

State of Arkansas TSS-DIS  
Identity & Access Management Solution  
RFP #: SP-21-0029  
Written Questions

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
1	Page 1, DELIVERY OF RESPONSE DOCUMENTS	Department of Transformation & Shared Services Office of State Procurement 501 Woodlane Street, Suite 220 Little Rock, AR 72201 Delivery providers, USPS, UPS, and FedEx deliver mail to OSP's street address on a schedule determined by each individual provider. These providers will deliver to OSP based solely on the street address. Prospective Contractors assume all risk for timely, properly submitted deliveries.	Due to COVID-19, schools and business across the country have closed, and services have slowed down considerably to help reduce the spread of infection. Would the OPS be willing to accept an electronic submission on November 24th, as opposed to a hard copy delivered by courier?	The State is unable to accept electronic bid responses.
2	Page 1, "Delivery of Response Documents"	"Delivery Address and RFP Opening Location" and "Proposal's Outer Packaging"	Due to COVID-19 concerns and with regard to our mutual health and safety, would the State of Arkansas allow electronic submittal of proposals instead of the printing, packaging, and shipping of hard copies?	The State is unable to accept electronic bid responses.
3	Page 2, Section 1.3, Paragraph A	As a result of this RFP, OSP intends to award a contract to a single Contractor	Since the solution involves hosting, software and services, can the prime bidder partner with OEMs, Software Vendors in providing the solution? What are the conditions/ requirements for the association/ consortium partners, if any?	Partnering is acceptable. A single Prospective Contractor must be identified as the prime contractor. The prime contractor shall be responsible for the contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof.
4	page #2; section 1.3 A.		Does the prospective contractor need to be register with the State of Arkansas to be able to send it a response to this RFP?	No. However, the successful Contractor will be required to be registered prior to award of any resulting contract.
5	Page 2, Section 1.4 SOLICITATION SCHEDULE	TABLE A: TENTATIVE SOLICITATION SCHEDULE	Will the state consider extending the timeline to Go-Live?	Yes, the implementation should be complete by March 31, 2021.
6	Page 2, Section 1.4 Solicitation Schedule	Proposal Due Date	Would the State consider granting an extension until 12.04.2020 to allow for the resources who may be unavailable over the Thanksgiving break?	No, not at this time.
7	Page 3, Section 1.5, Paragraph A 4	The bidder's conference presentation will be posted with the RFP to the OSP website at <a href="https://www.arkansas.gov/tss/procurement/bids/">https://www.arkansas.gov/tss/procurement/bids/</a> .	Could you please let us know by when we can expect the presentation to be posted at the OSP website? It would be great, if the conference recording is posted as well?	The presentation slides have been posted with the Q&A. There was not a recording made of the conference.

8	Page 4, Section 1.8	Official Solicitation Price Sheet. I. Pricing must be proposed in U.S. dollars and cents and must include all costs associated with performing services outlined in the RFP.	Are you looking for Year 1 pricing only? If yes, should be pricing for 50,000 users for Year 1? If it for more than one year, please suggest the number of users for subsequent years.	The State does not have projected user #s for subsequent years. Please provide annual pricing on the Official Solicitation Price Sheet based on 50K users per year. The State may negotiate tiered pricing for additional users with the successful Contractor.
9	Page Number: 6, Sec. 2.1	The Division of Information Systems (DIS) is seeking a more cost-effective product to be utilized by ADE and potentially other state departments. This solution will need to be implemented by March 1st, 2021.	Could you please clarify the implementation timeline? As per the RFP, the contract award date is 01/25/2021 and implementation end date is 03/01/2021 which result in just over a month duration for implementation.	DIS would like to have a new solution in place by March 31, 2021, as the current contract expires on April 1, 2021.
10	Page Number: 6, Sec. 2.1	The State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server as an Identity Management and Single Sign On/Access Management solution for the Arkansas Department of Education (ADE) and the Department of Human Services (DHS)	Is the scope to migrate the existing applications from SiteMinder to new IAM platform or will there be additional "new" applications to be onboarded in the new IAM platform?	No, there will not be any additional applications onboarded.
11	Page Number: 6, Sec. 2.1	The State of Arkansas seeks to procure an Identity and Access Management (IAM) solution. The solution will be implemented to support multiple systems and applications. The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State.	Is the new IAM platform be leveraged for internal population (i.e. Employees and Contractors) or would it be used for external users (i.e. Business partners and citizens)? Could you please provide the target user count by user type?	All the 50K users are external users. They are all school teachers. There will also be a small number of ADE Admin users.
12	Page 6, Section 2.1 OVERVIEW	"The solution will be implemented to support multiple systems and applications"	Can a list of systems, applications be supplied that will need to be integrated with Identity and Access Management systems? Looking for quantities and application type for scope of migration/integration effort required	The applications that were under the IAM platform have been removed and there is currently only one web application that uses the platform for authentication.
13	Page 6, Section 2.1 OVERVIEW	"State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server "	Is there a requirement/date when these will be retired or will they remain and be integrated with new system?	Broadcom's system will be retired after the new system is up and running and has been stable for a minimum period.
14	Page 6, Section 2.1, Paragraph Overview	The State of Arkansas seeks to procure an Identity and Access Management (IAM) solution. The solution will be implemented to support multiple systems and applications	Can you please provide an overview of the systems and applications? Any challenges with the specific systems with the current solution in terms of authentication and authorization standards, interoperability, etc.	Please see #12.

15	Page 6, Section 2.1, Paragraph Overview	The State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server as an Identity Management and Single Sign On/Access Management solution for the Arkansas Department of Education (ADE) and the Department of Human Services (DHS), who share the cost of this solution. DHS will be migrating to a new solution in the first quarter of calendar year 2021. This will result in a significant rate increase for the current solution for ADE. The Division of Information Systems (DIS) is seeking a more cost-effective product to be utilized by ADE and potentially other state departments. This solution will need to be implemented by March 1st, 2021.	<ol style="list-style-type: none"> <li>1. What is the current spend on the IAM solution by the State?</li> <li>2. What solution is DHS migrating to?</li> <li>3. What are the reasons for ADE and the State to consider the new solution that DHS is migrating to?</li> <li>4. If cost is the primary reason for the alternative solution, is Open Source IAM solutions an option for DIS?</li> <li>5. What are the other challenges / reasons for migration from the current Broadcom solution?</li> </ol>	<ol style="list-style-type: none"> <li>1. This information is not necessary for responding to the RFP. 2. This information is not necessary for responding to the RFP. 3. Cost is the primary factor in DIS/ADE seeking a new solution. 4. No, DIS does not have enough time to verify an open source solution. 5. Cost is the primary factor in DIS/ADE seeking a new Solution.</li> </ol>
16	Section 2.1	"This solution will need to be implemented by March 1st, 2021"	As per the RFP, the Contract award is on Jan 25, 2021 and the as per the section 2.1 it is expected to implement the project by March 1st 2021. Are you expecting the IAM solution to be implemented in 1 month time frame.	The implementation should be complete by March 31, 2021.
17	Page 6, 2.1 Overview	State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server as an Identity Management and Single Sign On/Access Management solution	How many applications are protected by SiteMinder today that ae not capable of migration to a federation protocol?	Please see #12.
18	Page 6, 2.1 Overview	State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server as an Identity Management and Single Sign On/Access Management solution	How many applications will be required to remain behind a web access management tool? (e.g.. Applications that cannot be migrated to a federated protocol)	None.
19	Page 6, 2.1 Overview	State of Arkansas currently utilizes Broadcom's Site Minder, Identity Minder, and Directory Server as an Identity Management and Single Sign On/Access Management solution	What kinds of applications are currently behind SiteMinder that will be required to migrate to the new solution? (example: mainframe, web, other)	Please see #12.
20	Page 6, Section 2.1 Page 2, Section 1.3.C	The State of Arkansas seeks to procure an Identity and Access Management (IAM) solution. The solution will be implemented to support multiple systems and applications. The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State. The solution will become a part of the Arkansas State IT Enterprise Architecture.	It shows that the user counts go from an initial 50k ADE, but needs to eventually reach up to 3M over. Section 1.3.C also states that contract will be for up to six (6) additional 1-year terms after the initial fyear. Do you have any projections you can provide for what you anticipate user growth to look like on an annual basis?	Please see #8.

21	Page 6, Section 2.1	The State of Arkansas seeks to procure an Identity and Access Management (IAM) solution. The solution will be implemented to support multiple systems and applications. The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State. The solution will become a part of the Arkansas State IT Enterprise Architecture.	Are you able to provide an estimate of what the composition of the users look like in terms of employees (whether FTE or contractor) versus consumers (e.g. citizens, students/alumni, anyone else not employed by the state)?	Please see #11.
22	Section 2.1	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State.	Does the State have a user ramp up plan around day 1, year 1, year 2 and so forth? If so, can you please share it? What types of users do you expect to support?	The State does not currently have a ramp up plan. In the future, the users will most likely be citizens.
23	Section 2.1	N/A	What is the expected application onboarding process (ex: Day 1 X many apps, by year 1 additional X many apps, year 2 X, and so forth)?	Please see #12.
24	Page 6, Section 2.1	OVERVIEW The State of Arkansas seeks to procure an Identity and Access Management (IAM) solution. The solution will be implemented to support multiple systems and applications. The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State. The solution will become a part of the Arkansas State IT Enterprise Architecture.	Please provide information on user types? for example how many users are full time employees, part time, contractors, staff and students, etc.	Please see #11.
25	Page-6, Section 2.1, 1st paragraph	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State.	Will the IAM solution being requested need to support both state employee's and citizens user populations? Are ADE users considered State employees or citizens users?	Please see #11.
26	Page-6, Section 2.1, 1st paragraph	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State.	Are 3 million end users citizen users? Please also specify the number of State Employees, including contractors.	The State does not currently have plans for employees to use the system. The 3 million end users would be citizen users.
27	Page-6, Section 2.1, 1st paragraph	The solution will be implemented to support multiple systems and applications.	Can you provide the number of current applications/systems that will need to be supported by the new IAM solution? Additionally, can you provide a breakdown of the application types? (web-based, thick client, modern protocol apps, etc..)	Please see #12.
28	Page-6, Section 2.1, 1st paragraph	The solution will be implemented to support multiple systems and applications.	For the applications, if there are any public SaaS application, can you state which ones?	There are no public SaaS applicatons.
29	Page 6, Section 2.1, Paragraph 1	The solution will be implemented to support multiple systems and applications.	What kind of applications is the State hosting on premises? Are these applications Web Browser-Based or Thick Client-Based? Do these applications support authentication methods such as SAML, Header-Based Auth, Kerberos, and/or Integrated Windows Authentication?	Please see #12.
30	Page 6, Section 2.1, Paragraph 1	The solution will be implemented to support multiple systems and applications.	How many applications are located in the cloud? What kind of Authentication Types do these cloud applications support?	There are no applications located in the cloud.

31	Page 6, Section 2.1, Paragraph 1	The solution will be implemented to support multiple systems and applications.	What are the kinds of services that Arkansas Residents would be accessing through this IAM solution? Do these services already support modern authentication types such as OAuth/Open ID Connect or SAML? Are these services custom built and developed internally at the State of Arkansas? Do these services leverage their own API?	There is currently only 1 web based application under SSO that uses the web agent.
32	Page 6, Section 2.1, Paragraph 1	The solution will be implemented to support multiple systems and applications.	Does the brokering of access to Arkansas-Managed Servers fall into scope of this IAM Solution or is this type of access already being handled by an existing PAM solution?	This information is not relevant to responding to this RFP.
33	Page 6, Section 2.1, Paragraph 1	The solution will be implemented to support multiple systems and applications.	If the access to these servers is not managed by a PAM solution, approximately how many Linux or Non AD-Joined Windows Servers does the State of Arkansas own?	This information is not relevant to responding to this RFP.
34	Page 6, Section 2.1, Overview, 1st paragraph	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State.	Are the 50k ADE users using a single device or more than one device? Follow on question- is this same true for the additional users up to 3,000,000?	They are using more than one device.
35	Page 6, Section 2.1, Overview, 2nd paragraph	the Department of Human Services (DHS), who share the cost of this solution. DHS will be migrating to a new solution in the first quarter of calendar year 2021.	What solution will DHS be migrating to in the first quarter of calendar year 2021?	This information is not relevant to responding to this RFP.
36	Page 6, Section 2.1, Overview, 2nd paragraph	This solution will need to be implemented by March 1st, 2021.	Please define implemented (eg development completed, testing completed, Production group of xxx users in Production) Is this date at all flexible if the State prefers an on prem hosted solution due to hardware lead times?	Please see #9.
37	Page 6, Section 2.1, Paragraph 2	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State	How is the State of Arkansas currently managing access to contractors and vendors? Are these specific accounts created locally in the State's AD or the existing IAM solution?	Please see #11.
38	Page 6, Section 2.1, Paragraph 2	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State	What is the total number of Contractors and Vendors that you are currently managing today?	Please see #11.
39	Page 6, Section 2.1, Paragraph 2	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State	Of the possible 3 million users managed by the State and the IAM solution, how many are internal state employees and how many are external Arkansas Residents? What is the approximate number of each kind of user?	Please see #11 and #22.
40	Page 6, Section 2.1, Paragraph 2	The solution will initially need to support 50K current ADE users and could ultimately support multiple entities across the public sector and up to 3 million end users across the State	Approximately how many unique external users do you expect to interface with the IAM solution on a monthly basis?	Please see #11.
41	Section 2.1 Overview - Page 6 Para 2	This solution will need to be implemented by March 1st, 2021.	Given the timeline indicated here, is the State of AR open to a lift/shift of existing solution to a hosted cloud with managed services included?	Yes, that is the preference.
42	Page 6, Section 2.2 OBJECTIVES, A	"ensure compliance with applicable laws/regulations and policies"	Do you have specific requirements for certifications? FERPA, SOC-2, etc.	For day 1, primary applicable regulations will be FERPA and HIPPA. If expanded, other regulations will include CMS, FTI and CJIS.
43	Page 6, Section 2.2	D. To provision the application databases and keep them synchronized.	Provide a list of all On-Prem and Cloud (SaaS) applications that will be integrated with the system. Also provide a list of all Databases.	Please see #12.
44	Section 2.2	N/A	What types of self-service enhancements are desired from the new solution (ex: Social Authentication)?	This is not applicable to the RFP.

45	page 6, 2.2 Objectives	Ensure "sign on once" functionality, meaning stakeholders goto one place, sign-in-one-time, and then can seamlessly navigate between systems.	Is a single-log-off capability a requirement?	No.
46	Section 2.2 ,B and 2.4, B		Can multiple product/solution options be proposed for the same requirements. If the requirement/scope is not achieved in single product/solution	The State prefers a single product solution.
47	Section 2.2, B (Ensure "sign on once" functionality, meaning stakeholders go to one place, sign-in one-time, and then can seamlessly navigate between systems); Page Number 6		Provide the applications count which are to be integrated for SSO functionality	Please see #12.
48	Page 6, Section 2.2 OBJECTIVES, B	"Ensure "sign on once" functionality ..."	Can you provide a list/quantity of applications? Will all applications support a single authentication method/flow?	Please see #12.
49	Page 6, Section 2.2.B	Ensure "sign on once" functionality, meaning stakeholders go to one place, sign-in one-time, and then can seamlessly navigate between systems.	Are you able to provide insights or examples of what applications will use this single sign on functionality? If not commercially available, are these on-premise or cloud-based applications?	Please see #12.
50	Page 6, Section 2.2, B	Ensure "sign on once" functionality, meaning stakeholders go to one place, sign-in one-time, and then can seamlessly navigate between systems.	Of the applications and systems users will be signing on to, are any of these accessed by users through thick client, or are they all accessed through web browsers	Please see #12.
51	Page 6, Section 2.2, Letter C.	Ensure each user requires one account and one password fo reach of the systems and they can easily maintain (set, reset, etc.) their account and receive notification of expiring passwords.	What does the number of password reset requests that the State receives from end users look like on a monthly basis? How many hours does IT dedicate to password resets?	This is handled at the school level by Admin users.
52	Page 6, Section 2.2, C	Ensure each user requires one account and one password for each of the systems and they can easily maintain (set, reset, etc.) their account and receive notification of expiring passwords.	Are you using Challenge and Response (C&R) questions for forgotten passwords? Is so, is there a desire to move away form this method?	We do not currently use it for ADE.
53	Page 6, Section 2.2 OBJECTIVES, C	"each user ... can easily maintain (set, reset, etc.) their account and receive notification of expiring passwords"	Is there a requirement(s) for what type(s) of password reset will be supported? (e.g. KBA, OTP, Mobile app, Voice, email, etc.)	Multiple methods are desired excluding KBA.
54	Page 6, Section 2.2 OBJECTIVES, D	"To provision application databases..."	Can you provide a list/quantity of application databases? Do all DBs use same format (e.g. attributes) for creating a valid user?	Please see #12.
55	Page 6, Section 2.2, Bullet #D.	D. To provision the application databases and keep them synchronized.	Can the State elaborate on what application databases need to be synchronized?	There is currently only 1 web based application under SSO. IAM DB has to be synchronized with ADE's AD.
56	Section 2.2, D (To provision the application databases and keep them synchronized) ; Page Number 6		Can we have target/provision systems (databases or any other) list to be integrated, what is the count	Please see #12.
57	Page-6, Section 2.2, D.	To provision the application databases and keep them synchronized.	Are you referring to the provisioning of user accounts to application databases? If it is user accounts, will this be both state employees and citizens accounts?	Please see #11.
58	Page 6, Section 2.2, Letter D.	To provision the application databases and keep them synchronized.	Currently, what kind of systems and applications are you provisioning and deprovisioning user accounts to and from? Do these provisioning workflows require any complex tasks that would normally fall outside of your IAM Solution? This could be through custom scripts or code, etc.	For the initial release, it will be provisioning and deprovisioning from AD.

59	Page 6, Section 2.2, Letter D.	To provision the application databases and keep them synchronized.	What is your HR System's relation to your IAM solution today? Is your HR system currently syncing users accounts to your IAM solution or another Source of Truth? Would this functionality of HR as a Master be something of interest in a future state?	1. Current IAM solution is only for citizens and so there is no relation to HR system. 2. IAM is currently synchronizing with ADE's AD. 3. Such functionality may be of interest in the future if the IAM were expanded for employee use, but is currently outside the scope of this RFP.
60	Section 2.4 Scope of Services Page 6 -7	SCOPE OF SERVICES	Can you provide functional and technical details on solution requirement specifics such as list of protected applications, federations, directories for SiteMinder, endpoints for IDM and all use cases in scope. Also what versions of each of in-scope solution you are currently using.	Please see #12.
61	Page 6, 2.4 Scope of Services	The Solution <b>must</b> support identity and access n	What non-federation, authentication protocols will be required to be supported?	Please see #12.
62	page 7, 2.4 Scope of Services	The Solution must provide centralized reporting	How many reports are currently implemented and will all current reports be required in the migration process?	No reports will be required initially.
63	page 7, 2.4 Scope of Services	The Solution must provide centralized reporting	Does the State require attestation and recertification reports and if yes, how many are currently implemented that will require migration?	No, we do not currently have any reports to migrate, however we require the ability to review user rights.
64	Page 6, Section 2.4	A. The Solution must be available in the cloud	Does it have to be all on Cloud (SaaS) or you are open to Hybrid model?	The State prefers an all cloud solution.
65	Section 2.4	The Solution must support Multi-factor Authentication.	What are the details on the number of applications using multi-factor authentication, and what are the details of the types of devices that need to be supported for MFA?	Please see #12.
66	Section 2.4	N/A	How many roles/groups/entitlements are currently being used within the organization?	There are around 50 unique roles and some of them are repeated for every school district making a total of around 1100 roles.
67	Page 6, Section 2.4, Scope of Services, bullet A	The Solution must be available in the cloud.	Could you please expand on this requirement?	The State prefers an all cloud solution.
68	Section 2.4 Scope and Services, C (Role and group-based access must be supported and customizable by agency and by application); Page Number 6		Can we have number of roles & group-based access to be defined in the solution and how many applications are to be part of this birthright configuration	Please see #12 and #66.
69	Page 6, Section 2.4, Paragraph C	Role and group-based access must be supported and customizable by agency and by application.	How is this accomplished in the current solution? Is this a deficiency? Typically, the respective system administrators manage their access and user/ role/ group mapping across the systems is controlled at a higher level. Would you like the drill down to be with same look and feel of the centralized system or navigate into the respective system's administration modules?	This is currently handled in the IAM solution. Drilling down to the respective system's administration module is not desired.
70	Page 6-7, Section 2.4 SCOPE OF SERVICES, D	"The Solution must support separation of duties between administrators and be customizable by agency and by application."	Can you provide detailed requirements for customization? (e.g. UI, fields, Roles)	A customized req - Delegated admin should have the ability to send a link that the user can use to reset password. There are around 50 unique roles and some of them are repeated for every school district making a total of around 1100 roles.
71	Page-7, Section 2.4, D	To provision the application databases and keep them synchronized.	When you say "synchronized" are you referring to the synchronization of the provisioned account in the database(s) back into the IAM solution itself?	User updated in IAM should be updated in AD and vice versa.
72	Page-7, Section 2.4; D.	The Solution must support multiple agencies with their own user directory, applications, and enrollments.	Will the agencies maintain their own user enrollment processes? (i.e, will the agency applications handle the user enrollment function of user information capture-New user registration for instance)	Yes, for the current application.

73	Page Number: 7, Sec. 2.4 F	The Solution must support multiple agencies with their own user directory, applications, and enrollments.	Can you provide the count and list of IAM onboarded applications and list of IAM use cases (e.g. Single sign-on, Multi-factor authentication, User provisioning/de-provisioning, Access Certification, etc.)	Please see #12.
74	Page 7, Section 2.4, Letter F.	The Solution <b>must</b> support multiple agencies with their own user directory, applications, and enrollments.	Are there other user databases or directories on premises besides Active Directory that the IAM solution would either need to push or pull users from? These could be LDAP Directories, SQL Databases, etc.	User information currently resides in Broadcom's directory.
75	Page 7, Section 2.4, K	The Solution must provide periodic task archiving. It must provide provision for directing archive to cloud storage or a local download.	Can you elaborate on what is meant by "task archiving"? Does this mean the archiving of audit tasks, such as account provision, password resets, and etc., or something else? If something else, can you please describe?	Yes, tasks like account provisioning, registration, etc.
76	Section 2.4 Scope and Services, M (The Solution must support provisioning across multiple directories and multi forest); Page Number 7		How many directories and forest are part of scope	There is one forest and one directory for the initial implementation. Product should be capable of handling multiple directories and forests.
77	Page-7, Section 2.4; M.	The Solution must support provisioning across multiple directories and multi forest.	Is the goal of the state of centralize the citizen users into a single cloud directory/repository that can be leveraged for authentication across statewide agencies? The requirement states provisioning across multiple directories and multi-forest. Is the goal to eventually decommission these multiple directories or are they being leveraged for state employees?	Please see #76.
78	Section 2.4 Scope and Services, N (User Interface must be customizable); Page Number 7		Could you provide detailed scope here, what has to be customized in User Interface?	The UI has to be easily customizable. Also, delegated admin should have the ability to send a link that the user can use to reset password.
79	Page 6, Section 2.4 SCOPE OF SERVICES, Bullet #O. and #P.	O. Account admins / account managers must be able to use the IAM Solution to create a user, Modify/Enable/Disable user, Modify groups etc. P. Super admins must be able to use the IAM Solution to perform the above tasks by account managers and in addition perform the following: a. Create groups b. On demand user list c. On demand managers list d. Mass delete users via csv e. Download csv of all accounts f. Download csv of all mangers (role memberships)	Can the State describe what roles and access account managers and admins have in the existing system?	Account admins / account managers have the roles and access to create a user, Modify/Enable/Disable user, Modify groups, etc.
80	Page 6, Section 2.4, Requirements O, P, Q	Regarding user management through the IAM solution	Are these requirements currently being fulfilled today by the existing combination of Broadcom's Site Minder, Identity Minder, and Directory Server, or are they desired state?	Currently being fulfilled by the existing combination of Broadcom's Site Minder, Identity Minder, and Directory Server.
81	Page 6, Section 2.4, Requirement P	Super admins must be able to use the IAM Solution to perform the above tasks by account managers	Can the State provide additional context to the use cases that drive these reporting requirements through the IAM rather than through agency directories?	Delegated admins of the different shool districts provision the users into AD using IAM.

82	Page 6, Section 2.4, Requirement Q	The Solution must create, update, enable/disable accounts, and reset passwords. Updates made in the IAM Solution must be updated in the Active Directory domain	Are there users who are *only* local to the IAM solution, or do all users exist in integrated/synchronized systems (e.g., Active Directory) elsewhere within an agency? If local users exist, can the State provide additional information on the use case?	The 50K users are in IAM and in AD.
83	Page 7, Section 2.4.Q	The Solution must create, update, enable/disable accounts, and reset passwords. Updates made in the IAM Solution must be updated in the Active Directory domain.	Apart from Active Directory, are there any other directories or applications that the State will require the capability to sync or update accounts?	Not for the initial implementation.
84	Page Number: 7, Sec. 2.4 Q	The Solution must create, update, enable/disable accounts, and reset passwords. Updates made in the IAM Solution must be updated in the Active Directory domain.	Are all the target users reside in State's Active Directory? Also, could you please elaborate if it is a single AD forest or domain or more?	Yes, they are in ADE's AD. Currently in single forest for initial implementation.
85	Page 7, Section 2.4, Q, 2nd sentence	Updates made in the IAM Solution must be updated in the Active Directory domain.	By "...updated in the Active Directory Domain", does them mean that AD accounts must be updated based on a change to the owner of an account as defined in the IAM solution?	Yes, any change in IAM should be updated in AD.
86	Page 7, Section 2.4, R	The Solution must support Password Synch between local directory and agency directory (mostly AD).	Can you elaborate on what is meant by "local directory"?	IAM's directory.
87	Page 7, Section 2.4, Paragraph R	The Solution must support Password Synch between local directory and agency directory (mostly AD).	Is the local directory currently on Cloud or On-premises? If on cloud , on which cloud platform is it hosted?	On premise.
88	Section 2.5	N/A	Can the State please provide information on the type of audit and compliance reports that need to be supported?	Audit logs related to management of systems and activities surrounding the use of the managed credentials.
89	Page 7, Section 2.5, Paragraph A	Prospective Contractors shall propose a Contractor Hosted Solution. Contractors proposing a Software as a Service (SaaS) System will be considered under the Contractor Hosted model.	Is the State looking for a solution hosted on Contractor's data center or can it be on the OEM data centers (ex. Can the solution be hosted on Azure/AWS/OCI hosting platforms?)	It can be hosted by the Contractor or the OEM as long as the data centers meet any applicable federal regulations.
90	Page 7, Section 2.5, Paragraph C	Contractors may propose other types of cloud in their proposal, but preferential scoring will be given for private or virtual private cloud.	Can the IDM solution be hosted on public cloud?	As long as it can meet any applicable federal regulations.
91	Page 7, Section 2.5, Paragraph D	Contractor shall perform all work on the proposed Solution from within the continental United States of America. The Solution must not be accessed from outside of the U.S.	Is the state open to perform part of the work from outside the US complying with the data security and solution access requirements, for the following reasons? 1. Due to the current pandemic situation, some solution experts may be outside US 2. Cost effective solution build out 3. Aggressive Go-Live Schedule	No.
92	Page Number: 8, Sec. 2.5 D	Contractor shall perform all work on the proposed Solution from within the continental United States of America. The Solution must not be accessed from outside of the U.S.	Can offshore (based outside of US) resources used for this engagement?	No.
93	Page 8, Section 2.5, Hosting, bullet C	The State prefers the proposed Solution be hosted on a private cloud or a virtual private cloud.	Can this be hosted at DIS? Will the State consider a Pay as you grow/Utility compute model or do we need to bid compute/storage to support 3,000,000 end users up front?	We prefer a cloud based solution. The initial implementation is for 50K users and the pricing is for 50K users.

94	Page 7, Section 2.5, Paragraph G	The Contractor shall provision all environments including, at minimum, the following: • Development • Testing • Production	Is the State not looking for the Disaster Recovery site? Is it already in place? If opted, should the DR site be on-premise or cloud?	Currently DR is managed by DIS. If cloud based, DR will also have to be cloud based and will have to be managed by the contractor.
95	Page 8, Section 2.5	G. The Contractor shall provision all environments including, at minimum, the following Development Testing Production	Is DR environment setup a requirement?	Yes
96	Page 8, Section 2.6	A. The Contractor shall be responsible for the conversion of approximately 50,000 ADE users in the current solution. All user information for these 50K users must be migrated to the new solution.	Does it require passwords to be migrated too for 50,000 users ?	No, password reset upon first use will be required.
97	Section 2.6	The Contractor shall be responsible for the conversion of approximately 50,000 ADE users in the current solution.	Regarding the user data migration from existing user data, where is the data housed? What type of DB etc.	Broadcom's ldap directory where the user information currently resides.
98	page 8, 2.6 Data Conversion	All user information for these 50K users must be migrated to the new solution.	How many provisioning rules, SOD policies, and other lifecycle rules will be required to be migrated? And will a refactoring of these rules be required or are they intended to be migrated exactly as is?	Refactoring of the rules is acceptable
99	page 8, 2.6 Data Conversion	All user information for these 50K users must be migrated to the new solution.	Are there technical requirements for authentication, attribute mapping, rule counts, etc. that will be shared during this process?	Yes, it will be shared with the selected Contractor.
100	page 8, 2.6 Data Conversion	All user information for these 50K users must be migrated to the new solution.	How many roles are in the current system and have they been cleaned and curated recently?	There are around 50 unique roles and some of them are repeated for every school district making a total of around 1100 roles.
101	page 8, 2.6 Data Conversion	All user information for these 50K users must be migrated to the new solution.	How many custom attributes are in your current directory schema for the users that will be migrated to the new platform?	Less than 10.
102	Page 8, Section 2.6, A	The Contractor shall be responsible for the conversion of approximately 50,000 ADE users in the current solution.	By "conversion" can you elaborate on what this means, beyond just the migration of the 50,000 users?	The users should be migrated along with the attributes.
103	Page 8, Section 2.6, B	Converted information must be available for use at time of Go Live as if that information had been originally captured in the System.	Can you elaborate on what is meant by "...as if that information had been originally captured in the System."?	Just that they should be there from day one.
104	Section 2.6 Data Conversion; Page Number 8		Does this 50K ADE users include both active & inactive ? Could you provide how many are active and inactive out of 50k ? All 50K ADE Users are direct employees ? Does it include non-employee/contractors ?	All the 50K users are external users. They are all school teachers. They are all active
105	Page 8, Section 2.6. Data Conversion	The Contractor shall be responsible for the conversion of approximately 50,000 ADE users in the current solution. All user information for these 50K users must be migrated to the new solution.	1. How many of the 50K users are State workers, and what type of users are the non-State workers? 2. What user repository are the 50K users in e.g AD, LDAP Directory or many? 3. Do passwords need to be migrated as well, if yes, what specific formats are the passwords stored in? 4. Do all users have a valid email address in the existing system?	1.All the 50K users are external users. They are all school teachers. 2. They are in AD and in IAM's local directory.3. No, passwords will be required to be changed on first use. 4. Yes, they all have an email.
106	Page 8, Section 2.8	Ongoing Maintenance	Please verify what role(s), if any, DIS would prefer to fulfill as part of ongoing maintenance- both of the infrastructure and of the patching/Software required updates.	DIS expects the Contractor to be responsible for ongoing maintenance of the proposed solution.

107	Page 7, Section 2.9, Paragraph User and Technical Support	The Contractor shall provide ongoing user and technical support for the proposed system post Go-Live. At minimum, this must include 24/7 emergency support.	Could you please provide the hours of support and on-call emergency 24x7 support requirements?  Since the solution must not be accessed outside the U.S. even during the post go live support, do you expect all the support resources to be onshore, can we split the support environment to be outside the USA complying with the data security and solution access requirements. Production environment will be accessed only by the US resources. This is again to serve the State in a cost effective manner, and offer 24x7 coverage.	1. For typical support questions and non severity 1 issues, the hours of support should be 8am to 5pm central time. Emergency support must be available 24/7. 2. For production environment it must be on shore support.
108	Page 8, Section 2.9	User and technical support	Please define minimum response time. (eg 2 hour, 4 hour or Next Business Day)	For severity level 1, it must be within one (1) hour.
109	Section 2.9	The Contractor shall provide ongoing user and technical support for the proposed system post Go-Live. At minimum, this must include 24/7 emergency support.	Regarding 24/7 emergency support is this guided by tier? Example Tier1 and Tier 2 type of incidents will be handled internally and Tier3 will engage full contractor support?	All issues will be received by DIS and DIS will work with the contractor as necessary.
110	Page 8, Section 10	Performance standards	Please confirm these will be provided by the responder and not pre-determined language.	Performance standards will be mutually agreed to during the discussions phase.
111			Can we have trusted(authoritative) systems list to be integrated, what is the count	Please see #12.
112			Is Access Reviews/Certification part of the scope	No.
113			Is Catalog Request/Request Approvals part of scope ? Will end-user request access at any time?	Not clear what is being asked, but end users will be contacting their admins. If you are talking about workflow, not part of the initial requirement, but will be needed in future.
114	General Question	Back up or Recovery	There is no mention of a requirement of backup or recovery for the Hosted environment- is that needed? If yes- Follow up question- Are there any minimum or maximum distance requirements for the backup location and do you require an air gapped solution for critical data?	Yes, that will be required.The backup location should be on shore in continental USA.
115	General Question	contract	Which State Contract (if any) must be used or does this RFP eliminate this requirement?	The requested products/services will be purchased from the Contract resulting from this RFP.
116	General Question	Pricing Sheet	The Pricing sheet asks for 7 years of costs- do we have the ability to add T&E in future years? Also- does the State require infrastructure refreshes prior to the end of the 7 year term?	1. This should be included as part of the costs in the fields provided on the Official Solicitation Price Sheet. 2. Only when product end of life affects security or usability.
117	General	N/A	Can the State please provide information on how data consent is currently managed?	Data owner must provide consent. For the initial rollout, data owner is ADE.
118	General	N/A	Is hosting in a State of Arkansas private cloud an option?	We prefer public cloud hosting.
119	General	N/A	Does the State currently have any pain-points or issues with compliance of privacy laws (like GDPR or California Consumer Privacy Act)?	Yes, as related to FERPA and HIPPA upon initial deployment.
120	General	N/A	What types of integrations (ex: Agents, APIs, SAML, Oauth/OIDC, Reverse Proxies) are anticipated for the new solution?	Agents, APIs, SAML
121	General	N/A	Is it expected that the IAM solution will house the login pages, and if so will the Integrator be expected to develop/style them?	Yes.

122	General	N/A	Could you please share the number of concurrent users anticipated to access the system at peak hours? Also, are there any seasonal spikes that you currently see, and how do you currently scale your access management solution based on that demand to reduce latency?	There is usually a spike when the teachers come back from summer vacation as they will all reset their passwords. Concurrent users data is not captured currently in the IAM system.
123	General	N/A	What are the IT Service Management tools (ex: Service Now) that would be leveraged?	Cherwell
124	General	N/A	What kind of monitoring system for User access do you currently use?	Splunk
125	General	N/A	What types of Adaptive/ Step Up authentication (ex: Geo-location, time of day, network, device) is the State currently using? What types do you desire in the new solution?	The State desires as many controls as feasible.
126	General	N/A	How are users currently managed (onboarding, separations, transfers)?	By the delegated admin from each school district.
127	General	N/A	Are you currently using any types of proxies to protect your applications?	Yes, F5.
128	Official Solicitation Price Sheet - SP210029_OfficialPriceSht.xlsx	Table 5 is missing in the Official Solicitation Price Sheet.	Can the State OSP please confirm if there is any other pricing component to be covered under Table 5 or was it an inadvertent miss.	This was an inadvertent error. Please see Addendum #1 and revised price sheet.