# Anti-virus Software Site License

# Request for Information

# RFI # 263000-0087-RFI

The University of Oregon (University) is issuing a Request for Information (RFI) for the purpose of gathering information about Anti-virus Software for the University.

**Purpose:**

The University is interested in exploring anti-virus software solutions for the campus community, including faculty, staff, and students. This anti-virus solution should detect, eradicate, scan and block malware, such as viruses, worms, Trojan houses, spyware, phishing, adware, and other malicious cyber threats at the computer desktop.

## Background:

The University of Oregon is located in Eugene, Oregon and has a student enrollment of approximately 24,500 students and 4,500 faculty and staff. The University is affiliated through the Oregon University System with state universities in six other locations throughout the state. The faculty, staff and student population of the University should be able to install the anti-virus software on computers that are owned by the University and also on their personally owned computers.

**Requirements:**

Responses should include information addressing the following requirements.

1. **Antivirus Software**
	1. “Desktop Products” including anti-virus software with support for Windows XP, Windows Vista, Windows 7, Windows 8, Macintosh OS X 10.6, Macintosh OS X 10.7 and Macintosh OS X 10.8
	2. “Server Products” including anti-virus Software for Windows Server 2003, Windows Server 2008 and Windows Server 2012. Anti-virus software must include file server protection and server management software. Add-on server components such as Microsoft Exchange are required.
	3. “Management Software” including both server and desktop software necessary to push setting and program updates over the network.
	4. “Licensed Products” including Desktop Products, Server Products, and Management Software for deployment on both, University owned computers and computers owned by faculty, staff and/or students.
	5. Licensed Products must not expire.
	6. Provide any products are available for mobile platforms and specifically state which platforms are supported.
	7. The client antivirus software installer must be customizable. Configurations such as virus definition check intervals and scan schedules must be able to be pre-programmed into the installer.
2. **Distribution**
	1. University will distribute Licensed Products via University authenticated network download. Describe the method(s) available for the electronic download of the licensed materials.
	2. Licensed Products cannot be per-cd keyed or otherwise distribution limited in a way that would prohibit distribution via our University authenticated network download.
3. **Support**
	1. Licensed Products must include vendor supplied support such that at least ten University designated employees can contact the vendor for support for Licensed Products an unlimited number of times during the term of the contract.
	2. Support provided must include both the ability to call the vendor on the phone and some electronic means of contact (i.e. email/web-based messaging).
	3. “Critical Support” is either a security flaw with any licensed product, which puts the University at risk, or a problematic software update, which interferes with the normal function of university computers.
	4. “Routine Support” is any support request which is not Critical Support.
	5. Support provided must extend beyond client side break/fix and include enterprise engineer level implementation and configuration expertise. Such support would be utilized when implementing the product within the enterprise, and when implementing or retiring enterprise level features.
4. **Response Times**
	1. Critical Support requires a response within 24 hours and resolution within a reasonable time.
	2. Routine Support requires a response within 4 business days.
5. **Licensed Products Updates and Upgrades**
	1. All updates and upgrades and new versions of the Licensed Products (“Upgrades”) will be made available to the University under the contract.
	2. Electronic download of all Upgrades will be made available to the University within 15 days of the Upgrade’s public availability.
6. **Virus Updates**
	1. Vendor must supply new virus definition updates.
	2. New virus updates must be made available at least once per week.
	3. A client management solution must be provided to allow IT to control deployment of definition updates to managed clients.
7. **Server Products and Desktop Products-** Must be able to automatically acquire virus definitions over the network.
	1. A client management solution must be provided to allow IT to control deployment of updates to managed clients. This solution must be centrally hosted but capable of administrative rights delegation to departmental IT units.
8. **Ease of Use-** Licensed products ease of use, both in terms of the end-user experience and for the server administrator.
9. **Vendor Supplied Support-** The quality of support offered. For example, how many technical support contacts are included, hours of operation, methods of contact, etc.?
10. **Compatibility-** Licensed Product compatibility with current operating systems (Windows 8, MAC-OS 10.8, etc.) and common business software (Microsoft Office, Adobe Suite, etc.)
11. **Configurability-** Configurability of the licensed products. For example, server products, can administration be delegated?
12. **Manageability-** Management of software for effectiveness and usability.
13. **Delivery of Software Products-** The means by which we will receive licensed products, updates, and upgrades to licensed products.
14. **Transition Strategy-** The University currently has a site license for McAfee Enterprise Edition. The University would like information for how to change our current site-licensed software to proposed software. For example, if Respondent’s products can automatically uninstall McAfee Enterprise Edition, this information should be included in the RFI.
15. **Add-Ons-** Information may include descriptions of additional optional “Add-ons” available to the University. Any Add-ons descriptions must be clearly marked as Add-ons.

This RFI does not constitute a solicitation or an offer of a contract. Responses will not bind you to the University (or the University to you) contractually or monetarily or in any other way. Please feel free to make suggestions, in addition to responding to the above requirements.

**Confidentiality:**

Responses to this RFI will be retained by the University for a required retention period and made a part of a file or record that will be open to public inspection. If a response contains any information that is considered a “trade secret” under ORS 192.501(2), you must mark each page containing such information with the following legend: “TRADE SECRET”.

The Oregon public records law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies “unless the public interest requires disclosure in the particular instance.” Non-disclosure of documents or any portion thereof or information contained therein may depend on official or judicial determinations made pursuant to law. An entire response to this letter marked as “trade secret” is unacceptable, and the response will be deemed available for disclosure to the public

**Responder Requests:**

Be brief and to the point.

1. Do not respond by sending marketing brochures or offering unsolicited information over the telephone.
2. Base responses on features, which are incorporated in your existing product and service offerings.
3. Provide suggested additions or changes to requirements.
4. Clearly identify the requirement or request being addressed by restating the section heading and corresponding item number.

This RFI will be posted on the Oregon University System (OUS) website, under “Business Opportunities,” accessible at <http://www.ous.edu/bapp/bopps/>. Proposers are responsible for monitoring the OUS website on a periodic basis for any modifications to the RFI.

Please submit your responses to Mary Bradley at the address below. Responses must be received by 4:30pm on Monday, March 4th, 2013. Questions and comments should be directed to Mary Bradley at 541-346-1737 or mbradley@uoregon.edu.