



Solicitation Information
28 Nov 11

Letter of Interest # 7449271

Title: Single Sign-on Solution (RIDE)

Submission Deadline: 28 Dec 11 @ 11:30 AM (Eastern Time)

Pre-Submission Conference: No

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **14 Dec 11 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No
BOND REQUIRED: No

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Assistant Director for Special Projects

Vendors must register on-line at the State Purchasing Website at
www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

REQUEST for LETTERS of INTEREST
Rhode Island Department of Education (RIDE) Single Sign-on Solution

The Rhode Island Department of Administration, Office of Purchases, on behalf of the Rhode Island Department of Education (RIDE) is requesting Letters of Interest from qualified vendors to provide a **Single Sign-on Solution**, in accordance with the terms of this solicitation and the State's General Conditions of Purchase (available at www.purchasing.ri.gov).

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This will be a requirement only of the successful bidder (s).*

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

Also, Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or dorinda.keene@doa.ri.gov. Visit the website <http://www.mbe.ri.gov>

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this LOI.

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymondl@gw.doa.state.ri.us

Subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

BACKGROUND/OVERVIEW

RIDE is in the early stages of building a new data enterprise system to fulfill the requirements of our Race to the Top grant. As a result of this massive initiative, RIDE has a multitude of new data systems coming online over the next few years. These new systems, along with the many data systems that RIDE supports already, mean that the members of our user community each have many different login credentials to remember. Most of these systems are now, and will be in the future, mandatory for our users, so simplifying the access to these systems is critical for the overall success of our new data enterprise system.

RIDE is seeking to contract with a vendor to deploy a Single Sign-On Solution, herein referred to as the SSO system. The SSO system deployed must include a portal that will provide the interface for the single sign-on process. The SSO system must have the ability to authenticate every user of our new data enterprise system at RIDE. Once the user has been authenticated, the SSO system must then present the list of applications available to that user in some way. If a user does not have access to an application the icon or link for that application will not appear to the user. When the user clicks to launch an application, the SSO system must pass the authenticated user credentials to the application in a secure manner. Some of these applications will not be hosted at RIDE so therefore the credentials must be encrypted in transport. These credentials should include any specific roles within the application that the user has been granted.

All passwords stored in the system must also be encrypted. All data transported between the SSO system and any application must be encrypted.

The SSO system must be able to store directory information in a secure manner. It must have the ability to create, edit and delete user and organization profile information, as well as application, privilege and role information.

The SSO system that the vendor deploys must be based on the Microsoft software stack that RIDE has deployed in its data center. These technologies include Visual Studio.NET, SQL Server, and SharePoint. The user interface must be written in Microsoft.NET using either Visual Basic.NET or C#, preferably using Visual Studio 2010. If the user interface includes SharePoint, RIDE would prefer it be SharePoint 2010. The database engine of the SSO system must be built with SQL Server 2008R2 and deployed on premises at RIDE.

The SSO system the vendor deploys to RIDE must include all the source code, so RIDE can maintain this solution using its in-house development team. Also the vendor should provide RIDE with APIs to give our software developers a mechanism to add and integrate current & future data systems into the SSO system.

The SSO system deployed at RIDE must not include, or depend on any reoccurring license fees. Once the contract is satisfied, RIDE must own this system and have the ability to modify and maintain the code.

The SSO system should have an administrative module to allow root level access for one or more employees at RIDE. This module should give the root administrator the ability to override or correct any entity in the directory, including but not limited to, users, organizations, groups, applications, privileges, roles, etc.

RIDE will need to distribute the administration of users to the districts, schools and other organizations in Rhode Island. Therefore, the local administrator for a district, for example, will need the ability to administer and provision the users that belong to that district. The RIDE administrator should be able to assign a local administrator to a district. The local administrator should then be able to:

- Create and remove user accounts for that district
- Assign and revoke those users access to applications
- Assign and revoke roles and privileges to those applications

RIDE currently has a database driven directory system. The data for this directory is stored in a SQL server database. Several directory reports are available to the public via hyperlinks from the main RIDE web site. Vendor proposals should include options for two possible scenarios:

1. The SSO system itself will become the system of record for RIDE's directory information.
2. RIDE's existing directory continues to be the system of record for directory information.

RIDE is open to several possibilities and wants to solicit ideas from the vendor as to the best long term approach for storing, maintaining and reporting on our directory information. The approach we choose, however, must provide for only one system of record for our directory information and include the functionality that exists in our current directory system.

Summary of Requirements:

1. The SSO system must be based on the Microsoft software stack
 - VB.NET or C#, SQL Server 2008R2, & SharePoint 2010
2. The vendor must deploy all the source code at RIDE
3. Data must be encrypted during transport between the SSO system and the applications and user passwords must be stored in an encrypted format
4. The SSO system must NOT include or depend on any reoccurring license fees
5. The SSO system must include an easy to use password recovery mechanism

SCOPE OF THE WORK

Phase 1

During this phase the vendor must begin gathering requirements that you will need to ensure that the new Race to the Top (RTTT) data systems currently under development will be ready to integrate into the SSO system when deployed. The following new data systems must be integrated:

- IMS – Instructional Management System
- EPSS – Educator Performance and Support System
- GMV – Growth Model Visualization Tool
- RICERT – Redesign of the Teacher Certification System
- ODS – Operation Data Store
- DW – Data Warehouse & Reporting
- DQ – Data Quality Module and Error Reporting

For each of RTTT data systems listed above, the vendor will need to meet with the RIDE business analyst, the RIDE technical analyst responsible and the appropriate person from the vendor that has been contracted by RIDE to develop each system. Requirements and specifications will be gathered on how to best integrate each new data system into the SSO system. The vendor will also need to provide technical requirements back to the RTTT vendor's technical resource so that they can prepare their data system for integration into the SSO system.

The vendor must also do an assessment of the following data systems currently at RIDE that require user login to determine how those systems should be integrated into the SSO system. These systems each contain thousands of user accounts already, so the vendor will need to provide a plan to migrate these existing accounts to the SSO system. These include the following data systems:

- eRide – Data collection portal
- RICERT – RIDE's legacy Teacher Certification System

For each RIDE data system listed above, the vendor will need to meet with the RIDE application developer responsible to understand how that data system functions. You will gather requirements and specifications on how to best integrate each of these data system into the SSO system. The vendor will also need to provide technical requirements back to the RIDE application developer so that developer can prepare their data system for integration into the SSO system.

Phase 2

During this phase the vendor will actually build the connections for each data system and migrate existing user accounts into the SSO system. The timeline for this phase will be staggered to support the work for each data system over time. The vendor may need to work with the appropriate technical resource of each data system to alter that data system to function in the SSO environment. Most of the vendor's time will be spent in this phase.

Phase 3

Each data system must be fully tested after it is integrated into the SSO system. Each data system must get validated that it is fully functional in the production SSO system environment. After the data system is validated in production, then RIDE will sign-off on that data system. Sign-off is the milestone that indicates that the data system is fully operational in the SSO environment and work will be considered complete for that data system.

Project Schedule

Phase 1 work should begin immediately after the contract is signed on or around January 2012. The work will not be continuous for the vendor. There may be gaps in time as the new Race to the Top systems are deployed to RIDE. The vendor will need to wait until each system is deployed in production to ensure that data system is well integrated into the SSO system.

The new RTTT data systems will all be developed during the Winter and Spring of 2012 and deployed the following Summer. The entire enterprise data system must be fully operational in production by August 15th, 2012. That means phase 1, 2 and 3 activities will overlap as a whole because each data system will have its own deployment timeline. For example, the vendor may be executing phase 2 for the IMS system, but still executing phase 1 for the EPSS system at a given point in time.

Integrating the RTTT data systems into the SSO system must take priority over the integration of the existing RIDE data systems.

Deliverables

Scope of Work: This document will define each data system that will be integrated into the SSO system and a summary of the vendor's plan and timeline to integrate each system.

Detailed Project Plans: A detailed project plan must be created for each data system listed in the Scope of Work document. The plan should be created in Microsoft Project and include the tasks and timeline to integrate the data system. The plan should describe how the integration will be tested to ensure it is fully functional.

Data System Integration Signoff: After each data system has been successfully integrated into the SSO system, a Data System Integration Signoff document will be created to record that event. The integration must pass RIDE's quality assurance testing process for that data system to be considered complete. This document captures that milestone for each data system.

SSO System Training: The vendor must provide training and documentation for a group of users at RIDE on how to administer the SSO system.

Technical Knowledge Transfer: There will be new data systems yet to be developed and existing third party data systems that the RIDE development team will need to integrate into the SSO system in the future. Therefore the vendor must provide knowledge transfer and documentation for RIDE's development team on how to:

- Add a data system into the SSO system
- Migrate existing user accounts for an existing data system into the SSO system
- Install, re-install or migrate the SSO system to another server
- Change the configuration of the SSO system

Source Code: The final deliverable by the vendor will be to provide the un-compiled source code for the entire SSO system. This must include any third party tools, configuration files, database scripts, etc. that the RIDE development team would need to install the SSO system on another server. The vendor must also provide the RIDE development team with a walkthrough of the source code so the developers understand how the SSO system is structured.

ADDITIONAL CONTRACTOR REQUIREMENTS/QUALIFICATIONS

- History implementing portal and single sign-on projects
- Experience with user, role and application provisioning
- Knowledge of, and experience in, website design, development and maintenance
- Experience with SQL Server Database, Visual Studio .NET Development Environment, C# or VB.NET Programming Language and SharePoint
- Experience with secure data transfer and data encryption
- Experience in the field of elementary and secondary education
- Knowledge of RIDE's priorities for transforming education
- Knowledge of RIDE's organizational structure
- Familiarity with RIDE's data platforms

TERMS OF THE CONTRACT

The Contract will begin upon issuance of a state purchase order (on or about **January 2012**) and end **June 30, 2013**. Contract activities may end prior to June 30, 2013, but the contract end date will be aligned to the state fiscal year. The scope of the work

may be modified by RIDE prior to beginning work on a given task. RIDE retains the option of granting a time extension of up to **12 months** with additional funding if available and if the level of work is expanded by mutual written consent.

COST PROPOSAL/TERMS OF PAYMENT

The contractor must prepare a cost proposal reflecting the hourly rate or other fee structure proposed for this scope of services using the Cost Proposal Forms contained in Appendix A.

The total cost of the contract is not to exceed **\$100,000**. Please ensure that the budget is presented by state fiscal year, which runs from July 1st through June 30th.

FY 2012 Costs to be incurred through June 30, 2012
FY 2013 July 1, 2012 through June 30, 2013

PROPOSAL QUESTIONS AND SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.ri.gov no later than the date & time listed on the cover sheet of this solicitation. **Send your questions in Microsoft Word format.** Please reference the LOI # on all correspondence. Questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the helpdesk at 401-574-8100

Proposals (an original plus 4 copies of the technical component and an original plus 4 copies of the cost component) should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
2. A Cost Proposal as described above (also see appendix).
3. A *separate* Technical Proposal (see below) describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD or flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested. This CD / flash drive should be included in the proposal marked "original".

Responses, clearly identified as "LOI 7449271: Single Sign-On Solution" must be delivered to:

Department of Administration
Division of Purchases
One Capitol Hill
Providence, Rhode Island 02908

NOTE: Proposals received after the above-referenced due date and time may not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases

TECHNICAL PROPOSAL REQUIRED ELEMENTS

- | | |
|---|-------------|
| 1. Contractor Understanding of the Issues | (10 points) |
| 2. Experience with State Education Agencies | (10 Points) |
| 3. Compatibility of Software with RIDE's Infrastructure | (20 points) |
| 4. Effort to Administer and Maintain the SSO System at RIDE | (20 points) |
| 5. Quality of Key Personnel (including Curriculum vitae) | (20 points) |
| 6. Cost Proposal | (20 points) |

A Selection Committee will evaluate submitted proposals on the basis of the above criteria items. Consultant Teams may be invited to appear before the Committee for in-person presentations. The Committee will then make a qualifications based recommendation for final selection to the Rhode Island State Purchasing Agent, or her designee, who will make the final award decision.

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informalities in any vendor's submission

APPENDIX A

BUDGET Multi-Year Projects

The Contractor estimates that its budget for work to be performed under this Agreement is as follows:

<u>Expense Category</u>	<u>Estimated Expenditures</u>	
	Year 1	Year 2
1. Salary and Fringe Benefits	0	0
2. Consultant	0	0
3. In-State Travel	0	0
4. Out-of-State Travel	0	0
5. Printing	0	0
6. Office Expense	0	0
7. Telephone	0	0
8. Educational Materials	0	0
9. Equipment	0	0
10. Data Processing	0	0
11. Rental	0	0
12. Other	0	0
13.	0	0
14.	0	0
15.	0	0
16.	0	0
Subtotal	0	0
Indirect Cost	0	0
TOTAL	0	0

It is understood and agreed that the amounts indicated above for the several line items are estimates of expenditures to be incurred by the Contractor on behalf of this Agreement and to be claimed by the Contractor for reimbursement under this Agreement. It is further understood and agreed that actual expenditures may vary from the estimates set forth above and that such variations shall not in themselves be cause for disallowance of reimbursement by RIDE; provided, however, that the Contractor shall notify and obtain the approval of the contract officer, in writing, if expenditures to be claimed for reimbursement in any line item above shall begin to vary significantly from the estimate given above; and provided further that unless permission of the contract officer shall have been obtained in advance, no expenditure shall be claimed by the Contractor for reimbursement by RIDE under this Agreement if such expenditure shall have been incurred in a line item category not listed above. Transfer of funds is permitted between Expense Categories (1) and (2) up to 10% or \$25,000, whichever is less; all other transfers require prior written approval by the Department of Education.

BUDGET DETAIL SHEET
 FISCAL YEAR _____

SALARY AND FRINGE BENEFIT DETAIL

NAME	POSITION TITLE	HOURLY RATE \$	NUMBER OF HOURS	TOTAL SALARY \$	FRINGE BENEFITS \$	HOURLY RATE WITH FRINGE BENEFITS \$	SALARY & FRINGE TOTAL \$
TOTAL REQUEST							

DETAIL OF CONSULTANT

NAME	POSITION TITLE	HOURLY RATE \$	NUMBER OF HOURS	TOTAL COST \$
TOTAL REQUEST				\$

EXPLANATION OF OTHER EXPENSES (i.e. travel, printing, office supplies, educational materials, and equipment)

EXPENSE CATEGORY	DESCRIPTION	COST