

## RFA 38-22 Addendum 1

**B. Digital Transformation.** The Commonwealth of Pennsylvania (“Commonwealth”) is committed to improving digital interactions with citizens, individuals, and entities that conduct business with or on behalf of the Commonwealth, (each a “Business Partner”). Digital Transformation was launched to help modernize digital technology and improve the delivery of government services across the Commonwealth.

Digital Transformation impacts how services are delivered online, over the phone, and in-person, and is based on the following design principles:

1. Create a single online destination for services;
2. Enable secure access to services through a single login;
3. Deliver a consistent and user-friendly online experience across all digital services; and
4. Consolidate and streamline the Commonwealth’s digital footprint.

Applicants shall acknowledge and conform to the design principles when proposing solutions within their applications and during product demonstrations in response to Commonwealth procurement solicitations. The selected Applicant shall align its performance and deliverables with these principles under any agreement that may be awarded from the procurement solicitation.

PA Business One-Stop Shop, located at [business.pa.gov](http://business.pa.gov), is an example of a website utilizing the design principles.

The following section provides more information about the design principles and requirements.

### Design Principles and Requirements

#### **1. Create a single online destination for services.**

A single online destination will enable citizens, individuals, and Business Partners to locate services and conduct business with the Commonwealth, even if they do not know which agency to contact. Citizens, individuals, and Business Partners will continue to be able to navigate directly to services on agency websites, if they wish.

Each Applicant’s application must include a description of how the Applicant plans to integrate a single online destination, starting with [PA.GOV](http://PA.GOV). The selected Applicant shall be able to receive and validate the credentials of a citizen, individual or Business Partner that were previously authenticated from an active session.

PA.GOV is the Commonwealth’s single state government destination. The Applicant’s solution must integrate with existing PA.GOV and be able to receive

and validate credentials among Commonwealth websites and services that will allow seamless navigation to and from PA.GOV.

This process is further defined below in design principle 2.

## **2. Enable secure access to services through a single login.**

Keystone Login is the Commonwealth's single login solution. Keystone Login provides a consistent and secure approach to account administration by offering citizens, individuals, and in the future, Business Partners, a single online point of access to services offered by multiple Commonwealth agencies or other Business Partners. It is critical that by using Keystone Login any citizen or Business Partner can work with any Commonwealth agency or other Business Partner through the Commonwealth's public facing applications using a single login credential.

The consistent and modern authentication standards available through Keystone Login will increase convenience for citizens and Business Partners by simplifying account management and eliminating the need to remember multiple usernames and passwords, while also strengthening the Commonwealth's security posture.

In addition, Keystone Login provides the capability for a citizen or a Business Partner to create a single profile managed by Keystone Login.

The selected Applicant shall register with and utilize Keystone Login. Applications that utilize Keystone Login can leverage authentication methods through one of the following: (1) via a series of Application Programming Interfaces ("APIs"), (2) as a redirect to the Keystone Login Portal, or (3) a hybrid of both approaches.

A detailed Developer Integration Guide will be provided to the selected Applicant; however, to assist Applicants in preparing their applications, a summary version of the Developer Integration Guide and Keystone Login Branding Guidelines are available at the following location: <http://keystonelogindevelopers.pa.gov>.

The summary version of the Developer Integration Guide and Keystone Login Branding Guidelines should be reviewed by the Applicants prior to responding to this solicitation to ensure the Applicants understand the mandatory APIs and services that shall be made available to citizens and Business Partners.

The Applicants shall include in their applications an acknowledgement that they will utilize Keystone Login for citizens. If the Applicant requires any additional information to verify the identification of citizens through the authentication

process provided by Keystone Login, the Applicant must identify the additional required information the Applicant needs in its application.

Additionally, the Applicant must commit to utilizing Keystone Login for Business Partners when required by the Commonwealth. The timeframe for implementation of Keystone Login to Business Partners will be mutually agreed upon by the selected Applicant and the Commonwealth and will be documented through the contract change order process of the agreement.

- a. If the selected Applicant will be responsible for helpdesk calls from application users, the Applicant shall comply with and acknowledge the following within the Applicant's application.

The selected Applicant is expected to provide first contact (Tier 1) Helpdesk support for Keystone Login. Keystone Login provides an internal administrative dashboard designed to provide Helpdesk information to aid a caller with several Tier 1 level tasks. This is a secure internal administration site; hence, the selected Applicant will need a COPA account, along with VPN in order to access this site and be provided access by the Commonwealth.

The dashboard provides the following information:

**Exception Logs:** A log of all the errors that occur in the Keystone Login site and calls to Keystone Login APIs and the Admin site. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, Message, Method, File Path, Line Number and Stack Trace).

**User Logs:** A log of all user activity. The list can be searched and filtered by different parameters (Username, Email Address, Start Date, End Date, Agency, or Application) and returns (ID, Log Date, Username, User Email, Application Code, User Event Type and Message).

**Search:** Used for searching users in Commonwealth domains. Search also provides the ability to edit Keystone Login accounts and change or reset passwords. **User Search:** Username, Email address, first name, last name, phone, or domain. **Returns:** Name, Username, Domain with buttons to see Details, User Logs, Exception Logs, Reset Password, Change Password, Edit, or Social Logins.

- 3. Deliver a consistent and user-friendly online experience across all digital services.**

A common look and feel increases trust by enabling citizens, individuals, and Business Partners to easily recognize official services provided by the Commonwealth. This includes ensuring that online services and information are accessible to all citizens, individuals, and Business Partners, regardless of ability.

Applicants shall acknowledge within their applications compliance with the Commonwealth's web site and mobile application design standards. Refer to the Commonwealth Information Technology Policies (ITPs) ITP-SFT002 – *Commonwealth of PA Design Standards*, ITP-NET005 - *Commonwealth External and Internal Domain Name Services (DNS)*, and ITP-SFT009 – *Application Development*.

Applicants must acknowledge within their applications and, if requested by the Commonwealth, demonstrate during product demonstration sessions, solution and deliverable compliance with relevant federal, and state laws, regulations, and rules including, but not limited to, the following.

- Title III of the Americans with Disabilities Act (“ADA”), which prohibits discrimination on the basis of disability;
- Section 508 Amendment to the Rehabilitation Act of 1973, which requires all Federal agencies' electronic and information technology to be accessible to those with disabilities; and
- Section 504 of the Rehabilitation Act, which prohibits discrimination on the basis of disability for entities receiving federal funds.

In addition, Applicants must acknowledge within their applications and product demonstration sessions compliance with the revised Section 508 Standards and the current version of the Web Content Accessibility Guidelines (“WCAG”), which are industry standards. The selected Applicant must provide as a deliverable of the awarded agreement quarterly reports that demonstrate compliance with WCAG. Refer to ITP-ACC001 – *Information Technology Digital Accessibility Policy* for additional information.

#### **4. Consolidate and streamline the Commonwealth’s digital footprint.**

The Commonwealth is streamlining its online presence and making information easier to find by eliminating or consolidating small, outdated, or low traffic Commonwealth websites. By using PA.GOV, citizens, individuals and Business Partners will know that they are utilizing official services from the Commonwealth.

The selected Applicant must use the PA.GOV domain for proposed websites. Applicants shall acknowledge its understanding of and compliance with this requirement in its application.

***Applicant Response***

**C. Computing Services.** The Commonwealth defines Computing Services as any service that is hosted by or within a Service Organizations or its subcontractor(s) (Subservice Organization(s)) managed infrastructure regardless of deployment model (public, private, or hybrid) or such type as, but not limited to, software-as-a-service for web-based applications, infrastructure-as-a-service for Internet-based access to storage and computing power, and platform-as-a-service that gives developers the tools to build and host web applications. Solutions deployed through traditional hosting methods and without the use of NIST Cloud capabilities (i.e., rapid elasticity, resource pooling, measured service, broad network access, and on demand self-service) are also included. Please refer to [Glossary \(pa.gov\)](#) for more specifics. This solicitation will require the selected Applicant to go through a Computing Services Use Case review prior to entering into an agreement. As part of this review, Applicants shall complete and submit as part of their application, **Appendix J, Computing Services Requirements** document that is specific to the Computing Service being considered. Applicants shall also provide a Voluntary Product Accessibility Template (“VPAT”) and a System and Organizations Controls (“SOC”) Report as part of their application. After selection, the BPCM Issuing Officer will contact the selected Applicant to schedule a meeting to do a High Level Diagram of their system.

***Applicant Response***