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BID/RFP ADDENDUM

Date: 5/12/2021

Addendum No. 3

BID/RFP No. RFP-20-038-CM BID/RFP TITLE: Multi-Factor Authentication Services

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

Please see attached responses to all submitted questions. All other terms and conditions apply.

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: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL _____ FAX # _____

BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

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

RFP-20-038-CM

Multi-Factor Authentication (MFA) Services

1. What are the expectations for the three-month acceptance period? How many users would be included in the acceptance period? How many applications would be included in the acceptance period? Will the district provide the acceptance period hardware? What would be next steps after the acceptance period include from a technical standpoint? Does the district expect services during the 3-months evaluation period to be covered in the price proposal, or should it be invoiced separately?

The selected vendor will receive this information once contract is awarded.

2. What are the district expectations of the distribution of the initial 50k licenses among external vs internal users (i.e. those with a District Active Directory account like staff and external users like contractors)?

Initial licensing will be used for internal District staff

3. The RFP calls for PKI, does the district requires the participants to include contact card readers?

There will be no requirement for end user hardware. Hardware support is optional.

4. The RFP calls for Biometric authentication support, does the district requires the participants to include desktop fingerprint sensors?

There will be no requirement for end user hardware. Hardware support is optional.

5. The RFP calls for OTP support, does the district requires the participants to include hardware tokens?

There will be no requirement for end user hardware. Hardware support is optional.

6. The RFP calls for Biometric authentication support, does that include support for facial recognition? Does the district have cameras that can support this function?

There will be no requirement for end user hardware. The District cannot mandate that all devices have cameras. Biometrics should be considered optional.

7. Could you please clarify the applications that would be in-scope for this offering? Please enumerate applications not already included in the RFP.

All applications used by the District could potentially use MFA, but the initial rollout will be focused on the applications listed in the RFP.

8. What is the timeframe and phased approach if any, for the district to reach 700,000 users?

There are currently no plans to expand beyond the employee population.

9. The requirements on item 54 include different authentication factors & authenticators (item 54) for the employee group, is the RFP truly looking for all these options? Which one of the options within the is the priority?

The priority authentication factors will be e-mail, SMS, and authenticator apps. We will also strongly consider voice support since we cannot mandate the use of cell phones.

10. When will the RFP winner be announced?

At this time, we are hoping to submit a recommendation for award at our July 2021 board meeting.

11. Do all of your employees have a physical card to gain access to the buildings?

Some buildings have badged access, but most do not.

12. Is the initial roll out should be priced for 50,000 or 60,000 users?

Initial roll out will be priced for approximately 55,000 users

13. May we please have your approval for signatures, we are requesting a notary waiver due to COVID-19, "Given the current circumstances, Office Depot will sign digitally. We will provide your required affidavits, and/or notary pages in the near future or upon award."

We will accept electronic notary and digital signatures.

14. RFP Page 42, Exhibit 4 - this is not an editable form? Are you able to provide an Exhibit that we may fill in?

Unfortunately, we do not have this in an editable format.

15. Please clarify what the district is trying to accomplish / what is meant by the second bullet in question 89 - OTP via Microsoft Windows Operating Systems (i.e. Win10) Application

The District is interested in providing the authentication services to the broadest possible user base. Please provide OTP options that are supported by your solution

16. Please clarify question 3, what is meant by demonstrating level of alignment? For instance, does the district want workstation server login?

Please provide information on how MFA could be implemented on items listed in question 3, if applicable to your solution

17. Please define what you mean by BYOD. How exactly does MDCPS want to secure BYOD devices? For instance, does MDCPS want device posturing capabilities/ insight into device health, denying access for BYOD without an agent, etc?

Access to District applications is often done with devices not managed by the District. We are looking for solutions that work with MFA, even when there is no device management capability.

18. Is it the district's desire to have supply chain separation from primary identity provider and 2F provider to prevent supply chain attacks?

In your response, please add clarification on how this solution would be beneficial to the District.

19. Evaluation Criterion # 55 What is the mix of 400,000 users between Staff, Students and Parents? What would be in scope for the initial 3 month testing period and the full roll out?

Initial roll out will be for approximately 55,000 employees. Students and parents will not be considered for the initial implementation.

20. Evaluation Criterion # 55 What is the M365 license mix for each user type, Staff, Students and Parents?

Initial roll out will be for approximately 55,000 employees. Students and parents will not be considered for the initial implementation.

21. Evaluation Criterion # 55 Will you be supplying your existing Microsoft license counts as part of this bid?

No

22. Evaluation Criterion # 55 Some user roles (IE: parents) may use external identities and Microsoft's B2C product. Do you need detail on the licensing of that product?

Initial roll out will be for approximately 55,000 employees. Students and parents will not be considered for the initial implementation.

23. Evaluation Criterion # 28 Only 3 languages are called out. Is this the complete requirement? Our experience is that school districts usually require more language support.

Please specify what languages your product supports

24. General Question What version of Office products are being used in the environment? Office 2010, 2013, 2016, 2019?

We support Office 2013, 2016, 2019, and 365

25. General Question Are there any other MFA products currently in the environment that need to be accounted for? Is there a need to migrate from a current MFA solution?

There are currently no MFA solutions in use by the District.

26. General Question How many Active Directory domains are in the environment? Are there non AD domains (LDAP) that need to be integrated into the MFA solution?

There is one on-premises domain that is in scope for MFA. This domain is synchronized with Azure AD.

27. General Question Does Miami-Dade have a hybrid identity strategy that encompasses all users that are synced from AD to Azure AD?

Yes

28. Evaluation Criteria # 97 What SIEM product does M-DCPS currently use?

The District currently uses VMWare Log Insight, but there is an active RFP to address future needs.

29. Evaluation Criteria # 107 Can M-DCPS provide the access level agreement document or policy referred to?

Contractual language protecting the interests and resources of the District will be provided upon awarded contract. Standard language includes provisions that the vendor adhere to non-disclosure and breach notification requirements (as applicable), that appropriate technical safeguards are implemented to protect user data and system integrity, and adherence to applicable School Board policies, as well as local, state, and federal laws, etc.

30. Evaluation Criteria #117 We understand that that Vendor will provide training/support during integration and for a predetermined time. What is meant by saying "and beyond", what timeline is expected?

"Beyond" refers to post-implementation support. Please define your support structure.

31. Evaluation Criteria # 128 Please clarify the items requested.

Once awarded, the vendor is expected to have a design and implementation plan that covers the initial MFA rollout.

32. # 88 For the products listed, can you please provide a product version and the approximate number of users?

Due to security concerns, additional information regarding District solutions will not be provided until the bid is awarded. Proposers should assume the most recent version/update of each listed solution and consider the total initial rollout population of 55,000 in scoping. At this time, please disregard the following solutions listed in the original RFP: IBM Security Access Manager for Web WebSEAL, Fortinet Fortigate IPsec and SSL VPN.

33. # 112 To address this requirement can you provide any info on the MDCPS Policy for the Change, Patch & Incident management process?
Please see attachment.
34. N/A Is the mainframe in scope for this RFP?
The mainframe is not in scope for the initial rollout
35. Is it ok to have the data center outside the U.S?
We require that all District data stay within the United States
36. Languages: Is it mandatory to at least have English, Spanish and Creole?
This would not be mandatory, but preferred
37. What is the time frame from a finance perspective?
The payment schedule will be negotiated between the awarded vendor and the department.
38. Is payment made after all the testing is done?
The payment schedule will be negotiated between the awarded vendor and the department.
39. Expected amount of users in the first rollout?
Initial roll out will be priced for approximately 55,000 users
40. Are the questions asked (submitted) on the Zoom Call official questions that will be answered in writing? We would like those answered in writing.
Questions submitted via email in writing are answered.
41. Will we be able to submit / request clarification on any written answers?
No.
42. Since no pricing template will be provided, Can MDCPS provide a spreadsheet with the quantities to quote? It is not clear how MDCPS is expecting pricing. Exactly how many users does MDCPS want us to quote out? What term length does MDCPS to see quoted? The RFP states a 5-year contract term, do you want to see total upfront cost or annual cost?
Initial roll out will be priced for approximately 55,000 users. The District would want the cost broken down by year and also a total up-front cost for 5 years.
43. Does MDCPS want Support quoted separately? Subscription Service, updates and phone support?

Per the Pricing Proposal section, please submit an itemized budget. Pricing should be submitted for product and support.

44. What is the minimum requirement for implementation?

Successful implementation of MFA on the required applications

45. During the zoom call it was not clear if MDCPS wants assistance with implementation or proposer to do the actual implementation for AnyConnect, SAP Portal and Gradebook. Please clarify.

The implementation should be a collaborative effort between District IT staff and the awarded vendor. We rely on the vendor team for expertise, with the understanding that there will be knowledge transfer to the ITS department

46. When pricing the implementation services, is that on a separate line?

Please see response to Question 43.

47. Can the proposer respond with a pool of Service hours to be used for Implementation?

A pool of service hours would be acceptable but needs to encompass the implementation plan requirements.

48. Can the implementation be done remotely or is onsite required?

If remote implementation is a possibility, that would be acceptable.

49. Please clarify what the district is trying to accomplish / what is meant by the second bullet in question 89 - OTP via Microsoft Windows Operating Systems (i.e. Win10) Application

The District is interested in providing the authentication services to the broadest possible user base. Please provide OTP options that are supported by your solution

50. Please clarify question 3, what is meant by demonstrating level of alignment? For instance, does the district want workstation server login?

Please provide information on how MFA could be implemented on items listed in question 3, if applicable to your solution.

51. Please define what you mean by BYOD. How exactly does MDCPS want to secure BYOD devices? For instance, does MDCPS want device posturing capabilities/ insight into device health, denying access for BYOD without an agent, etc?

With the solution, we should be able to identify devices that we do not manage and have the ability to apply appropriate MFA/security policies.

52. Is it the district's desire to have supply chain separation from primary identity provider and 2F provider to prevent supply chain attacks?

In your response, please add clarification on how this solution would be beneficial to the District.

53. Are you requesting installation/managed on premise or in the cloud?

The District has no preference.

54. Can you offer the Bid Document as a Word doc to more easily answer the questions within when submitting the response?

Unfortunately, we cannot upload a word version.

55. As part of Miami-Dade Schools Microsoft A3 License the district already owns an extensive MULTI-FACTOR AUTHENTICATION SERVICES.

- a. Has Miami-Dade Schools tested or implemented it? If NO, why not?
- b. If the School District has tested or implemented, why this RFP?
- c. What features/functionality do you believe are missing?
- d. Has it been difficult to implement? If yes, why isn't this RFP about implementation of Microsoft MFA?

The District hopes to test, implement and review offerings vetted through this solicitation process.

56. Has the Miami-Dade Schools investigated any other MFA solution? If yes, which ones?

The District has not tested any other MFA solutions, and the purpose of this RFP is to investigate available MFA solutions. Please also see response to Question 55.

57. With 25% (25 points out of 100) of the points being awarded for overall Cost, how is anyone going to compete with Microsoft cost being \$0.00.

There may be features/functionality that exceed what is provided by Microsoft, including potentially ease of use/onboarding, product integration, and ease of registration. Please provide your best overall proposal. Cost is only one factor in the evaluation of this RFP.

58. Scope for Services is wide-open to interpretation, how will Miami-Dade Schools evaluate Scope and Price to insure an apples-to-apples proposal.

Solutions will be evaluated based on the evaluation criterion outlined in Section 7 of this RFP. The District is looking for the best overall solution that has the best return on investment.

59. Does Miami-Dade have an outside consultant(s) helping in the evaluation? Any company from the Superintendent's task force assisting? Are any members of the Task Force excluded from participating due to potential conflict of interest?

No outside consultants are participating in the evaluation; this includes any company that participated in the task force.

60. You mention 350,000 students and 37,830 employees but in item number 45 you mention 700,000 users and in number 55 you mention 400,000 and on the call you mentioned 50,000 users. What are the numbers from the beginning?

Initial roll out will be for approximately 55,000 employees. Students and parents will not be considered for the initial implementation. to clarify, 400,000 includes employees and students; 700,000 includes employees, students, and parents. Neither of these options are currently in scope.

61. Is Single Sign On and Password reset requirements? Indicated in number 14 of document

The only current requirement in scope is that the solution provides MFA for District applications.

62. Per number 16 are all elements requiring HIPAA compliance?

This requirement is only applicable if the solution requires HIPAA-protected information; this is likely not a requirement for an MFA solution.

63. What applications will this RFP response cover? Are they all Cloud apps or are there Apps on site?

All applications used by the District could potentially use MFA long-term , but the initial rollout will be focused on the applications listed in the RFP. Some of the required applications are on-prem solutions.

64. Is number 31 blank for a reason?

31 is blank for no particular reason. Please disregard.

65. What is your existing source of truth for identities? How many are there? Are you trying to move to a single identity source?

Microsoft Active Directory synced to Azure AD

66. When do we expect to have answers back?

We will post as soon as we have all of the information.

67. Will a submission that doesn't support Haitian-Creole be eliminated?

No; support for other languages such as Hatian-Creole is preferred but not required.

68. RE question 14: What are examples of other non-AD identity stores?

No "non-AD identity stores" are currently in scope

69. RE Question 41: Is the data referred to Identity data or other?

No; this question is typically asked regarding cloud/hosting solutions and is not applicable in this case. Please disregard.

70. RE Question 49: What is the primary credential and where is it stored?

Microsoft Active Directory synched to Azure AD

71. RE Question 53: By site based MFA, does this mean On-Prem deployed solution?

Yes.

72. RE Question 58: Does this mean users are prompted for a second factor i.e. MFA as a means to verify their account?

Yes; please describe the flexibility of the solution's ability to apply security policy based on criteria.

73. RE Question 59: Is there a full list of applications?

There is no full list of applications currently available; please feel free to list the current technologies supported by your solution.

74. RE Question 64: By policy it is mean Access policy?

Please feel free to list the current technologies supported by your solution.

75. As an Identity Management Company we take a persons Identity very seriously. Will we be disqualified if we don't provide the resumes of the engineers?

Please provide summary information related to the individuals on your team. Proposer qualifications is noted on the evaluation criteria. If no qualifications are submitted, the proposer will be scored accordingly.

76. Do you have a preference of MFA types (see details from RFP below)?

While there is no preference, per se, use of mobile devices (authenticator apps, SMS, email, voice, etc.) will probably facilitate the user experience.

77. How do you see biometrics fitting into your MFA strategy?

Biometrics should be a supported option but not a current requirement.

78. What applications are you looking to protect with MFA?

Applications currently in scope include those listed in #59 of the RFP. There is no full list of applications considered for long-term implementation currently available; please feel free to list the current technologies supported by your solution.

79. Would answering "No" to any of the section 5 minimum requirements prevent (or significantly disadvantage) a bidder from winning an award?

No.

80. **Ref. Question 1** : Does the solution include a range of authentication methods? Please elaborate on the types that are included, encompassing provision of, but not limited, to the following types of MFA:

- Biometric
- Public Key Infrastructure (PKI)
- Digital certificates or send users an email
- Text (SMS authentication; must inform end users of data charges)
- Universal 2nd factor authentication tokens
- Hardware tokens
- Mobile passcodes

While there is no preference, per se, use of mobile devices (authenticator apps, SMS, email, voice, etc.) will probably facilitate the user experience.