Request for Proposal
Mobile Device Management System
Introduction

The Hall County School System (HCSS) in Northeast Georgia has thirty-three schools with approximately 27,000 students and 3,000 staff members. There are twenty-one elementary schools, six middle schools, and seven high schools. The school district encourages community involvement through an active Partners in Education program. “Character, Competency, and Rigor…For All” is the mission of Hall County Schools where “high expectations generate positive results.” Technology plays an important role in advancing this mission in the classroom.

To obtain a physical copy or questions and comments regarding this document should be directed by email to:

mdmrfp@hallco.org
System Overview

The Hall County School System (HCSS) desires to implement a fully featured, stand-alone Mobile Device Management System (MDM). Such a system would include, at minimum, these primary components:

- The ability to group devices (i.e. High School Name Media Cart #1 or similar)
- The ability to manage Wi-Fi only devices – E.G. iPod, iPad, Kindle, Surface, Latitude 10, Nook, Galaxy Tab, etc.
- The ability to restrict access to all consumer application stores via policy.
- The ability to disable in-app purchases via policy.
- The ability to update the Wi-Fi credentials OTA via policy.
- The ability to distribute software (in-house or 3rd party), Maintain/Update in-house or 3rd party apps.
- The ability to push an app to a device without user intervention on said device (Entering a password or accepting an install).
- The ability for each school to have their own login credentials / management screen to manage only the devices allocated to them.
- The ability to utilize Apple’s VPP codes to distribute apps.
- Easy to use by an IT Generalist.
- Ability to manage devices from Windows PC or Macintosh.
- Ability to sync with Active Directory via LDAP.
- Must support Apple, Android, and Windows 8 devices.
- Can be an on premise solution (Appliance or Software we install on a server), Hosted Software as a Service (SaaS), or Virtual Appliance.
- Must support current 2,000 mixed devices (iOS, Android, and Windows 8) and have the ability to scale easily for device additions.

Evaluation Criteria

Evaluation criteria will include, but not be limited to:

- Above listed system overview criteria
- Support for training, configuration and deployment support, custom documentation, integration with existing infrastructure (LDAP/AD), and product upgrade support.
- Vendors knowledge of the product
- Vendors ability to install and configure the product
- Vendor reputation as presented by references
- Location of vendor and support centers
- Documentation addressing all requirements listed
- Ease of understanding, neatness, and organization of the proposal
- Overall value proposition
- Compliance with RFP terms and submission process
- Understanding of the K-12 education environment and its complexities and needs
- References from other school districts and organizations
Terms of Proposal

In submitting your proposal, your company is implicitly agreeing to the following terms:

Conditions of Contract – Vendor will be required to financially guarantee minimum response times, and host system accessibility as measured by up time. In order to guarantee continuous financial viability, Vendor will agree to share high-level information with the HCSS, detailing Vendor’s financial viability, stability, assets, etc. HCSS will keep this information confidential if requested in writing, allowable by law, and submitted with RFP response.

Use of Vendor Response in Contract – Any part or parts of the selected vendor’s proposal may be used in, attached to, or referenced in the final contract. In addition, any correspondence between HCSS and the selected vendor may be used in, attached to, or referenced in the final contract.

Full Responsibility – The vendor agrees to act as the prime contractor for the delivery, implementation, and support of the entire system.

In-Field Testing – Tests may be requested of any proposed software or hardware as a means of confirming the vendor’s claims regarding the capabilities of the proposed hardware and software.

Pre-Award Negotiations – After the proposals are opened, but prior to award, HCSS may elect to conduct negotiations with the highest ranked proposal respondents for purposes of:

- Resolving minor differences and information
- Clarifying necessary details and responsibilities
- Emphasizing important issues and points
- Receiving assurances from respondents

Selection may be made without further discussion, negotiations or bidder’s presentations; therefore, bidder shall offer the most favorable terms in response to this RFP. Bidder must demonstrate an understanding of the scope of service to be provided and the ability to accomplish the tasks set forth. Bidder shall include information that will enable HCSS to determine the bidder’s overall qualifications. HCSS reserves the right to request additional information or clarification on any matter included in the proposal response, to enable HCSS to arrive at the final award decision.

Conflict of Interest – No officer or employee of HCSS shall participate in any decision relating to the Contract which affects his/her personal interest or the interest of any corporation, partnership, or association in which he/she is directly or indirectly interested.

Acceptance Period – An acceptance period will be defined to evaluate the completion of the hardware and software installation.
Proposal Response Guidelines

Questions and clarifications should be submitted to mdmrfp@hallco.org on or before 12:00PM EST September 27, 2013 and will be responded to no later than 3:00PM October 11, 2013.

Your proposal is due on or before 12:00 PM EST on October 25, 2013.

Projected recommendation to the Hall County Board of Education: November 25, 2013

This RFP has been sent to you as a Microsoft Word document so that we can capture responses in a consistent format:

- Please insert your answers and information within the document.
- The RFP format must be followed.

In addition to the information required in the RFP form, please feel free to send any other information and materials (e.g., marketing materials, white papers, brochures, CDs, etc.) you feel will be helpful in supporting a better understanding of your product.

Please make sure your proposal is organized and includes page numbers and/or tabs and a table of contents.

Other Items of Note:

- Prospective vendors may be asked to provide an online, or in person demonstration, at a mutually convenient time for various android, iOS, and Windows based devices.
- Upon request, prospective vendors should provide a test account or environment that may be used by the HCSS MDM selection team for a period of no less than 30 days and no greater than 90 days.
- Any responses in your proposal that do not fully meet all terms of the RFP must be clearly stated in the Exclusions section.
- Copies of the proposed vendor recommendation can be obtained by contacting Alison Nash (Alison.Nash@hallco.org) following Hall County Board of Education official action on this RFP.
Proposal Delivery
Proposals must be received no later than 12:00 PM EST on October 25, 2013. No extensions will be granted.

Please furnish one (1) bound paper copy and one (1) electronic copy in either Adobe Acrobat PDF (with no copy security) or Microsoft Word format to the recipient below.

Hall County School System
711 Green Street
Gainesville, GA 30501
Attn: Aaron Turpin

Please mark the outer envelope CLEARLY with “MDM RFP – Confidential”
Proposal Structure
The proposal is intended to capture a wide range of information about your company and product. The components of the proposal requested are listed below:

1. **Company and Product Summary Information** – This section is intended to capture general information on the company size, time in business, marquee clients, current usage, upcoming releases and features, etc.

2. **Pricing** – This section will contain the pricing for your product and related services. You may attach more detail as an appendix, as described in the instructions, as necessary.

3. **Hardware and Operating Environment** – Information on the infrastructure and physical environment.

4. **Additional Features** – If there are things we did not ask about that you think make your system unique let us know.

5. **Product Roadmap** – Please let us know where you are going with your product so we have information on your *planned* roadmap.

6. **Why Should HCSS Choose Your Product** – This is your chance to sell and differentiate your product in your own words, using not only this form, but your own material as well.

7. **Outsourcing** – Please provide information on outsourced/purchased solution such as technology components of your application, contractor outsourcing for support or primary development efforts, etc.

8. **Implementation Summary** – Please give a high-level description of the implementation process including primary steps or phases, approximate timelines, vendor resources and required HCSS resources necessary to launch the MDM.

9. **Exclusions** – Exclusions or concerns relating to the content of your proposal, especially as it relates to the RFP.

10. **Sample Agreements** – Any templated agreements you would use in the event HCSS selects your company to supply the MDM solution.

11. **References** – A list of at least three references.
Company and Product Summary Information

a. Company Name

b. Company Established

c. Summary of Products and Services

d. Key Personnel Background/Bios

e. Customers and Users – Number of end users for each account. Please differentiate accounts using version release proposed for use in this RFP and any past version(s) in use.

f. Major Accounts – Any particularly relevant accounts you would like to bring to our attention.

g. Company Stability – Include any facts you would like that illustrate your company’s stability and potential longevity. This section may include relevant corporate activities such as mergers or acquisitions, profitability (may be in generalized terms), largest corporate risks, future corporate activities, financial projections, etc.

h. Original Product Release Date

i. Original Product Name – Please also list any other MDM products/companies you have acquired.

j. Current Release Version

k. Current Version Release Date

l. Next Expected Release
Pricing
Other than the restriction stated in the first bullet below, HCSS will consider a variety of pricing models. You are welcome to offer multiple pricing model options if you wish. As you develop your proposal please consider all of the following:

- HCSS will consider a yearly or a multiple yearly fee with tiered pricing structure.
- HCSS sees itself as an end user of your product. We will consider purchasing the solution from you and provide the product to our staff and students.
- HCSS will also consider a hosted solution providing that the transition to the end user is seamless.
- HCSS expects to significantly support the marketing, distribution, end user set-up, end user training and end user support. HCSS is interested in seeing proposals that include options that offer flexibility (e.g., level 1 & 2 support or only level 2 support; training of all end users vs. train the trainers).

Pricing detail should address, at minimum, the following items:

a. The total initial and yearly full service fees, along with all associated fees.

b. Costs to maintain host system hardware and software vs. cost for HCSS to employ an installed solution.

c. Set-up fees, including integration costs. Integration details should be covered in section 8.

d. Per device fee, if applicable. Additionally, provide your definition of an “active” device (e.g., does the device have to be completely erased to become “inactive” or can their information still be stored while being “inactive”).

e. Costs for support services provided for staff and end users, including additional costs if any.

f. Upgrade and enhancement plans, maintenance policies, and costs over the contract term.

g. Additional data content that you may be including in the proposed system.

h. Financial penalties will be negotiated for non-performance of the Mobile Device Management System. If you have certain terms you wish to propose, please include them in this section.

i. Other costs. Include any additional costs for services or fees, including additional options and/or configurations not included in the proposal summary.
Hardware and Operating Environment
   a. Summary of proposed operating system environment and technology platform (OS version, database platform, development language(s), etc.).
   
b. For your hosted solution, provide a detailed description of your disaster recovery plan. Please include backup policies and procedures, including time to estimated recovery from types of system failure.
   
c. Specify network communications hardware and bandwidth provisions for an installed solution.
   
d. Specify hardware and software requirements for an installed solution.
   
e. Indicate how the proposed solution may be scaled to provide for larger capacities.
   
f. For your hosted solution, indicate the specific hardware, software, and processes used to protect the system against illegal use (e.g., hacking). Please include the date of, and a summary of, the results of your most recent security audit.

Additional Features
Please use this section to list and describe any system feature you feel is important that was not captured in the sections above. HCSS may verify features during the selection process. You will be expected to deliver all features that you describe below.

Product Roadmap
Please tell us about your product roadmap. What new features will you be adding and when? Please only list items for which you have a planned and scheduled release date. Please include the planned release date for each feature you list.

Outsourcing
Solutions that incorporate products or activities that are contracted or outsourced must be fully described to include all relevant information (e.g., contractor name, the nature of the contractor and vendor relationship, etc.).

Implementation Summary
Please give a high-level description of the implementation process including primary steps or phases, approximate timelines, vendor resources and required HCSS resources necessary to launch the MDM.

Exclusions
Detail any concerns or exclusions you may have, regarding the requirements of this RFP.

Sample Agreements
Please include copies of your standard hardware, software, and maintenance agreements. Include any other pertinent documents.


References
At minimum, please provide three customer references with contact information. Please identify whether these customers are using the same software version or configuration used in your proposal.

This is a Request for Proposal (RFP). The only information that will be available until after the Hall County Board of Education makes an award will be the names of companies submitting proposals. All other information, except proprietary information, will become public knowledge after the Board makes an award. All purchases, initial or ongoing, are subject to funding by the Hall County Board of Education.

The Hall County Board of Education reserves the right to accept or reject any or all bids, portions thereof, to waive technicalities, and to extend bid deadline or re-advertise. The Hall County Board of Education is an Equal opportunity Owner/Employer and will not discriminate against any party submitting a bid because of race, creed, color, religion, gender, national origin, ADA disability status.