

West Aurora School District 129

Request for Proposals: Web Filtering Services



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Introduction

1.0 West Aurora School District 129 seeks proposals for web filtering solutions

- 1.1 The District currently uses Securly to filter web traffic both in the district's campuses as well as at student's homes or other locations off-campus.

Background

2.0 West Aurora School District serves the west side of Aurora, as well as parts of North Aurora, and Montgomery. West Aurora High School, the district's only high school, graduated its first class in 1870, the district itself was founded in 1838 and assumed the name "West Aurora 129" in 1902.

2.1 The district's uses the following devices as a part of its overall end user computing suite:

- 2.1.1 Chromebooks (student devices grades 4-12)
- 2.1.2 iPads (student devices grades k-3, staff devices as needed)
- 2.1.3 OSX devices
 - 2.1.3.1 Student iMac devices deployed in the district's secondary schools utilized in fine arts programs.
 - 2.1.3.2 Staff devices in the district's high school supporting the fine arts teaching staff
 - 2.1.3.3 Staff devices in the district's administrative offices used by central office administrators
- 2.1.4 Windows devices
 - 2.1.4.1 Windows-based PCs are used by teaching staff, administrators and support personnel.
 - 2.1.4.2 Windows devices are in limited use by students in specific curricular areas, and in these instances the devices remain on campus.
- 2.1.5 The district uses the JAMF MDM system for iOS and macOS devices
- 2.1.6 The district uses the Google Admin system for ChromeOS systems
- 2.1.7 The district uses AD and SCCM for Windows devices
- 2.1.8 Google identities are federated with Office365 identities
- 2.1.9 Multiple systems are federated with the AD environment via ADFS
- 2.1.10 GSuite is the district's primary collaboration platform, Office365 is the district's email platform

2.2 The drivers for this RFP are as follows:

- 2.2.1 The district has found that the capabilities of the current solution does not meet its needs in terms of supporting all of its devices.
- 2.2.2 The district has found that the categorization of web content on the current solution is suspect and allows for unapproved content to reach end user devices.

Contact Information and Definitions

3.0 In the following document, the terms "WASD," "SD129," "The District," etc., shall mean West Aurora School District 129.

- 3.1 "Proposer" shall mean organizations proposing Firewall solutions to West Aurora School District 129.

3.2 Contact information: Methods for contacting WASD129 shall be established in the Form 470 posted announcing this Request for Proposals. Organizations posing questions or requesting more information must follow the contact instructions set forth in the document, at the risk of being disqualified from this RFP process.

Timeline

Selection Process Step	Estimated Date(s)
Release of the RFP	3/18/2019
Vendor demonstration meetings	4/15/19-4/26/19
Final Date for question submittal	5/3/19
Final date to publish responses to questions	5/10/19
Public proposal opening	5/17/19
Final vendor selection/Estimated approval	5/24/19
Implementation start	After 6/1/19

Scope of Work/Solution Requirements

4.0 The purpose of this Request for Proposals is to solicit vendors for a Cloud-based content filtering solution that will play a key role in West Aurora School District 129's IT security and defense strategy.

4.1 The solution should include provisions for filtering all traffic to the District's devices, no matter their location

4.1.1 Additionally, the device should be able to classify all traffic and determine source and destination of traffic and make changes to the stream of data as necessary or desired.

4.2 The service must meet the following general requirements:

4.2.1 The ability to integrate with Microsoft AD/Azure to associate traffic to AD users (to support Windows devices).

4.2.2 The ability to integrate with the GSuite environment to associate traffic with end users to support ChromeOS devices

4.2.3 The ability to seamlessly authenticate iOS devices based on minimal end user interaction

4.2.4 The ability to authenticate macOS devices using AD, Google accounts or other means of providing individualized authentication

4.2.5 The service must decrypt SSL traffic

4.2.6 The service should include robust reporting tools available to multiple users with delegated access to reporting engines

4.2.7 The service should include robust and granular tools for controlling access to social media tools and services

4.2.8 The service will be required to support up to 16,000 devices with up to 14,000 users connected simultaneously

4.2.9 The service must integrate seamlessly the guest networking services provided by the Aruba ClearPass system

- 4.3 The service should provide options for tools that would alert the district's designated personnel regarding students indicating intent to harm themselves.
- 5.0 Installation and services**
- 5.1 The selected proposer shall provide a project plan with measurable milestones for project completion.
 - 5.2 A pilot and trial period shall proceed full implementation to ensure that the service is tuned to the district's specifications.
 - 5.3 Approved vendor will provide implementation and support during installation.
 - 5.4 Current environment – see above
 - 5.5 Delivery of the final installed solution shall be formalized in an agreement between the parties affirming that the solution has been delivered as proposed and to the district's satisfaction.
- 6.0 Maintenance and Support**
- 6.1 Vendor must have the ability to provide 24/7 support
 - 6.2 Vendor must provide concrete terms regarding the availability of the service.
- 7.0 Training**
- 7.1 Vendor must provide sufficient training, as defined by the district and the vendor jointly, for four (4) WASD staff members
- 8.0 Warranty**
- 8.1 Vendor must be able to provide assurances regarding the availability of the service both in terms of unintended downtime, and around options provided to the district in the event that the vendor ceases operations.

Vendor Requirements

- 9.0** WASD policy requires that all contractors, consultants or vendors providing services to the district, on district property while students are present, submit to a background check initiated by West Aurora. Such a background check may include fingerprinting. Any contract awarded pursuant to this request for proposals is contingent upon compliance with this policy and the satisfactory completion of the background check as determined by West Aurora.
- 9.1 This requirement applies to any and all subcontractors used by the vendor.
 - 9.2 All vendors doing business with West Aurora shall provide all persons equal opportunity without regard to race, color, religion, national origin, marital status, sexual orientation, age, gender identity or disability.

Submission Requirements

- 10.0 Company Qualifications and Experience**
- 10.1 Provide a brief history of the company, including the number of years in business providing the services specified in this solicitation.
 - 10.2 Provide a list of key staff expected to be assigned to this project, including their roles and responsibilities.
- 11.0 Provide three (3) references from K-12 school district in Illinois, similar to WASD 129, for which your company has provided services similar to those solicited in this request for proposals. Provide the following for each organization:**

- 11.1 Name and address of the organization
- 11.2 Name and title of the primary contact with telephone number and email address.
- 11.3 Description of the services and product you provided to the district, and the dates that you provided them.

12.0 Technical requirements of submissions

- 12.1 Proposers must provide detailed information on how each class of end user device can authenticate to the solution
- 12.2 Proposers must identify the number of filtering profiles can be configured, and how users are assigned to those profiles
- 12.3 Proposers must identify and speak to how the filtering solution would interact with the district's Aruba Clearpass guest WiFi service
- 12.4 Proposers must provide detailed descriptions of how social media tools can be filtered for all widely used social media platforms, and the granularity levels available for filtering these tools.
- 12.5 Proposers must provide a description of how the product is licensed, the cost per license, and the aggregate cost of such licensing for 14000 end users
- 12.6 The cost descriptions indicated in 10.4.5 must be presented on a cover page submitted with the proposal that can easily be identified and read in a public opening and announcement of pricing for the solution.

13.0 RFP Questions and clarifications

- 13.1 Providers shall aggregate their requests for clarification and submit them via email to techproposals@sd129.org.
- 13.2 Contact should be no later than 5pm EDT on 5/3/2019.
- 13.3 All requests for clarification and West Aurora's responses will be supplied in writing to all parties that have received copies of the RFP..

14.0 Maintenance/Support

- 14.1 Describe the support plan provided for the service proposed. Is there an additional cost?

15.0 Training

- 15.1.1 Describe in detail your company's ability to provide onsite and/or online training available for the service. Provide what options are available to WASD for the training (onsite, online, etc.)

16.0 Pricing

- 16.1 See above for the requirements around the presentation of the cost to be shared at the public proposal opening.

17.0 Submission

- 17.1 All submissions in response to this RFP shall be made in person or through email in a format as outlined above regarding the presentation of pricing.
- 17.2 Pricing will be shared publicly during the proposal opening process.
 - 17.2.1 The district will fully respect intellectual property within proposals to the extent that it is legally able to do so. However, if FOIA requests are made for the proposals, the district is legally required to produce documents that are requested.

17.3 Vendors must present a demonstration of the proposed service prior to submitting a proposal.

17.3.1 Submissions made without demonstrations will not be considered

17.3.2 Demonstrations shall be jointly scheduled by the vendor and district, to fall in a two week period starting on 4/8/19. Proposal times may be scheduled by contacting the district using the techproposals@sd129.org email address.

Evaluation

18.0 Responses to this request for proposals shall be evaluated according to the following criteria.

18.1 West Aurora reserves the right to reject any or all submissions.

18.2 Pricing is always the primary consideration in terms of evaluation, however, the district is not required to accept the lowest priced proposal. The evaluation matrix is as follows:

Item	Weight
Pricing	25%
Compliance with requested SOW	30%
Compatibility with existing devices and authentication methodologies	25%
Prior Experience/References	20%
Total	100%