



**SAN JOAQUIN VALLEY LIBRARY  
SYSTEM  
REQUEST FOR INFORMATION  
NUMBER SJVLS 17-002**

**Anti-Virus and Anti-Spyware Solution  
September 23, 2016**

IMPORTANT: SUBMIT DOCUMENT IN SEALED PACKAGE WITH RFI NUMBER MARKED CLEARLY ON THE OUTSIDE TO:

**SAN JOAQUIN VALLEY LIBRARY SYSTEM  
2420 Mariposa Street  
FRESNO, CA 93721-2204**

**Closing date of response acceptance will be at 3:00 p.m.,  
on October 21, 2016.**

**SUBMISSIONS WILL BE CONSIDERED LATE WHEN THE SJVLS TIME CLOCK READS  
3:00 P.M. PACIFIC TIME**

- Clarification of specifications is to be directed to: David Rodriguez, phone (559) 600-6205, e-mail [david.rodriquez@sjvls.org](mailto:david.rodriquez@sjvls.org). Fax (559) 600-6295.

**RESPONDER TO COMPLETE**

COMPANY

ADDRESS

CITY

STATE

ZIP CODE

TELEPHONE NUMBER

FACSIMILE NUMBER

E-MAIL ADDRESS

SIGNED BY

PRINT NAME

TITLE

# **SAN JOAQUIN VALLEY LIBRARY SYSTEM**

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## **OVERVIEW**

The San Joaquin Valley Library System is conducting this Request for Information (RFI) as market research to determine sources with competencies to promote information assurance by supporting Anti-virus and Anti-spyware efforts for the San Joaquin Valley Library System. Services will include licensing and sustainment of the capability to develop and deploy Anti-virus and Anti-spyware products providing network administrators and security personnel with mechanisms to counter the threats posed to the security and integrity of the Global Information Grid (GIG) and the data contained therein. The Anti-virus and Anti-spyware capability shall be the Enterprise-wide solution(s) across the San Joaquin Valley Library System WAN.

THE SAN JOAQUIN VALLEY LIBRARY SYSTEM DOES NOT INTEND TO AWARD A CONTRACT ON THE BASIS OF THIS RFI OR OTHERWISE PAY FOR INFORMATION RECEIVED IN RESPONSE TO THE RFI.

This RFI is issued for information and planning purposes only and does not constitute a solicitation. All information received in response to the RFI that is marked Proprietary will be handled accordingly. The San Joaquin Valley Library System shall not be liable for or suffer any consequential damages for any proprietary information submitted and not properly identified. Proprietary information will be safeguarded in accordance with the applicable regulations. Responses to the RFI will not be returned nor will the San Joaquin Valley Library System confirm receipt of the RFI response. Whatever information is provided in response to this RFI will be used to assess tradeoffs and alternatives available for determining how to proceed in the acquisition process. The responses to this RFI are not offers and cannot be accepted by the San Joaquin Valley Library System to form a binding contract.

This RFI is a request for interested parties to describe their solutions' technical capabilities and demonstrate their ability to provide services for development, deployment, and maintenance of Anti-virus and Anti-spyware capabilities. All interested parties (both large and small) are requested to provide a written response to the questions below. A response to this RFI is necessary in order to assist the San Joaquin Valley Library System in determining the potential levels of interest, adequate competition, market maturity, and technical capabilities within both the Large and Small Business communities to provide the required capabilities. In addition, this information will also be used to assist the San Joaquin Valley Library System in establishing a basis for developing any subsequent potential vendor/small business participation plan and/or small business goal percentages.

## **1.0 SUBJECT**

The San Joaquin Valley Library System is seeking information about vendor solutions that perform Anti-virus and Anti-spyware protection. This document is a RFI for an Anti-virus and Anti-spyware solution that can be standardized and deployed within the San Joaquin Valley Library System. The primary purpose of the solution is to prevent, detect, and remove computer viruses, as well as many other types of harmful software, collectively referred to as malware on San Joaquin Valley Library System or it's member libraries owned, operated, and supported equipment and networks. The solution's intended deployment is on an Enterprise-wide basis as well as Internet isolated network enclaves, to protect computing resources, i.e. laptops, desktops, servers and email gateways, from malicious software to include but not limited to viruses, trojan horses, worms, bots, and rootkits and ransomware. The solution provides protection from malware that may be transmitted through various mediums including removable media, email, internet spam, malicious web sites, Instant Messaging systems, collaboration tools, etc. The solution should identify unsafe web sites during searches. The solution should protect against identity theft by securing, storing, and managing login credentials and personal information. The solution should prevent hackers from eavesdropping and collecting information while you type.

Signature-based Anti-virus and Anti-spyware products play an important role in endpoint security, but they are reactive technologies suffering from a real-time gap that is highlighted by the advent of blended threats and zero-day attacks. These threats mandate a blended and layered defense, while zero-day attacks require both proactive and behavior-based protection. We are looking for a solution that can accomplish the goals stated above. Special consideration must be made for a real-time capability implementation.

## **2.0 PROGRAM REQUIRED CAPABILITIES**

The following describes the current and anticipated capabilities of the Anti-virus/Anti-spyware solution. These capabilities are not all encompassing and vendors are encouraged to identify and expand on these providing innovative solutions to capture the current and emerging (3-5 years) product space.

- a) Briefly describe required solution-specific training to users and administrators (e.g., Computer Based Training (CBT), Web Based Training (WBT), and Instructor Lead Training (ILT)).
- b) Describe your solution's capability to provide help desk support.
- c) Describe a working product as a possible solution to meet the desired Anti-virus and Anti-spyware capabilities. Specify if your proposed solution is composed of hardware (e.g. appliance), software, both hardware and software, or service (including managed services). Include minimum and optimum hardware requirements, descriptions of any fail-over capabilities, database requirements, and deployed architecture.
- d) Describe a list of Operating System(s) the product(s) supports, to include patch and service pack levels.
- e) Briefly describe your recommended approach for evaluating AV/AS products to include evaluation of effectiveness, performance and stability (provide example test parameters for the AV implementation).
- f) Briefly describe your solution's performance characteristics (i.e., memory & CPU used by the software, scan speed, AV software effect on operating system boot time, etc.) and stability (i.e., software downtime, system crashes, etc).
- g) List any certifying antivirus software criteria from independent organizations and provide information on participation in anti-virus comparative tests conducted in 2016 and 2017.

## **3.0 PROGRAM CAPABILITIES OF INTEREST**

We are interested in understanding the market maturity of these capabilities. Describe in your response if your software can provide any of the following capabilities:

- a) Describe your solution's capability to be centrally managed
- b) Describe your solution's ability to scan common protocol transactions, including files in compressed and encoded formats, at the network firewall level.
- d) Describe your solution's capability to analyze, detect, and remediate emerging threats.
- e) Describe your solution's capability to provide protection of network sensitive information.
- f) Describe your solution's capability to provide real-time protection, which should cover the total threat posture from initial vulnerability to actual attack.
- g) Describe your solution's capability to provide sandbox testing by the San Joaquin Valley Library System.
- h) Describe your solution's capability to meet non-repudiation and authentication between servers and client.
- i) Describe how a rouge server or update system cannot push implants to every system in the San Joaquin Valley Library System and it member libraries.

- j) Describe how you can attest to the integrity and authenticity of updates or configurations for AV.
- k) Describe your solution's enterprise pricing models. If multiple Anti-virus / Anti-spyware products are selected, an innovated pricing model is desired based on use.
- l) Describe your solution's licensing models for extended durations and locks on maintenance costs.
- m) Describe if your product has the capability to establish a PC/device on a local LAN to download the update for main server and redistribute the update to the PCs on the local LAN.
- n) Describe if your solution has the ability to restrict bandwidth utilization for downloading updates
- o) Describe your solution's capability to integrate and perform deployments in a large enterprise environment such as the San Joaquin Valley Library System. Deployment services include organizational change management, training, site evaluation, installation support, system configuration support, and service support.
- p) Describe additional professional services that may be of benefit to the San Joaquin Valley Library System. Services may be described as analytical abilities or community efforts that would enhance deployed capabilities that may decrease the reaction time or improve the overall solution performance.

#### **4.0 RESPONSE OUTLINE**

This outline intends to minimize the effort of the respondent and structure the responses for ease of analysis by the government. Respondents are free to develop their response accordingly, but should answer the fundamental questions asked to help the San Joaquin Valley Library System analyze and understand the proposed solution.

Responses should include the (1) business name and address and (2) name of company representative and their business title; (3) contract vehicles available to the San Joaquin Valley Library System for the procurement of the product and service.

##### **4.1 SOLUTION (limited to 25 pages, including diagrams and spreadsheets)**

Please provide information/whitepaper(s)/answers to the topics and questions on the capability requirement sections of this RFI. Please indicate whether the solution you are describing is mature and currently in service, currently being developed, or will be developed in the future. PDF format is preferred for electronic submissions.

Describe how your solution is network managed (the appliance/software and the data flow) and the estimated amount of manpower required to operate it. Include data on the amount of network traffic generated between product solution sets and the amount of traffic to and from the management server.

##### **4.2 FEASIBILITY ASSESSMENTS (limited to 5 pages, including diagrams and spreadsheets)**

Describe the scalability of the solution from a San Joaquin Valley Library System Enterprise-wide deployment to include manpower and maintenance. The network management of a particular LAN implementation will be kept local. The size of a local LAN will vary.

#### 4.3 COST AND SCHEDULE ESTIMATES (limited to 4 pages, including diagrams and spreadsheets)

4.3.1 Cost Estimate (Please use the template provided in Appendix A).

4.3.2 Define any limitations to your cost estimate.

4.3.3 Describe the manpower required to support the program.

4.3.4 Briefly describe your company or team, your products and services, your history and ownership, your public financial information, and any other information deemed relevant. Describe any similar scope projects or clients, including commercial equivalents.

#### 4.4 REGULATORY REQUIREMENTS

These requirements are captured in sections 2 & 3 of this document.

#### 4.5 ADDITIONAL INFORMATION (limited to 4 pages, including diagrams and spreadsheets)

Provide any other materials, suggestions, and discussions deemed appropriate to help the government analyze the Anti-virus and Anti-spyware market maturity and technical capabilities.

Describe any of the company's current program implementations, including management and operational approach, requirements, processes, and any relevant lessons learned.

### 5.0 SUBMISSION INSTRUCTIONS

Vendors who wish to respond to this should send responses via email no later than **11 June 2010, at 5:00 P.M. Eastern Daylight Time (EDT)**. The response should not exceed a 5 MB mail limit for all items associated with the RFI response. Interested vendors should forward their capabilities and other information to be considered to david.rodriguez@sjvls.org.

### 6.0 CONTACT INFORMATION

Proprietary information and trade secrets, if any, must be clearly marked on all materials. All information received that is marked Proprietary will be handled accordingly. Please be advised that all submissions become Government property and will not be returned. All government and contractor personal reviewing RFI responses will have signed non-disclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described in 41 USC 423. The Government shall not be held liable for any damages incurred if proprietary information is not properly identified.

Points of Contact:  
David Rodriguez  
Phone: 559-600-6205  
E-Mail: david.rodriguez@sjvls.org

## **7.0 ADDITIONAL INFORMATION**

Demonstration day(s) may be held after the closeout of this RFI. Due to time and facility limitations, participation in this event will be by invitation only. The demonstration day(s), if held, will be at a location and time to be announced later. The San Joaquin Valley Library System reserves the right to cancel any stated or potential demonstrations days at its discretion.

**APPENDIX A – ANTI-VIRUS and ANTI-SPYWARE COST**

Anti-virus and Anti-spyware Cost						
Please provide the following cost information, at a minimum, in any format deemed necessary.*						
	Base Year	OY 1	OY 2	OY 3	OY 4	TOTAL
<b>SOFTWARE</b>						
License(s) Costs						
<b>HARDWARE</b>						
Hardware Cost						
<b>OTHER</b>						
Installation Costs						
Technical Support						
Other costs (please identify)						
<b>MAINTENANCE</b>						
Hardware (Annual Maintenance/License Renewal)						
SOFTWARE(Annual Maintenance/License Renewal)						
<b>TOTAL</b>						

\*The San Joaquin Valley Library System understands that the respondent's estaments does not obligate the vendor to these costs in the future.