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**RFP 3180 STUDENT IDENTITY AND ACCESS MANAGEMENT  
Addendum #1**

**Answer to Vendor Questions  
April 7, 2025**

**Single Sign-On (SSO) and Integration**

- Q 1. What specific SSO protocols must the IAM platform support (e.g., SAML, OAuth2, OpenID Connect)?
- A 1. Please include this information and recommendations within the scope of the vendor's proposal.
- Q 2. Does RCPS require SSO integration for all applications or just a defined subset?
- A 2. Currently SSO integration is required for a defined subset of applications and the Division prefers that all applications be supported. Vendors are encouraged to address both options in their proposals.
- Q 3. What identity provider (IdP) is currently used for Single Sign-On (SSO)?
- A 3. Clever and Microsoft are currently used for SSO.

**Multi-Factor Authentication Scope**

- Q 4. Does MFA apply to all students across all grade levels, or is it limited to certain age groups or system?
- A 4. No, MFA does not apply to all students across all grade levels.
- Q 5. What level of Multi-Factor Authentication (MFA) is required (e.g., SMS, authenticator apps, biometric)?
- A 5. Please include all options in the Vendor's proposal.
- Q 6. Should MFA be enforced for all users or only for specific roles/groups?
- A 6. MFA should be enforced for all users.

Q 7. Do you require adaptive authentication based on risk factors (e.g., location, device, time of access)?

A 7. Please include this in the vendor's proposal.

### **Synergy & Azure Integration**

Q 8. Can RCPS provide schema documentation or API specifications for Synergy SIS and Azure AD integration?

A 8. This documentation exists and will be shared with the awarded vendor subject to appropriate protections to ensure the information is not disclosed to third parties. Sharing this information in the public domain creates a security risk. Further, the Division is confident that the information is not required for a vendor to prepare a proposal.

Q 9. Should the solution support automated user provisioning and de-provisioning based on SIS changes in real time?

A 9. Yes, the solution should support automated user provisioning and de-provisioning based on SIS changes in real time.

Q 10. Are there specific compliance requirements (e.g., FERPA, SOC 2) for Azure integration?

A 10. Yes, the following must be adhered to: FERPA, SOC 2 type 2, State Laws, and Board policy.

### **Badge Scanning Feature**

Q 11. What platforms/devices will be used for badge scanning (e.g., Chromebooks, iPads, desktops)?

A 11. All of the above and also iOS.

Q 12. Will the barcode/QR codes be centrally issued and standardized across schools?

A 12. Yes, they will be standardized.

Q 13. Should badge scanning be tied to authentication, attendance tracking, or access control?

A 13. Ideally the badge scanning would be tied to authentication, attendance tracking, or access control.

Q 14. Do you require real-time logging and reporting for badge scans?

A 14. Yes, this is required.

### **Hosting Preferences**

Q 15. Is RCPS seeking a cloud-hosted IAM solution, an on-premise deployment, or a hybrid architecture?

- A 15. Please include this in the Vendor's proposal. Ideally the solution would be cloud-based but the Division will consider all proposals.
- Q 16. Are there any data residency or compliance requirements (e.g., FERPA, HIPAA, CJIS) that impact hosting?
- A 16. The data must reside in the United States.

### **Volume and Scale**

- Q 17. How many students and staff users will be on-boarded into the IAM platform initially?
- A 17. 17,000 users will be on-boarded into the IAM platform initially.
- Q 18. What is the expected peak load for authentication and transactions?
- A 18. The Division does not know at this time. The solution must support 14,000 students and 3,000 staff.
- Q 19. Do you require auto-scaling capabilities?
- A 19. Yes.

### **Other Questions**

- Q 20. Can Roanoke provide more details on the SIEM export requirements? Are there specific requirements, for example, for the SIEM integration type?
- A 20. Log data from the identity system to feed into the SIEM.
- Q 21. Will the district accept proposals from fully remote companies that do not have a physical office within a 220-mile radius?
- A 21. The Division (RCPS) will waive the requirement if the vendor is able to remotely support the solution they provide.

**RFP 3175 Cybersecurity Identity Protection and SIEM**  
**RFP 3177 Patch Management**  
**RFP 3178 Digital Resource Inventory**  
**RFP 3179 IT and Network Security Audit**  
**RFP 3180 Student Identity and Access Management**

**Answers to Vendor Questions**  
**April 7, 2025**

The following questions were submitted by interested bidders. The questions are cybersecurity related; however, the inquiries did not identify a specific RFP. The Division is issuing this Answers to Vendor Questions document across all five RFPs.

Additionally, "Answers to Vendor Questions" for each of the five individual RFPs are being issued concurrently.

Q 1. How many users (Faculty) does the school have?

A 1. There are approximately 3,000 faculty.

Q 2. How many users (students) does the school have?

A 2. There are approximately 14,000 students.

Q 3. Do you use VMs? Can you tell us about VMs vs physical computers?

A 3. Yes, the Division uses VMs as well as physical computers.

Q 4. Do you use office 365 or Gsuite mainly?

A 4. The Division uses both Office 365 and Gsuite.

Q 5. Is the networking segmented between students and faculty?

A 5. No, the networking is not segmented between students and faculty.

Q 6. Please confirm your annual Preliminary Pre-Discount funding Commitment (\$)?

A 6. Total prediscount budget for eligible equipment/service is \$544,068.00 for all projects. There are five cybersecurity related RFPs. The amount to spend on each will be determined upon review of proposals. Bidders are encouraged to provide a la carte prices for their products so that the Division may opt to make a partial award consistent with their budget.

Q 7. What is your total Staff device count?

A 7. See answer to Question 1.

Q 8. What is your total Student device Count?

A 8. Approximately 14,000 student devices.

Q 9. How many File Servers do you have onsite?

A 9. This information is not relevant to any of the RFPs and will not be provided.

Q 10. How many File Servers do you have hosted offsite?

A 10. This information is not relevant to any of the RFPs and will not be provided.

Q 11. Are you looking for solutions that you will manage with in-house staff, or would you like a Client-Managed or Fully Managed solution? Would you like quotes for both?

A 11. Please include both options in your proposal.

Q 12. Given that available funds will likely not provide maximum protection for all devices; are you looking to provide some level of security for all devices or are you looking for a solution that provides maximum security for your key devices that would be likely targets for an attack? (Servers, Cloud, Key employees, etc.) – Would you be interested in a quote for both?

A 12. Please include both options in your proposal.

- Q 13. In addition to what you have requested, we may wish to propose an additional alternative security solution for your consideration. To help us customize that solution, please provide us answers to the following Questions:
- 1) Do you have Anti-Virus with Endpoint Detection and Response (EDR) capabilities? If you, what solution are you using?
  - 2) Do you have a Security Information and Event Management (SIEM) solution in place? If you, what solution are you using?
  - 3) Do you have a Secure Access Service Edge (SASE) solution in place? If you, what solution are you using?
  - 4) Do you have a 24/7 Managed SOC solution in place? If you, what solution are you using?
  - 5) Do you have a Data Loss Prevention (DLP) solution in place? If you, what solution are you using?
  - 6) Do you have a Zero Trust Networking (ZTN) solution in place? If you, what solution are you using?
  - 7) Do you have an Application Allowlisting/Whitelisting solution in place? If you, what solution are you using?
  - 8) Do you have an ongoing Vulnerability Assessment solution in place? If you, what solution are you using?
  - 9) Do you have a SASE solution in place? If you, what solution are you using?
  - 10) Do you have a Password Management solution in place? If you, what solution are you using?
  - 11) Do you have a Patch Management solution in place? If you, what solution are you using?
  - 12) Do you have a Disaster Recovery solution in place? If you, what solution are you using?
- A 13. This information is not being provided. The Division does not seek alternative security solutions unless they are comparable to one or more of the issued RFPs. The cybersecurity pilot bidding rules do not allow the Division to accept and award contracts for cybersecurity solutions that are not within the scope of one of the issued RFPs.
- Q 14. Please clarify the approximate number of assets, endpoints, or users covered under the scope?
- A 14. There are approximately 17,000 items covered under the scope of the various RFPs.
- Q 15. Please clarify any specific compliance frameworks or security standards that must be adhered to?
- A 15. FERPA, State laws and School board policies must be fulfilled.
- Q 16. Please clarify expected service levels or performance requirements for each area?
- A 16. This question is not capable of being answered because it is too vague and unclear.
- Q 17. How many desktop, laptops, servers physical and virtual require EDR(endpoint protection), for teachers and administrators?
- A 17. Approximately 3,000 devices require EDR (endpoint protection) for faculty.
- Q 18. How many desktop, laptops, servers physical and virtual require EDR (endpoint protection), for students?
- A 18. Approximately 14,000 devices used by students are Chromebooks.
- Q 19. Do you want the next-generation firewalls in high availability?

A 19. Such a request is outside the scope of any of the five issued RFPs.

Q 20. How much bandwidth does the firewall need to support?

A 20. Such a request is outside the scope of any of the five issued RFPs.

Q 21. How many users require MFA?

A 21. Ideally all 17,000 users (students and staff combined) require MFA.

Q 22. How many people need the identity protection, for teachers and administrators?

A 22. Approximately 3,000 staff.

Q 23. How many people need the identity protection, for students?

A 23. Approximately 14,000 students.

Q 24. How many desktop, laptops, servers physical and virtual require Patch management for teachers and administrators?

A 24. Approximately 3,000 devices.

Q 25. How many desktop, laptops, servers physical and virtual require Patch management for students?

A 25. Approximately 14,000 devices.

Q 26. Who do you use as a SIEM today?

A 26. There is no SIEM currently in effect.