

# **Education Service Center Region 12 Request for Information for an Automatic Account Provisioning & Single Sign-On Software Solution**

## **I. INTRODUCTION**

Education Service Center Region 12 (ESC Region 12) is requesting information regarding portal and single sign-on software solutions as well as the automation (create, update, delete/archive) of Microsoft Active Directory (AD) and/or Google Apps accounts from Student Information Systems (SIS) such as TxEIS, Skyward, etc. This software will be used to provide a web portal where ESC Region 12 and/or its member districts can enter one username and password (credentials) to access the data and applications they are authorized to use.

ESC Region 12's intent is to learn more about potential software solutions that can fulfill the ESC Region 12's technical requirements for a portal and single sign-on solution and automatic account creation and updating. ESC Region 12's is also interested in a partnership and resale options for its 76 school district and 8 Charter schools. This RFI is to help us better understand all the options available to us and our districts as well as to determine if we need to move forward with an RFP in the future.

## **II. BACKGROUND**

ESC Region 12 and its member districts currently use a SIS to track all staff and student information. The majority of members use Microsoft AD and/or Google Apps. All members use a number of web based application resources from various vendors. These applications currently require a unique set of credentials for each user. Administrators must use different user provisioning tools to create, update, and disable accounts for most web based applications. This results in staff and students have to remember multiple sets of credentials to access resources. In most cases, administrators must duplicate user provisioning efforts in multiple applications to give a single user appropriate access to resources.

ESC Region 12 would like to have automated solution that would take data from a SIS and create user accounts in AD/Google, web based applications and have a single sign-on solution end users including staff and students.

Some of the components we would like for the solution to have are:

- Portal to serve as a single web address to simplify navigation (We understand that each member district may need its own address)
- Portal must be populated via automated processes using SIS, AD, and/or Google account information
- User Provisioning tools to centralize identity and access management administration for all vendors under one platform
- Reports showing utilization

### **III. TECHNICAL REQUIREMENTS**

ESC Region 12 is seeking information from vendors regarding available solutions that would meet our needs and the needs of our districts.

The following is a list of requirements we believe would best meet our needs, but are open to vendor suggestions.

1. Proposed solution should be proven technologies (i.e. standards-based and widely used) that can be customizable to meet our needs, scalable, highly-available, and secure (i.e. role-based access control).
2. The solution should be able to provision AD/Google accounts from the SIS database
  - a. Should be able to be scheduled nightly updates or more often if needed
  - b. Should be able to be run manually when needed
3. The Portal should support current and most recent past versions of common browsers (i.e. Internet Explorer, Safari, FireFox, and Chrome), including mobile mini-browsers.
4. The Directory should include an extensible schema to accommodate anticipated future attribute needs of vendor applications needed to add to the SSO Portal.
5. The Directory should include the ability to identify duplicates and enable merge or split of records.
6. The Identity Provider should sign and encrypt tokens, and handle a large volume of simultaneous requests.
7. The User Provisioning Tool should integrate with the Directory and include the ability for users to manually provision accounts individually or in bulk, and provide the ability to fully automate the provisioning process.
8. The User Provisioning Tool should provide the ability to create and manage workflows.
9. The User Provisioning Tool should include self service and user account notification capabilities.

## IV. RESPONSE FORMAT

Potential vendors are asked to address all of the following requirements in their response. Vendors may collaborate to submit a combined response, if desired.

1. Clearly explain if and how the product(s) proposed meet the technical requirement listed in Section III Technical Requirements. If the proposed product(s) do not meet all technical requirements, list the other product(s) that fully integrate with the proposed product and meet the remaining requirements.
2. Provide detailed technical product information.
3. Provide server, hardware, licensure, and any other infrastructure requirements. Hardware specifications should indicate how many concurrent users can be accommodated by the recommended infrastructure as well as the anticipated average storage requirements.
4. Does software have to be installed at each client site or can it be centralized. What installation options are available, (Cloud Server, Central Server, Distributed server, etc).
5. Provide basis of cost for software including, but not limited to:
  - a. Licensing:
    - i. Licensing Unit Cost
    - ii. Licensing Unit of Measure (e.g. per user, per server, enterprise, etc.)
    - iii. Licensing Period
  - b. Installation and Configuration:
    - i. Installation and Configuration Cost (if included in licensing cost, please mention)
    - ii. Additional Hours Rate
  - c. Maintenance:
    - i. One-time Cost
    - ii. Recurring Cost (indicate Period and Rate/Period)
6. Provide basis of cost for staff training and customer support including, but not limited to:
  - a. Technical Support:
    - i. How many hours of Support included in Licensing cost
    - ii. Rate for Additional hours
    - iii. Description of Support provided during initial installation and configuration
    - iv. Description of Support provided during warranty or paid maintenance period
  - b. Training:
    - i. How many hours of Training included in Licensing cost
    - ii. Type of Training provided (e.g. User, Administrator, etc.)
    - iii. Venue for Training (e.g. on-site, off-site, etc.)
7. Provide description, estimated time, and typical human resources associated with installation and configuration.

8. Describe human resource requirements for “on-going” maintenance and administration.
9. Provide information or suggestions regarding necessary requirements.
10. Any other suggestions that would allow for a better overall solution

## V. PROCESS

ESC Region 12 will review and analyze information received from this Request for Information (RFI) to determine the feasibility of issuing a competitive solicitation for these services. Any request for cost information is only to gain a perspective of the potential budgetary magnitude. Responses to this request will be reviewed for **informational purposes only** and will not result in the award of a contract. Vendors submitting answers to the RFI are not prohibited from responding to any related subsequent solicitation.

## *SCHEDULE OF EVENTS*

### A. Procurement Time Schedule

The following timetable shows the approximate dates for this procurement. All times indicated are Central Standard Time (CST).

<b>Request for Information Issued</b>	<b>December 16, 2016</b>
<b>Questions Due to no later than</b>	<b>December 22, 2016, at 3:00pm</b>
<b>Answers to Vendors on or before</b>	<b>December 28, 2016</b>
<b>Receipt of e-mailed RFI responses</b>	<b>January 6, 2017</b>

**PLEASE PROVIDE RESPONSES VIA EMAIL**

### B. Questions And Restrictions

ESC Region 12 may be contacted via email regarding the submission of questions concerning this RFI. Any respondent’s questions must be submitted via email and received by ESC Region 12 on or before the specified due date at the following email address [enewman@esc12.net](mailto:enewman@esc12.net).

ESC Region 12 will provide email answers to all questions that respondents submit by the specified due date. Questions and Answers and notice of changes, will be posted on the ESC

Region 12 website at [http://www.esc12.net/page/about\\_Vendor](http://www.esc12.net/page/about_Vendor), under this RFI number. It is the responsibility of all respondents to monitor this site for any changing information prior to submitting a response.