

Inquiry #79323 has been received from:

Name: Jennifer Demory

Company: KPMG

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Q. Does ODJFS have a specific project start date in mind?

A. No, however, ODJFS desires to implement the solution as soon as possible.

Q. Are there any specific timelines being targeted for the completion of Phase 1 and Phase 2?

A. No, however, ODJFS desires to implement the solution, phases 1 and 2, as soon as possible.

For implementation purposes,

Q. How many environments (e.g., Dev, Test, Production) would the Okta solution be configured in?

A. It would be in a non-production and production environments.

Q. How many environments do the OJI application exist in?

A. OJI tests against 4 environments, but 2 OKTA environments can meet the requirements for Identity and Authentication.

For maintenance & operations (M&O) purposes,

Q. Does the M&O start after the end of phase 1 and continues for 4 years?

A. Yes, M&O begins upon the state acceptance of phase 1.

Q. Is the scope limited to supporting OJI and Okta integration? OR Does it include supporting phase 2 applications as well?

A. M & O will be for all phases of the RFQ.

Q. Would it include onboarding more applications on the Okta platform? If yes, please provide us the list of applications?

A. No additional applications at this time for this RFQ, perhaps more in the future.

Q. What are the support hours and days (e.g., 8 X 5 or 24 X 7) required to provide operations support for Okta and Application integrations?

A. For OJI, the support requirements are 24 x 7.

Inquiry #79331 has been received from:

Name: Jennifer Demory

Company: KPMG

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

For Phase 1 objectives:

Q. Is the eDirectory used solely by the OJI application or other applications also use this eDirectory for user authentication?

A. OJI uses a standalone instance of eDirectory.

Q. If other applications also use eDirectory then are those applications also planned to migrate over to Okta?

A. OJI uses a standalone instance of eDirectory.

Q. As specified in the RFQ, the OJI application is a Java application deployed on the WebSphere application server. Does it use WebSphere Security for login, or does it have its native login built into the application?

A. Yes

Q. Does the ODJFS have the latest source code for the OJI application, including the code responsible for handling the existing login mechanism?

A. Yes

Q. What MFA options (e.g., OTP, Email, Voice callback etc.) are required?

A. OTP, Email

For eDirectory to Okta UD migration:

Q. How many users exist in eDirectory? Does it include claimants and employers both?

A. Yes, Employers and Claimants. We will post the exact number of users shortly.

Q. If yes, are employers expected to use their existing username as their Okta user id?

A. OJI uses SSN for username today, we are expecting to move to allowing the user to select a username instead as part of the solution.

Q. Is JFS Employees/Sister Agencies migration from existing LDAP directory server to Okta Universal Directory in scope of this project?

A. No, Only External OJI

Q. Would user migration include the entire profile and credential migration or a subset of profile and credential migration?

A. It would include migrating all user data (except the password) from eDirectory to OKTA

Q. Could you please share the current hashing algorithm used in eDirectory for storing and hashing algorithm? Is it either of the BCRYPT, SHA-512, SHA-256, SHA-1 or MD5 Algorithm?

A. The password is not required to migrate to OKTA, unfortunately passwords are not recoverable from eDirectory, so the vendor will need to accommodate for this in the design.

For Phase 2 objectives:

Q. Could we assume the application side changes to integrate with Okta for the Phase 2 applications in the RFQ will be made by the respective application teams?

A. Innovate Ohio Changes to support SSO with SAML/OpenID will be a separate from this contract /RFQ body of work. the vendor winning this contract will be expected to fully support the account linking /SSO integration from IOP from the OKTA/OJI side of the integration.

Regarding Innovate Ohio Platform

Q. Could you please elaborate on the requirement for Okta account linking (Linking accounts to a third-party Identity provider using the Innovate Ohio Platform (IOP)).

A. Federated SSO using SAML/OpenID

Q. By 3rd party Identity provider, do you mean social login, e.g., Facebook, Google, or is it something else?

A. The innovate Ohio platform supports Federated SSO using SAML and OpenID, similar to how you can use Google/Facebook, to authenticate to other sites and services across the internet today.

Regarding State IVR application

Q. Currently, does the current State IVR solution authenticate to OJI or some other repository?

A. The IVR uses the current same PIN for users authenticating to OJI, The eDirectory instance is proposed to be sync'ed and maintained as part of the OKTA integration to support the IVR without changes.

Q. Would the application require an API from OJI to authenticate the user using SSN and PIN provided via IVR functionality?

A. Provided eDirectory is configured as a downstream source properly from OKTA, IVR functionality should work without interruption.

Q. If User's Okta account is locked due to incorrect password entries, then can a user still expected to authenticate via IVR using the PIN, or would the PIN be locked as well and vice-versa?

A. No, they should lock /share a common lockout timer/ condition.

Q. Is the Source application referred to in the RFQ the upcoming "The SOURCE State of Ohio Unemployment Resource for Claimants and Employers)" application.

A. Correct

Q. If yes, would this SOURCE application eventually replace OJI?

A. Yes, at a future date.

Q. Does the application support SSO based on open standards, e.g., SAML?

A. Yes

Inquiry #79354 has been received from:

Name: Johnny Brister

Company: Alchemy Tech Group

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Hello, I have the following questions in relation to the project:

Q. Apart from the IBM Identity Federation are there any other 3rd Party Identity Provider which will federate with Okta?

A. The scope of this RFQ is only integration with the OJI application.

Q. Is the IBM IdP federated with eDirectory?

A. No, OJI uses a stand-alone instance of eDirectory

Q. What are the different apps which currently federate with IBM IdP or is integrated in some way with IBM IdP?

A. Just OJI for this eDirectory instance

Q. How are the users currently provisioned in the IBM IdP?

A. Citizen Users are provisioned to Innovate Ohio Platform (IOP), the IBM IDP, through the <https://OHID.OHIO.GOV> portal.

Q. Is the mainframe app integrated with IBM IdP in any way?

A. No

Q. Is the requirement to rewrite the entire Mainframe app to .NET or just assist OUIO to integrate Okta Authentication/MFA/Recovery?

A. No Mainframe component is needed/required for IAM

Q. If yes, do you have Mainframe SME on staff who could work with the project team for application rewrite to .NET?

A. No Mainframe component is needed/required for IAM

Q. Will the data in Mainframe be migrated to a RDBMS?

A. No Mainframe component is needed/required for IAM RFQ scope

Q. Who manages the Mainframe environment today and will they be part of the migration project?

A. No Mainframe component is needed/required for IAM RFQ scope

Q. Do you have .NET/JAVA on staff who would be working with the project team for various integrations and migrations?

A. ODJFS does have developers who are able to be consulted for the OJI application, however, the scope of this RFQ requires the integrator to integrate OJI fully with OKTA independently of those developers.

Q. How matured is your CI/CD pipeline from DevOps perspective? IE - fully automated, all manual, etc?

A. For OJI it is still manual

Q. Do you have a Business Analyst on staff with deep functional expertise for apps in scope for this project?

A. Only the OJI application is in scope for this migration

Q. What are the various apps which are directly/indirectly integrated with Novell eDirectory? A. OJI uses a stand alone instance of eDirectory

Q. Which technical resources would be working with the project team from OUIO side?

A. ODJFS will provide a project manager as a main point of contact and will assist through testing and validation of deliverables. All Development of the OKTA integration is the responsibility of the bidding vendor.

Q. Are there any special needs/special assistance requirements that need to be considered for the IVR integration?

A. The IVR leverage eDirectory for authentication, for the scope of this agreement it will include eDirectory as a Sync target to allow the IVR to continue to function.

Q. What is the ID Proofing solution that is in scope?

A. ID proofing is included in a separate RFQ, this integration is not part of this RFQ scope of work.

Q. Is the winning bidder responsible for coding/dev work for internal applications or will that be handled by JFS?

A. Yes, the integration work for OJI and associated code /development work is part of this RFQ scope for the winning vendor.

Inquiry #79356 has been received from:

Name: Johnny Brister

Company: Alchemy Tech Group

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Q. For phase 2, will the .NET app be hosted in your datacenter or AWS/Azure cloud?

A. It will be hosted in Azure Cloud

Inquiry #79359 has been received from:

Name: Jennifer Demory

Company: KPMG

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Q. We observed that both phase 2 and the maintenance and operations phase indicate the requirement to provide support for integrating Okta with the .NET OJI SaaS solution.

o Is it the same .NET OJI application that is currently mentioned both in phase 2 and the maintenance & operations phase?

A. Yes.

Q.  If yes, which phase would cover it, i.e., phase 2 or maintenance & operations?

A. RESPONSE AMENDED 10/13/2020 - Phase 2 is when the OKTA integration services must be performed. For M&O pricing vendors must price maintenance and operations associated with supporting the integration to the .NET OJI SaaS solution completed in Phase 2

Q.  Is there a specific target date for this application rollout being planned by the State?

A. RESPONSE AMENDED 10/13/2020 - The application is planned to be deployed in 2 releases. Vendors should assume a target application rollout completion date of Dec 2021 for its proposed response.

Inquiry #79361 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 3, RFQ Section: Scope of Work / Services.

Q. Please clarify the scope of the requirement "vendor will be responsible for code changes in OJI".

A. The scope of this RFQ includes the code/dev work to change the OJI identity and authorization from eDirectory to OKTA.

Q. Does this mean the selected vendor will be responsible for all Java or .NET code changes within OJI application for Okta integration?

A. Correct, as it related to OKTA integration for OJI. The new .NET replacement app has their own development team.

Inquiry #79362 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 3, RFQ Section: Scope of Work / Services.

Q. Please provide the no. of unique users logging in to OJI application every month. Can the State provide the expected YoY growth percentage for monthly active user logins for OJI application?

A. Currently 300-400K users are logging every month for continuing claims. It is always hard to predict long term within the unknowns around the Pandemic, however, this is high compared to historic information when the economy is strong.

Inquiry #79363 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 5, RFQ Section: Scope of Work / Services > Phase 2, Requirement #4

Q. Can the State provide implementation timeline details for the SOURCE .NET OJI replacement application?

A. RESPONSE AMENDED 10/13/2020 - The application is planned to be deployed in 2 releases. Vendors should assume a target application rollout completion date of Dec 2021 for its response.

Inquiry #79364 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 6, RFQ Section: Maintenance and Operations

Q. Can the State provide the current volume of support requests for user identity lifecycle events (e.g. login, password / PIN reset, user access issues) that are being handled in the OJI system?

A. Approximately 100-150K a month currently.

Inquiry #79365 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 4, RFQ Section: Scope of Work / Services > Phase 1 Objectives, Requirement #4:

Q. Can the State provide a list of user attributes that need to be migrated from OJI eDirectory LDAP solution to Okta?

A. RESPONSE AMENDED 10/13/2020 - Attributes to migrate are: CN; Surname; Given Name; password; Password Expiration Time; Login Time; Login Intruder Attempts; ojiDisabled; ojiUID; passwordHintQuestion; and passwordHintAnswer.

Inquiry #79366 has been received from:

Name: Keyur Sadhani

Company: Deloitte

Comment Regarding: JFSRFQ2021148194 Identity and Access Management for the Office of Unemployment Insurance

Text:

Page 5, RFQ Section: Scope of Work / Services > Phase 2 Services, Requirement #3:

Q. Can the State confirm whether the OJI IVR system currently exists or not? If yes, then does the OJI user authentication currently happens against a database or OJI eDirectory LDAP?

A. **RESPONSE AMENDED 10/13/2020 - The IVR points to eDirectory LDAP today for authentication.**