

Identity & Access Management Solution RFP

Written Questions & Answers

To what extent is the vendor responsible for data cleansing (e.g., merging duplicate identities across the seven colleges) prior to migration, or will MCCS provide a relatively "clean" data set?

MCCS Answer: The majority of student deduplication across the seven college was completed as part of a singular SIS implementation. IAM solution migration path will likely include an API-based refresh process that brings identities in from systems of record cleanly. Vendor should provide information about data cleansing or deduplication capabilities.

Regarding Separation of Duties (SoD) reporting, approximately how many specific SoD conflict rules does MCCS currently have defined that need to be configured in the new system

MCCS Answer: Zero. This is a desired feature to be used in the future, mainly with regulations that affect our Finance system & operations. Today these SoD rules are managed by Finance through roles, permission, and procedures.

Regarding the Implementation phase, does MCCS prefer a collaborative "over the shoulder" configuration model to facilitate knowledge transfer, or a model more focused on weekly status updates and formal milestone sign-offs?

MCCS Answer: A blend of both sounds ideal. "Over the Shoulder" for knowledge transfer and gaining familiarity with the key configuration that powers the IAM solution. In addition, good project management practices are requested for the implementation in its entirety, which may be broken into phases.

Does each of the seven colleges require unique / independent business logic for lifecycle rules? Or will a single, standardized set of rules be defined / implemented as part of this engagement?

MCCS Answer: Standardization is the goal, though there are edge use cases where only 1 college uses a particular application or group with unique assignment logic.

Have any vendor evaluations taken place and/or does Maine Community College have preferences or guiding priorities regarding IGA solution?

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MCCS Answer: None to date. The RFP requirements detail the desired functionality of the IGA solution to meet MCCS needs. Reliability and sustainability are two priorities that come to mind.

Please share information about the current state directory architecture? Is Entra ID in use for all 7 colleges? How many different domains and/or OUs are in use? If multiple directories, is there any integration or sync among them?

MCCS Answer: Single AD + Entra ID domain: mainecc.edu. Eventually (8) separate college email domains will be folded into our single M365 tenant for the sole purpose of email delivery.

Active Directory is organized into OU structure that generally resembles Students, Employees, Other for users; Computers are organized by college, building, room.

Is the proposed "human-friendly identifier" a new attribute that will be implemented as part of scope? Will it augment or replace a current UUID for identities?

MCCS Answer: There is an identifier already in use. Whether or not we replace this identifier with one provided by the IAM solution depends on many factors: Complexity to deploy, value gained from renumbering, etc.

Please confirm that there is no authoritative source system for contractors?

MCCS Answer: Confirmed. These are manually entered directly into current IAM solution (OpenIAM).

Is the provided list of target applications (business and academic) intended to be a representative sample, or the exact list of expected integrations to include in scope?

MCCS Answer: Representative sample. Full list will be addressed in vendor demos and project scope if awarded.

Regarding self-service capabilities, can you speak to any pain points or desired functionality gaps regarding current capabilities as managed via Entra ID?

MCCS Answer: Representative

Please describe the current state process for provisioning access to applications at a high level? Is access managed via AD groups? Are helpdesk tickets created to fulfill access

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requests automatically or manually? Is there any homegrown tooling in place that we should be aware of?

MCCS Answer: At a high level, large populations of users with similar access requirements, like Students and Employees, are provisioned automatically by attributes and events from our HRIS & SIS. OpenIAM is deployed as a middleware between these two systems of record and acts as the provisioning engine for:

- Accounts in Active Directory, Entra ID for authentication and self-service identity management (MFA, SSPR).
- Accounts in dozens of customer-facing applications. A representative sample is included in RFP.
- Group membership in AD & Entra ID

Applications and groups that require more specific roles & permissions (SIS, HRIS, Finance, CRM, etc) are generally applied manually by ITS staff and tracked through an ITSM platform. A long-term goal of the project is to reduce manual work through data & process improvement in source systems.

MCCS ITS employs three integration developer staff that maintain our codebase which can generally be described as a real-time, API & message bus architecture for cloud systems.

Please describe the current state process being used for access certifications/attestations?

MCCS Answer: Depends on regulatory requirement. Typically consists of an export of current user roles & permissions, application owner(s) review and attest.

Does Maine CC have expectations regarding implementation timing? Are there other scheduling considerations to be aware of, such as academic calendar-driven milestone dates?

MCCS Answer: Start implementation during summer 2026. Unlikely to finish before the start of Fall 2026 semester (late August). Drastic changes usually are held for Winter Break (December 2026-January 2027). Since this is a 'backend' system, the goal is to swap out IAM platforms without involvement from customer base (employees & students).

Can we submit two bids leveraging different software vendor platforms for each?

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MCCS Answer: Yes.

We would recommend the University to procure the software vendor licenses leveraging their existing agreement with re-sellers like Carahsoft or CDW or Optiv. If needed, we would include software licensing cost in our response to cost proposal – please confirm if the University would prefer a licensing cost proposal to be included or not?

MCCS Answer: Yes, all required licensing should be accounted for in the proposal. MCCS has some consortium platform access via NERCOMP, MHEC, and State of Maine contracts.

Please confirm, if use of offshore delivery locations like India, Mexico be permissible for implementation and support services?

MCCS Answer: Provided they can attend key project & support meetings during typical Eastern Time zone working hours, yes.

Please confirm the list of source of records based on each persona type:

- (1) Employees - Paycom
- (2) Students – Anthology Student
- (3) Guests/Affiliates - Unknown
- (4) Contractors - IGA
- (5) Any other user population we should consider like alumni

MCCS Answer: Confirmed. MCCS does not maintain alumni accounts. Guests/Affiliates needs to be further defined to determine whether the person would need an employee-like account or they can access required resources using Guest-user features available in Entra ID or the IAM solution.

Please confirm that Active Directory is the only target application for account provisioning. If not, please specify the list of additional target applications for account provisioning.

MCCS Answer: There are multiple applications listed in the RFP and this list should be regarded as a representative sample. Full list will be addressed in vendor demos and project scope if awarded. Account provisioning to many of these apps is required.

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Please confirm the target scope boundary between the proposed IAM/IGA solution and Microsoft Entra ID, including whether SSO, SSPR, MFA, and MyApps are expected to remain in Entra or be delivered by the proposed solution.

**MCCS Answer: The following statement included in the RFP is relevant to this question-
“*Note: MCCS currently uses Microsoft Entra ID P1 for these services but will re-evaluate if included or offered with IAM solution”**

Does each college require separate branding, app catalogues, and approval logic, or only branding variations on a shared experience

MCCS Answer: Standardization is the goal, though there are edge use cases where only 1 college uses a particular application or group with unique assignment logic. Separate branding is a key feature of learner-facing systems and may be considered valuable in IAM components that end-users interact with. Currently, our single Entra ID tenant is branded as “Maine’s Community Colleges”.

Please identify which integrations (colleges / apps / universities) are required for initial go-live versus those that may be delivered in later phases.

MCCS Answer: There are multiple applications listed in the RFP and this list should be regarded as a representative sample. Full list and priority will be addressed in vendor demos and project scope if awarded.

Please confirm whether the base scope includes identity resolution and business-rule design for complex person scenarios, including duplicate identities, name collisions, preferred-name changes, multi-role users, and multi-college affiliations.

MCCS Answer: MCCS plans to continue using developed code base to deduplicate & unify identities from our multiple systems of record into the IAM solution this RFP pertains to. That said, vendors should provide information about data cleansing, deduplication, and preferred capabilities that could supplant this code.

Appendix F states that bidders “will not propose or demand any contrary terms” to the Standard Terms and Conditions. However, item 10 of the Standard Terms and Conditions states that MCCS will not agree to “Limitations on MCCS’ recovery of lawful damages incurred as a result of breach of the contract”. Given that limitations on damages are standard in the industry for identity and access management solutions contracts, may

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vendors propose an alternative, but standard limitation on damages, similar to the contract entered into between MCCS and XXXXXXXX on XXXXXXXX?

MCCS Answer: Pending answer from MCCS General Counsel.

Can you confirm that Appendix F is an official copy of your standard terms/conditions? If not, can a full copy be provided?

MCCS Answer: Pending answer from MCCS General Counsel.

As our licensing is based on FTE Students and Instructional Staff, can you provide those specific numbers? Page 5 has the IPEDS data for Fall 2024 but appears to be total enrollment. We can use IPEDS data related to unduplicated FTE headcounts but wanted to see if you have those numbers available.

MCCS Answer: IPEDS data use is encouraged.

Are there expectations for fixed-price implementation vs time and material pricing?

MCCS Answer: Fixed-price is the preference, though there could be situations where T&M is agreed on when scope or level of effort is unclear.

Does MCCS currently uses an inhouse IAM solution or no centralized IAM solution is in place?

MCCS Answer: OpenIAM is current IAM solution with connections to Active Directory & Entra ID where application authentication & self-service occur.

What are the key limitations or pain points with the current IAM solution that this RFP aims to address?

MCCS Answer: Below is a sampling of limitations & pain points:

- **Unresolvable bugs that inhibit OpenIAM's ability to manage accurate group and application access.**
- **Unreliable support from vendor.**
- **Thin Linux SysAdmin skill set.**
- **Limited documentation availability.**

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Can MCCS provide details of the current IAM architecture, including: 1- Identity sources (HRIS, SIS, others) 2- Current provisioning mechanisms, 3. Existing tools (if any beyond Microsoft Entra ID)?

MCCS Answer: Identity sources: HRIS and SIS. Current provisioning methods: SCIM, RESTful APIs, PowerShell, SQL. Existing tools: OpenIAM, Entra ID, Active Directory, Azure Service Bus, in-house codebase.

What is the projected growth in identity population over the next 3–5 years?

MCCS Answer: Modest growth with free community college to Maine high-school graduates and increase in workforce development programs.

Are there additional identity types expected in scope, such as: 1- Alumni, 2- Applicants, 3- Vendors / partners,,4- Privilege identities, 5- Non-human identities. If yes, provide the identities count.

MCCS Answer: PIM & service account management are desired components of an end-state IAM solution but are not the current priority.

Does MCCS planning to implement the modern IAM solution in a phased approach?

MCCS Answer: A phased approach is very likely, given the scale and complexity of the current IAM architecture.

If MCCS, planning for phased approach, can MCCS provide a complete list of applications that are: 1- Inscope for Phase , 2- Planned for future onboarding

MCCS Answer: There are multiple applications listed in the RFP and this list should be regarded as a representative sample. Full list and phasing will be addressed in vendor demos and project scope if awarded.

What is the current quality of identity data across systems: 1- Duplicate identities, 2- Inconsistent attributes

MCCS Answer: IAM solution migration path will include an API-based refresh process that brings identities in from systems of record cleanly.

In general, SaaS IGA solutions provide 2 environments in standard pricing (Dev and Prod). Does MCCS has a requirement for additional environment(s)?

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MCCS Answer: No.

How are identities currently correlated or reconciled across systems? Each system has its own unique identifiers or a common unique identifier is used across the applications.

MCCS Answer: Identifiers sourcing from our HRIS and SIS are brought together in our current IAM solution. 'Other' type identities are added directly in our current IAM solution. IAM middleware (OpenIAM) maintains a globally unique numeric identifier that is used in all integrated applications.

Does MCCS uses Active Directory or fully migrated to M365?

MCCS Answer: Active Directory is still in use for one application. ITS is actively working on a project to remove that dependency which would enable MCCS to move away from on-prem AD, as long as there if feature parity in solutions like Intune for device management to replace Group Policy.

If MCCS uses Active Directoy (sic), Is there a single unified Active Directory domain or multiple domains?

MCCS Answer: Single Active Directory Forest / Domain.

How many identity providers in use within MCCS?

MCCS Answer: One- Entra ID.

Approximately how many business roles/groups exist today? Are roles hierarchical or flat?

MCCS Answer: 70 groups, 50 business rules maintained by current IAM solution.

Is there an existing SIEM platform that IAM logs must integrate with?

MCCS Answer: Microsoft Sentinel.

How frequently are access reviews conducted today (if at all)?

MCCS Answer: As part of regulatory reviews (annually) and ad-hoc when an access issue is reported.

Are there defined Separation of Duties (SoD) policies, or is this expected to be introduced?

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MCCS Answer: No. This is a desired feature to be used in the future, mainly with regulations that affect our Finance system & operations. Today our required SoD rules are managed by Finance through roles, permission, and procedures.

What are the current audit and compliance challenges related to IAM?

MCCS Answer: Audit and compliance is manual process and ITS is depended on to provide roles & permission exports. Delegating and scheduling these activities to application owner(s) is the desired end state.

Are there specific regulatory requirements beyond FERPA and NIST (e.g., state-specific mandates)?

MCCS Answer: Current- Revised FTC Safeguards, Thomson/Reuters IT Controls. Goal- NIST 800-171.

What is the expected post-implementation support model: 1- Vendor-managed, 2- MCCS-managed, 3- Hybrid ?

MCCS Answer: Hybrid. MCCS-managed with Vendor-supplied maintenance & support.

What are the expected support hours and SLAs?

MCCS Answer: For a critical solution like this, 24x7x365. SLAs that reasonably correlate to severity.

Should ongoing support be priced as: 1- Optional, 2- Mandatory?

MCCS Answer: Mandatory.

Is there a preferred implementation timeline or deadline for go-live?

MCCS Answer: Start implementation during summer 2026. Unlikely to finish before the start of Fall 2026 semester (late August). Drastic changes usually are held for Winter Break (December 2026-January 2027). Since this is a 'backend' system, the goal is to swap out IAM platforms without involvement from customer base (employees & students).

Are there any critical milestones or dependencies (e.g., SIS upgrades)?

MCCS Answer: No.

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Is MCCS open to exploring non-USA/Offshore based hybrid or remote options to provide the requested services and solutions?

MCCS Answer: Provided they can attend key project & support meetings during typical Eastern Time zone working hours, yes.

Can the MCCS provide any information on the budget required to support these services? (E.g., budget details)

MCCS Answer: No. Buying a commercial offering as an IAM solution is one possible resolution to current challenges. Costs associated with these services will be compared to two other possible resolutions: Upgrading & repairing our current IAM solution **OR replacing our current IAM solution with Entra ID Governance.**

Is the MCCS currently using any service providers that are assisting the MCCS in performing the requested services? If so, who are these providers?

MCCS Answer: MCCS uses a service provider to assist with administration of the current IAM solution (OpenIAM) in AWS.