenticator App. There is a social login solution in place for parents, but that aspect of authentication is not currently in scope for this proposed bid.

Q50: Under Section 4.2.2 - Minimum Requirements for IAM and SSO - Question 6 - Proposer must have experience implementing alternate login methods for young and special needs students. Can you elaborate on the specificity of this feature, so we can see how best to match your needs.

- A50: Please specify any methods that your product supports which makes login easier for young and special needs students.
- Q51: Under Section 4.2.2 - Technical Integration Requirements – Question 1. Integration with following systems – Student Information, Human Capital and Charter School Employee system. Are these known enterprise products like Workday, ADP, or Oracle HRMS systems or custom Solutions. Please list all enterprise products that you would like the vendor to integrate, and the specifics on integration points.**
- A51: Student Information is a legacy mainframe application. SAP is the current ERP system.
- Q52: Under Section 4.2.2 - Technical Integration Requirements – Question 1. Integration with following systems – Student Information, Human Capital and Charter School Employee system. Do you currently use CSV file exports and imports. Please list any instances of batch or file based integrations / data loads.**
- A52: These are primary data systems; we are exporting information out not in.
- Q53: Are overseas resources permitted?**
- A53: District data cannot be accessed by overseas support.
- Q54: Do you have an expected go-live date in mind?**
- A54: Please refer to Response to Question #15.
- Q55: How many dedicated resources will be provided by Miami Dade for this project?**
- A55: Resources allocated will be determined during the project discovery phase after award.
- Q56: Are you looking to manage all 400,000 students, 50,000 staff, and 300,000 parents with the solution?**
- A56: Please refer to Response to Question #19 for the user counts. Parents are not in scope at this time.
- Q57: Can Miami Dade County Schools can provide insights on where they stand in their Identity Security Journey? Is there an initiative to enforce Zero Trust and Least Privilege throughout all environments? For instance, are projects like Privilege Access Management, removing and elevating Local Admin Rights from endpoints, etc on the future roadmap?**
- A57: The District has initiatives for everything mentioned as part of a security plan. This can be discussed after award.
- Q58: How many IAM Environments, e.g., Development, Production etc. are targeted by Miami-Dade County for this initiative?**
- A58: Currently there is a development and production environment for IAM needs.
- Q59: What is the number of on-premises applications which will be integrated with the new IAM solution for provisioning and SSO?**
- A59: Approximately 150 on-premise applications
- Q60: What is the number of cloud-based applications which will be integrated with the new IAM solution for provisioning and SSO?**
- A60: Need additional information as to what is being considered cloud applications in order to respond to this question.

Q61: Are all applications that will be integrated with the new IAM solution deployed in a single tenant model, or are there applications where schools have dedicated tenants?

A61: There is a single Azure tenant model, including integration with Active Directory.

Q62: Are there any expectations of integration with the legacy IAM solution?

A62: No.

Q63: Is the use of offshore staff allowed for implementation or support services?

A63: Please refer to Response for Question #53.

Q64: What percentage of students log in daily? What percentage of staff login daily?

A64: All students and employees sign in daily, which fluctuates based on current day attendance. See question 19 for user count.

Q65: For a cloud hosted solution is there a restriction against a SaaS solution with shared tenant versus a private cloud managed application?

A65: There is no direct restriction, but evidence of data isolation must be provided.

Q66: For references are higher education also useful?

A66: Pursuant to Section 5 – Minimum Qualification Requirement, item c, proposer must provide a minimum of three (3) K-12 references comparable in size to M-DCPS which hosts ~400,000 users in order to be considered responsive to this solicitation. If proposers wish to submit additional references for higher education entities this is acceptable, so long as the minimum requirements are met.

Q67: Is it safe to assume that ADFS/SAML 2.0 is your preferred protocol per line four on the ITN?

A67: ADFS is not preferred, but it is currently in use. SAML 2.0, OpenID, and OAuth are preferred.

Q68: Vistrada LLC is a nationally certified (NMSDC) and NYC-certified MWBE, however our designation is not African American. So, does that essentially make us ineligible for “Certified Firm Participation” points, per the criteria laid out on page 32 of the RFP?

A68: This solicitation is open to all firms who wish to participate and can meet the requirement as set forth in the solicitation. Additional points will be given to certified firms as described in Section 7.2 Certified Firm Participation.

Q69: SECTION - 4.2 – PURPOSE OF INVITATION TO NEGOTIATE - Is the selected vendor expected to provide a GAP report as described?

A69: Yes.

Q70: What is the full time teacher count?

A70: Approximately 20,000 teachers.

Q71: SECTION - 4.2.2 General Infrastructure and Network 6) states “Explain how the District can c, development and training environments with duplication of data from the production system.” Does MDCPS have independent test, development, and training environments for existing student and staff data systems?

- A71: The District has various development systems based on development, testing and training needs. Please provide information on a development platform for the proposed solution, if applicable.
- Q72: SECTION 4.4 - REQUIRED INFORMATION TO BE SUBMITTED BY THE PROPOSER - Please clarify Pricing Proposal Phase 3. Run Book Development.**
- A72: Please disregard “Run Book Development” in the pricing proposal.
- Q73: SECTION 4.3.1 – Technical Solution/Project Approach Solution Overview 5.4.ii - Page 26,. Post-Implementation Support ii. Provide Disaster Recovery plan from services site to Cloud Disaster Recovery (CDR) site. Please elaborate on what is needed for this plan, who is the current Disaster Recovery Vendor?**
- A73: Please disregard any reference to cloud disaster recovery. This was added inadvertently to the proposal.
- Q74: The RFP states on page 16 “Instructional student resources include Schoology and Clever for accessing curriculum and instructional administrative duties (gradebook and pacing guides).”. Please describe how students access these resources currently along with authentication and authorization methods?**
- A74: These applications are accessed via the student, parent or employee portal. They authenticate against AD for students and employees and AD security groups are used for authorizations. Parents access using their AppleID or GoogleID for authentication and AD security groups are used for authorizations.
- Q75: Do all 400,000 students have access to these resources? If no, how many?**
- A75: Students are provided access to resources based on the grade or subject matter for some applications. For example, all students have access to Schoology and gradebook.
- Q76: Do teachers and staff require different access levels or permissions to these instructional student resources? If yes, please describe.**
- A76: Yes.
- Q77: How many teachers and staff need access to the instructional student resources?**
- A77: 25,000.
- Q78: The RFP states on page 16 to “Describe the capacity to support up to 500 locations, up to 400,000 students, up to 50,000 staff, and up to 300,000 parents.”. In the pre-proposal conference call, it was stated that parents are not in scope. If parents are in scope for some RFP requirements, please list and describe the applications that parents will need to access to.**
- A78: Parents are currently not in scope for this proposal.
- Q79: On page 20 of the RFP, it states that “first-time user account sign-in method where it can be 'claimed' without need for generic first-time password.”. Please describe how this is currently being accomplished, if applicable. Also, describe in detail how M-DCPS desires this functionality to be accomplished.**
- A79: This is currently not being provided. Users are currently given a generic password that must be changed at login.
- Q80: In order to ensure we can match our licensing to the SSO Users and IAM Users that you require, we would like to provide our User License definitions so you can confirm and map your types of users such as students, staff, and parents.**
- A80: This is acceptable.

Q81: B2B Users - You want to segregate and manage your technology partners or vendor user experience with subtenants while maintaining control over branding and other customizations. How many B2B Users, if any? How many B2B Organizations? And approximate Users per B2B organization?

A81: The District does not currently utilize B2B functionality within Azure.

Q82: B2C Users - You want to segregate and manage your clients or student user experience with subtenants while maintaining control over branding and other customizations. How many of the B2C Users, if any?

A82: The District does not currently utilize B2C functionality or subtenants within Azure.

Q83: B2E (Business to Employees or staff) scenario involves applications that are used by employee or educator users. These are applications that are targeted toward users who are typically acting on behalf of an organization such as an employer. How many B2E Users?

A83: Please refer to Response for Question #19 regarding user count.