RFP for Enterprise Device Management Software (EDMS)

March 2019

Executive Summary

APA is seeking device management software to allow us to manage our student and staff devices.

APA has 6 locations, 4500 students and 800 staff. The devices that we wish to manage are as follows.

2,121 Apple Macbooks (anticipated to be 2,400 by June 1st, 2019) varying models
104 Ipads varying models
205 Apple TV's 4th Generation
40 Windows Devices

Our current provider is JAMF for managing our apple devices.
We are not currently using a centralized management system for our Windows Devices

Bidders Instructions

All Bidders will need to provide the following items:

Feature List Form - All features must be accounted for by indicating Yes, No, or Partially. In the event that a vendors response is anything other than a Yes or No the vendor must provide additional detail in their response. Please provide explanations or additional detail by referencing the " Feature Number & Name" as reflected in the Feature List Form. This form is included in the body of the RFP and for ease of response is provided in editable spreadsheet form for ease of response.

Question Form - APA has provided a list of questions that require a response from all vendors. Please be thorough and do not assume that all evaluators have an inherent knowledge of technical principles and terms.

Pricing Form - APA has provided a pricing "form" please provide your pricing in this format. If for some reason you are unable to provide pricing in this format a detailed explanation as to why will be required and may complicate the evaluation of an award. APA understands that many vendors prefer to present Quote or Location totals rather than by device pricing, however, due to the nature of our budgets and technology growth we require numbers to be presented as a per-device cost to allow us to budget properly.

Migration Plan - In any organization, change is always challenging. It is APA's intent to manage any vendor/ service transition to be as seamless and expeditious as possible. As such, it is requested that the responding vendors address the items in this section in their response. This response/ plan will be evaluated based on the thoroughness and the level of detailed planning that is demonstrated in your response.

Bid Submission - All final responses are due to be submitted by 4 PM April 19th 2019. APA requires a "soft copy" or digital copy of your bid be provided via email to dbowman@apamail.org. A response email will be sent to confirm receipt. APA also asks that one printed copy be delivered in person or via mail to 12894 S. Pony Express Road #600 • Draper, Utah 84020 by the same date.

Question Period - APA will entertain questions and clarifications until April 11th, 2019. All questions and answers will be shared with all vendors. Final questions and answers will be made available by the end of the day April 15th. All correspondence between APA and vendors in regards to this RFP will be done in writing to ensure transparency to all participating.

Feature List Form

The following is a list of features in order to be considered as a solution for American Preparatory Academy.

This document is referred to as the "Feature List Form" in other parts of the document

Required Features			
Featu re #	Feature Name	Feature Description	Included in Proposed Price: Yes, No, Partially
1	DEP Integration	Integration with Apple Device Enrollment Program	
2	Script Delivery	Ability to deliver custom scripts to managed devices	
3	Hardware Device Management	Ability to manage and interact with the device to control physical settings such as function keys, power state, sleep state hibernation state, disable cameras, microphones, USB Ports etc	
4	Controlled Admin Privileges	Ability to manage "escalated privileges" eg standard users do not have admin privileges but when interacting with the "software library" the Management Software can grant itself admin privileges so it can be self-installed.	
5	User- Self Administration	A "self-service" repository or application that is available to users for them to "self-administer" pre-approved changes to their computer such as software updates, adding a printer, installing pre-approved applications.	
6	User Repository	The "software repository" or management software/servers should reside in a controlled/hosted solution by the identified provider.	
7	Support	Direct Call in Support - 24/7 access to support	

		engineers	
8	VPP Integration	Integration with Apple Volume purchase program	
9	User ID Management	User Account Management integration with centralized directory providers such as Google Directory, Active Directory, Apple School Manager, Jumpcloud	
10	Asset Tracking	Ability to track Asset purchase dates	
11	Software Deployment	Custom Software Package Deployment	
12	Software Distribution	Software Distribution - The ability to manage and support desktop & mobile application uses including deploy, install, update, delete or block.	
13	Policy Management	Policy Management - Development, control and operations of enterprise desktop & mobile access, connectivity, and security policy, location based policy enforcement	
14	Inventory Management	Inventory Management - Software, firmware, hardware, and peripheral device inventory management, this includes provisioning and support.	
15	Security Management	Security Management - The implementation and enforcement of device security, authentication, validation and encryption functionality.	
16	Remote Device Control	Remote device lock	
17	Inactivity Lock	Device lock (after a given period of inactivity)	
18	Group Policy Management	Administer policies as groups	
19	Individual Policy Management	Administer policies as individuals	
20	Complex Group Policy	Support complex group policies (multi-layered, hierarchical, etc.) and/or individual policies	
21	Internet Connection Control	Disable automatic connection to Wifi networks	
22	Policy compliance reporting	Policy compliance reporting	

23	Service Access Methods	Access to the management server via web-based console	
24	Repository Management	Support granular restrictive access to specific public app repositories and/or specific applications on specific public app repositories	
25	Screen Capture	Disable screen capture	

Optional Features			
Feature #	Feature Name	Feature Description	Included in Proposed Price: Yes, No, Partially
26	Password Rules	Complex password enforcement (strong alphanumeric password)	
27	Remote Wipe	Remote device wipe	
28	Remote Password Management	Remote reset of the device password	
29	Browser Management	Disable use of preinstalled browser	
30	GPS Management	Disable Location-based services (GPS)	
31	OS Management	Support Management of Linux & Windows Devices	

Question Form

Below is a list of questions that APA asks that each vendor responds to. These questions are referred to as the "Question Form" in other sections of the document.

1. What is the delivery model for your EDMS platform? (i.e. cloud, managed services, hybrid, etc.) APA is seeking a Cloud or Managed Solution.
2. Describe your EDMS network architecture. Graphics or diagrams are acceptable.
3. Describe your EDMS solution's failover capabilities. For example, if your EDMS server fails, does it revert elegantly to a backup?
4. Does your EDMS solution provide database and server redundancy? Please describe.
5. What is the time table for standing up a EDMS solution? Estimated times should include user data provisioning and testing. Provide any assumptions made.
6. To what extent can you determine if a user is complying with security policy? Is it real-time or periodic? Is the compliance performed on the backend and/or on the device? Does your EDMS solution allow for both active and passive compliance and security checking? What types of alerts are available for the user and the administrator when policies have been violated? What are the available courses of action, both at an administrative and at a device level, when an alert is triggered?
7. To what extent can you enforce complex password configuration on the device? (i.e. number of characters, at least 2 complex characters, etc.) Can you prevent and/or detect manual override of this feature by the user?
8. To what extent can you administratively control Wi-Fi? For example, can you blacklist/whitelist certain Wi-Fi networks? Can you disable the automatic connection of the device to a Wi-Fi network?
9. To what extent can you administrative control the camera(s)? Can you disable both the front and rear cameras independently of each other?
10. To what extent can you administrative control the removable media port? For example, can you restrict the port so that the device allows only the removable media inserted upon provisioning to communicate with it? Can you prevent and/or detect manual override of this feature by the user?
11. Can you display a custom banner upon unlocking the device that states "I've read and consented to the terms of the IS agreement"?
12. What unique features does your EDMS solution have to support application policy management?
13. Does your EDMS solution have an application blacklisting/whitelisting capability?
14. To what extent can your EDMS solution monitor the access, download, installation, and execution of applications?

15. Can your EDMS solution disable some/all preinstalled applications that come with a commercial device?
16. Can your EDMS solution prevent the user from removing installed applications? If so, to what extent?
17. Can your EDMS solution administratively push or uninstall applications on a device? Please explain.
18. Can your EDMS solution query a device for a list of installed and/or running applications?
19. In the event, a user loses their device, does your EDMS solution back up application information so that it can be restored on the user's next device?
20. Does your EDMS solution validate the integrity of applications when they are downloaded, installed, executed, and displayed at device boot-up? Please explain.
21. Can your EDMS solution create administrative policies based on user group? What about creating policies for multi-layered hierarchical user groups that require different levels of security and compliance? For example, an school principal might have a different level of policy than a teacher. Our current user groups are Administration, Teachers, & Students we anticipate expanding this to include additional groups.
22. Can your EDMS solution manage policies based on a particular hardware model?
23. Can your EDMS solution leverage location-based services to enforce compliance policies? We currently have 7 unique geographic locations and wish to enforce policies and users groups based on location.
24. To what extent can you restrict access to network resources? Can you establish group/individual privileges to specific network resources?
25. To what extent can you restrict access to public app repositories?
26. How does your EDMS solution handle software updates for applications and the OS?
27. Does your EDMS solution have a component for managing device inventory? Please describe in detail how your EDMS solution solves this issue.
28. Can your EDMS solution provide centralized administration and a single management repository for all devices managed by the enterprise but provide multi-tier management/role capability (managing hierarchal groups) in accessing device information and setting policies?

Pricing Form

This is the form for inputting pricing.

Pricing Matrix			
Device Type	Annual Cost Per Device	Device Count	Total Annual Cost
Macbooks		2400	
Ipads		104	
Apple Tv's		205	
Windows Devices		40	
System Level Costs *			
		Combined Annual Cost	
* These are costs that are fixed or based on a system level that are independent of and are not impacted by device count			

APA strongly prefers 12-month terms. It is understood longer terms allow for bettter pricing as such APA is willing to consider commitments as long as 36 months with 2, 1-year optional renewals without requiring a new bid/solicitation process.

It is anticipated that migration, one-time, setup costs etc… be addressed in the migration plan section

American Preparatory Academy

Migration Plan

In any organization, change is always challenging. It is APA's intent to manage any vendor/ service transition to be as seamless and expeditious as possible. As such, it is requested that the responding vendors address the following additional items in their response. This response/ plan will be evaluated based on thoroughness and the level of detailed planning that is demonstrated in your response. Please ensure that the following elements are included in that plan.

- A successful mitigation plan based on past transitions with organizations similar to APA.
- Any capabilities that exist for users to perform a "Self-Service" migration
- Any issues and mitigation techniques related to migrating devices into the new Enterprise solution.
- Strategies for identifying and resolving recurring and systemic problems with the EDMS system
- An expected "startup" period of time in calendar days, from date of award through service provision, including installation.
- Work and time estimate required to migrate the "system" and the individual users.
- Options for white glove and for APA staff managed migration
- A white glove fully managed by vendor migration option
- A partnered migration option that includes work from both parties
- A price conscious version that saves the most money and puts the majority of the work onto the APA staff.

The above elements are merely suggestions of what an effective plan might include do not assume this list is complete or exhaustive.