

Q/A Submitted as of COB on April 5, 2022

Q1. Can the team please clarify what they are looking for in question "A7. The system shall provide modules which are fully integrated, eliminating the need for redundant data entry."

A1. No need to add usernames, etc throughout the program. Data is entered at one point and propagated through the system.

Q2. Can the team please clarify what they mean in the support and services section, what type of support they will need with your Operating system and database?

A2. Support across all types of systems and devices used to view content.

Q3. Can the team please clarify what they mean in the support and services section, what type of Upgrade assistance they are looking for?

A3. Should additional upgrades (plug-ins, extensions, etc) be needed, support and assistance will be provided.

Q4. Can the team please clarify what they mean in the support and services section, what type of Availability of user groups they are looking for?

A4. User groups to share experiences and learn from existing users

Q5. Can the team please clarify what they mean by "Does the vendor have regional and national User Groups?"

A5. Online forums and/or distribution lists where users of the system communicate.

Q6. Can the team please clarify what they mean by "Quality Management and Testing"?

A6. Verification that all content has been tested and vetted for accuracy and usability.

Q7. You listed the number of faculty and students. Do you want students included in the quote?

A7. No, the number of students was listed as a point of reference and is frequently asked for when engaging with vendors.

Q8. Whether companies from Outside USA can apply for this?

A8. Not at this time.

Q9. Whether we need to come over there for meetings

A9. No, meetings can be virtual

Q10. Can we perform the tasks (related to RFP) outside the USA?

A10. Not at this time.

Q11. Can we submit the proposals via email?

A11. Yes

Q12. How are we weighing current K12 market share versus quality of current solution?

A12. Section 1.6.1 outlines the initial evaluation rubric. It is on a 4 point scale, all criteria are weighted equally.

Q13. Is SSO with Google required?

A13. It is not required, however it is preferred.

Q14. Is a phone app a mandatory requirement?

A14. No

Q15. Which Active Directory Single Sign-On solutions does the district support?

A15. ADFS SAML SSO

Q16. Is it required that the vendor provide a dedicated "PMP Certified" project manager and does the amount of PMP Certified PM's on staff impact vendor selection?

A16. It is not required and it does not impact the selection process.

Q17. The system must integrate well and be compatible with Google for Education / Google Portal Products?

A17. We are a Google school district and have standardized on Google Workspace for Education as our primary tool for work and learning productivity. It would be helpful if the product used the "Log on with Google" feature.

Q18. Is the preference to deploy awareness training content via the vendor's platform or North Penn's internal LMS. If the latter, which LMS is used?

A18. Either method is acceptable. North Penn has adopted Canvas as the K-12 LMS.

Q19. Procurement will be direct to the vendor or through a reseller? If through a reseller, does North Penn have a preferred reseller to use?

A19. Either method is acceptable. North Penn does not have a preferred vendor.

Q20. I see that the anticipated timeline has both milestones (selection of vendor & contract negotiations) marked as TBD. What is the expected month or even quarter the winning bid would be executed. Are there any hard datelines for implementation?

A20. Contract would be executed on July 1 and implementation would begin thereafter with an ability to go live with product use in August 2022.

Q21. Shall quotes be issued for only a 3-year term, or were there other term lengths being considered?

A21. We will likely ask our final selected vendor to offer multi-year options but that is not required in the RFP.

Q22. It is mentioned that we need to submit a hard copy of the proposal along with the electronic copy. Will you consider the timestamp of when it was mailed or does it need to be physically received prior to April 8?

A22. We will accept the timestamp of when it is electronically submitted.

Q23. Are you looking for a detection response solution of suspicious emails or just education for your users/staff?

A23. We are looking for simulation with our staff and education after said simulations to educate staff on the various forms of phishing attacks that can occur.

Q24. Are you looking for an email simulation solution plus a learning management system (LMS) to "Streamline the District's cybersecurity training"?

A24. Yes, the system should include a way to track all users and the education they engage in as a result of the phishing simulations and the user actions in said simulations.

Q25. Please also confirm the number of Users.

A25. The number of staff users as stated in the RFP is 1936. It is recommended that the proposal allow for a variance based on changing staff as needed in the district.