





**University of Massachusetts Amherst  
Department of Procurement  
Request for Bids:**

**To provide Software to Detect Personally Identifiable Information  
per the attached specifications**

**RFB# AA10-RH-3554**

**Bid Opening Date – October 15, 2009 @ 1:00 p.m.**

The Office of Information Technologies (OIT) at the University of Massachusetts, Amherst Campus, (UMass Amherst), acting as an agent for the Amherst Campus, seeks to establish a contractual relationship with a software vendor to provide Data Loss Prevention software capable of detecting Personally Identifiable Information (PII) contained in Data-at-rest for the period of: date of the award through October 1, 2010, with the option to renew for two additional one-year terms.

Two major product functions are required by UMass Amherst:

- The first is PII detection capabilities on end-user systems such as desktop and laptop computers.
- The second is PII detection capabilities on server systems that are typically providing file and print services for populations of end-users.

UMass Amherst requires both of these functions and reserves the right to award contracts to separate bidders for these separate functions for separate Operating Systems if UMass Amherst deems this to be the best solution for the complex IT environment that is present on the campus.

### **Bid Requirements**

Bid as per the following specifications:

1. Vendor must specify which of the following platforms are supported and what product features are supported on each platform. Vendor must specify which operating system versions are supported for each of the following:
  - Microsoft Windows
  - Apple MacOS 10.x
  - Redhat Enterprise Linux
2. The software must provide the ability to detect all forms of PII. Specifically, this must include all forms of data defined as Personal Information (PI) as per Massachusetts General Law Chapter 93H.
3. Preference will be given to packages capable of also identifying Patient Health Information (PHI) and Payment Card Industry (PCI) Information as defined under HIPAA and PCI/DSS standards. A desirable capability is the ability for the package to be customized to also identify known format (8-digit) campus identity numbers. The vendor shall provide an overview of how the package can be customized to search for “local”-format PII and what the limitations on this customization ability are.
4. The software must be capable of reporting detected PII located on both end-user workstations and/or enterprise servers from an east-to-use, centralized console interface. The vendor shall provide a description of the operation of the centralized console.
5. The software must be capable of encrypting, quarantining and securely deleting the contents of files containing PII at the direction of the user or administrator.

6. It is preferred that the software should have an option to store the scan results in an encrypted, password protected form.
7. It is preferred that the software should be able to scan database content in native form or via an interface.
8. All software costs associated with the end-user detection software, server detection software, and any centralized console software must be provided on a per-item basis and must be included in the bid response.
  - Annual support and maintenance contract costs for end-user PII detection software, server PII detection software, and centralized management console software must be provided as individual line items in the bid response.
9. Both minimum and recommended hardware requirements for the necessary server to support approximately 5,000 clients shall be provided.
10. The vendor shall have a history of providing timely and appropriate software and service updates and/or workarounds to mitigate all vulnerabilities associated with the system. The Vendor shall commit to continuing to provide timely and appropriate updates due to the relatively unregulated University Network environment. The vendor shall describe the operation of software and service updates.
11. The vendor shall provide references from a minimum of three (3) higher education institutions of like size and focus using the same product suites.
12. Vendor must attach copy of standard terms and conditions and/or software licensing terms to bid response form for UMass Amherst review.

### **Bid Evaluation Criteria**

A selection committee representing UMass Amherst will review the bid offers and select the bidder(s) whose submission(s) best meets the needs of the University. The award(s) will be made to the bidder(s) who, in the sole opinion of the Selection Committee, offer the best overall package. The evaluation will include, but not necessarily be limited to the following criteria. The criteria listed are in rank order of important to the University although some criteria may be ranked equally.

- Cost of product to the University including software and independently purchased server hardware that is explicitly not part of this bid.
- Well-organized and clearly presented detailed information on product capabilities to facilitate determination of how well the presented products meet the University's requirements, preferences and desires as outlined above. Native security / functionality features present in the product (e.g. all communications are encrypted, product appropriately monitored on each individual end-user system for functionality from central console with reporting of exception states, etc.)
- Vendor history of software updates as well as future commitment to providing timely product updates in the best possible fashion.
- References from vendor's current clientele who are operating in a similar environment.
- Complications presented to UMass Amherst by vendor's standard terms and conditions / software licensing terms, particularly in the areas of governing law other than Massachusetts and indemnification requirements.

All responses to this bid shall be made on the following **Bid Response Sheet** or an exact facsimile thereof. Responses on a form which significantly deviates from the stated response parameters will not be reviewed and may be grounds for disqualification at the University's sole discretion.

Each bidder is solely responsible for the accuracy and completeness of its bid. Errors or omissions may be grounds for rejection, or may be interpreted in favor of the University. The University will not increase the purchase order to the successful vendor for omissions or oversights not due to the fault of the University or its agents. All changes must be approved in writing.

The successful bidder will be required to provide original signed W-9 form to the University if they are not already a recognized University vendor. A copy of this form can be accessed at: [www.umass.edu/procurement](http://www.umass.edu/procurement) - Click on "Forms" – Click on "University of Massachusetts Substitute W-9 Form".

Bidders shall deliver **two (2) copies** of their bid response to the following address by Thursday, October 15, 2009 at 1:00pm, at which time the bids will be opened and publicly read. Bids shall be clearly marked and addressed to:

University of Massachusetts  
Procurement Department  
407 Goodell Bldg. ~ 140 Hicks Way  
Amherst, MA 01003  
Fax 413-545-1643  
***RFB# AA10-RH-3554***

It is the sole responsibility of the bidder to insure that its bid is delivered to the Procurement Department in its entirety by the due date and time. Late bids will not be considered, and will be placed, unopened, in the bid file. Faxed bids will be accepted, provided the original is received within 5 working days after bid deadline submission date.

All questions from prospective vendors regarding this Request for Bid shall be referred to the Purchasing Manager in the Procurement Department by email or fax only, by Tuesday, October 6, 2009 at 2:00 PM. No telephone calls will be entertained. Inquiries received after the specified date and time will not be accepted. The University will E-Mail its response to all questions to all bidders of record by formal addendum by Wednesday, October 7, 2009. The contact information for this individual is:

University of Massachusetts Amherst  
Rosemary A. Hassay, Purchasing Manager  
Fax: (413) 545-1643  
Email: [procurement@admin.umass.edu](mailto:procurement@admin.umass.edu)

The University will extend the due date by written addendum if such information significantly amends this request for bid or makes compliance with the original proposed due date impractical.

The University of Massachusetts is an Affirmative Action, Equal Opportunity Employer.

**Vendors must answer all questions listed below in their response. Any vendor’s failure to do so may disqualify their bid at the University’s sole-discretion.**

***1. Software Features***

- a. Outline of Supported Platforms and Feature Set Supports on each version of the given platform.
- b. Forms of PII detected as defined in MGL Ch 93H.
- c. Forms of PHI and PCI data detected as defined in HIPAA and PCI/DSS standards
- d. Ability to provide customized detection (8-digit identity numbers used by campus) and limitations on this ability.
- e. Ability to provide PII detection on end-user systems. Yes \_\_\_\_\_ No \_\_\_\_\_
- f. Ability to provide PII detection on enterprise server systems. Yes \_\_\_\_\_ No \_\_\_\_\_
- g. Centralized management console for end-user system detection management. Yes \_\_\_\_\_ No \_\_\_\_\_
- h. Centralized management console for server system detection management. Yes \_\_\_\_\_ No \_\_\_\_\_
- i. Single centralized management console for end-user and server system detection management  
Yes \_\_\_\_\_ No \_\_\_\_\_
- j. Capable of encrypting, quarantining and securely deleting the contents of files containing PII at the direction of the user or administrator. Yes \_\_\_\_\_ No \_\_\_\_\_  
Briefly explain operation:
  
- k. Option to store the scan results in an encrypted, password protected form: Yes \_\_\_\_\_ No \_\_\_\_\_
- l. Scan database content in native form or via an interface. Yes \_\_\_\_\_ No \_\_\_\_\_  
Describe interface:

**2. Software Costs**

- a. End-user PII detection Software (per license, provide break-points used for volume discounts).
- b. Server PII detection software (per license, provide break-points for volume discounts).
- c. Central management console software cost.

**3. Annual Support / Maintenance Costs**

- a. End-user PII detection software (per license, provide break-points for volume discounting).
- b. Server PII detection software (per license, provide break-points for volume discounting).
- c. Central management console.

**4. Hardware Requirements**

- a. Minimum and recommended central management console server hardware, operating system, and supporting application (e.g. database back-end, etc.) requirements.

**5. Software Lifecycle**

- a. Description of software update cycles over the past 12-months.
- b. Is vendor committed to maintaining this same pace for software updates as well as addressing new security-related issues in the product suite in a timely fashion going forward? Yes \_\_\_\_\_ No \_\_\_\_\_

**6. References**

- a. Three (3) customer references from as similar as possible higher education institutions using the same product suite proposed: Name, title, phone number, E-mail address. (Please use attached form)

**7. Terms and Conditions**

- a. Attach a copy of standard terms and conditions and/or software licensing terms.

**Your signature below signifies that your company complies with this RFB.**

**Vendor Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **FAX:** \_\_\_\_\_ **E-Mail Address:** \_\_\_\_\_

**Name of Person Submitting Bid:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

List three (3) customers with similar requirements as those of the University of Massachusetts Amherst whom the University may contact for reference purposes, including the company name, contact person, telephone number, address and brief description of business done with the company within the past year. By submitting this information the vendor authorizes the University of Massachusetts Amherst to contact these clients for the purposes consistent with the review of this bid.

**Reference #1**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_  
\_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_ **Through:** \_\_\_\_\_

**Reference # 2**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_  
\_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_ **Through:** \_\_\_\_\_

**Reference #3**

**Company Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Description of Services:** \_\_\_\_\_  
\_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contract Term:** \_\_\_\_\_ **Through:** \_\_\_\_\_

**Your signature below signifies that your company complies with the RFB.**

Vendor Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Name of Person Submitting Bid: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Zip: \_\_\_\_\_