

# Cyber Security Awareness Training RFP

## Scope of Work

### **1. PURPOSE**

The purpose of the RFP is to select a cloud-based cyber security awareness program and phishing simulation training capable of lowering the human error rate of the Catoosa County Public Schools workforce. The County's focus is the reduction of human error through the effective delivery of training information and phishing simulation. Additionally, factors such as reporting, metrics, ease of administration, and other variables will be assessed in the evaluation of proposals. It is the intent of the County to contract with a vendor who provides quality cyber security training with a variety of topics to increase employee's cyber security awareness.

### **2. BACKGROUND**

The County is seeking a training program, with a variety of topics, a robust reporting capability, with simulated phishing included. The solution must meet our requirements, change behaviors across the organization, to increase and strengthen the security culture within the County, and to provide the skills, knowledge, and abilities to the Catoosa County Public Schools workforce.

CCPS seeks training to build awareness, not fear, and does not intend for workforce members to be afraid to check their email, or to open an attachment. It is the County's intent to provide them the knowledge, skills and ability to make an educated decision as to the validity of the email/attachment, to know if they are working with regulatory data, and to learn best practices related to cyber security.

The County seeks an interactive training program which can provide different methods for delivering training from videos, presentations, gamification, etc. as well as a solution that evokes interest, enthusiasm, yet entertaining with a dash of humor.

### **3. SCOPE OF PRODUCT & SERVICES**

- A. The solution and content shall welcome a broad range of individuals. The illustrations, photos, videos and words shall not favor one race, gender and/or gender identity, age, weight, income, religion, culture, ethnicity, or any other characteristics which will exclude others.

- B. The solution for training shall have multinational, audio and visual impairment support.
- C. The solution for training must have enough content for varying levels of expertise.
- D. The solution for training shall be hosted in the cloud and support Active Directory integration for Single Sign-On.
- E. The solution shall include technical support via email and phone.
- F. The solution shall support various browsers (IE, Chrome, Firefox, Safari, Edge)
- G. The solution shall include Cyber Security Awareness Campaign Kit including monthly newsletters, fact sheets, audiocast, screensavers, crossword puzzles, gamification and posters. Newsletters must include current and up-to-date information.
- H. The solution shall have customization options for Catoosa County Public Schools specific branding.
  - 1. Custom Logo
  - 2. Custom Title
  - 3. Custom Content
  - 4. Custom from address - @catoosa.k12.ga.us
  - 5. Custom emails, welcome, reminder, affirmation, manager, and completion
  - 6. Custom certificate of Completion
- I. The solution shall have the capability to customize multiple training programs for a different group of employees based on their security knowledge.
- J. The solution shall have at a minimum, courses that cover the following topics:
 

<ul style="list-style-type: none"> <li>1. Social Engineering</li> <li>2. Email &amp; Phishing</li> <li>3. Passwords</li> <li>4. Mobile devices</li> <li>5. Safe internet habits</li> <li>6. Data security</li> <li>7. Encryption</li> <li>8. Working remotely</li> <li>9. Physical security</li> <li>10. Privacy</li> </ul>	<ul style="list-style-type: none"> <li>11. Malware</li> <li>12. Social Networks</li> <li>13. HIPAA</li> <li>14. PCI DSS</li> <li>15. PII</li> <li>16. Targeted attacks</li> <li>17. Insider threats</li> <li>18. New Employee Orientation</li> </ul>
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- K. Content must be engaging, interesting, interactive, adaptive based on employee's knowledge and include testing and scoring for each course.
- L. The solution shall have the capability to configure automated emails
  - 1. Start of Program
  - 2. Reminder emails to complete
  - 3. Schedule emails
  - 4. Manager Escalation
- M. Each course testing shall include a satisfactory score.
- N. The solution shall provide a certificate of completion of the courses. Each certificate shall include a unique identifier (such as certificate ID) that can be tied to each individual employee.
- O. The solution shall have Simulated Phishing.
  - 1. Email Templates
  - 2. Custom Templates
  - 3. Landing Pages
  - 4. Custom Pages
  - 5. Scheduling of emails
  - 6. Teachable moments
  - 7. Notification to user who fell for phishing
  - 8. Click Exclusion – for protection tools
  - 9. Whitelisting
- P. Training modules shall have the ability to allow users to stop and restart training while maintaining user's place within the module.

Q. The solution shall have business intelligence reporting capabilities, to include:

- 1 Knowledge assessment**
- 2 Gap analysis for everyone**
- 3 Tracking of courses:**
  - a Enrollment start date
  - b Start date
  - c Completion date
  - d Percentage completed
  - e Custom content reviewed and acknowledgment
  - f Total number of users
  - g Users who have not completed training
  - h Users not started
  - i Users in progress
  - j Users completed
  - k Users past due
- 4 Custom columns for reporting purposes:**
  - a Department
  - b Division
  - c Manager
  - d Manager email address
  - e Employee number
  - f Location
- 5 Risk Scores**
  - a By Groups
  - b By Location
  - c By Employee
- 6 Report Cards**
  - a By Groups
  - b By Employee
- 7 Prone to Phishing**
  - a By Groups
  - b By Employee

## **Proposal Preparation and Submission Requirements**

### General Information

Proposals for furnishing the services described herein will be received until: 4:00 pm, **December 14, 2021**. Vendors are responsible for the delivery of their proposal. Proposals received after the official date and time will be rejected.

Submissions should be in hard copy format, 3 copies of the proposal must be enclosed. Hard copy formats should be delivered to:

Steve Sawyer  
Cyber Security Training RFP  
Catoosa County Public Schools  
307 Cleveland Street  
Ringgold, GA 30736

The RFP proposal submission deadline must clearly appear on the cover of the proposal. All questions should be submitted Steve Sawyer (ssawyer@catoosa.k12.ga.us)

### Specific Information

Proposals shall be signed by an authorized representative of the Offeror. All information requested must be submitted. Failure to submit all information requested may result in the school district requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the school district.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.

Bids must be valid for at least 120 days from the bid opening. Submission of a response to the request for proposal constitutes an acknowledgement and acceptance of all bid specifications by the responding vendor.

#### Evaluation and Award Criteria

Proposals will be evaluated by Catoosa County Public Schools representatives using the following criteria:

Price  
Experience and qualifications of the firm  
Functional Requirements Responses  
Project Approach along with Training and Support  
System requirements compliance as stated

Contract will be awarded, in whole or in part, based on the results of the evaluation. All awards are at the sole discretion of the Catoosa County Public School system, with or without cause.

#### **CCPS Bid Statement**

The Catoosa County Board of Education reserves the right to reject any and all bids, to waive all formalities, and to act in the best interest of the Catoosa County Board of Education.