

# CAPITAL AREA DISTRICT LIBRARY

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401 S. CAPITAL AVE., LANSING, MI 48933  
(517) 367 – 6300

## Request for Proposals: Email Security

### 1 INTRODUCTION

#### 1.1 Objective

The Capital Area District Library (hereinafter referred to as CADL) was selected to participate in the Federal Communications Commission's (FCC) Schools and Libraries Cybersecurity Pilot Program (Pilot Program). The procurement described in this RFP is part of that program and must be conducted per its rules and guidelines. More information about the program and how CADL and prospective service providers participate is available here: <https://www.usac.org/e-rate/cybersecurity-pilot-program/>

CADL has 13 locations connected by a gigabit fiber WAN and provides a wide range of network services to both the public and our staff. Our email security platform serves as a secure relay for our hybrid Exchange/Microsoft 365 email environment, providing anti-virus and anti-spam protection, as well as business continuity and malicious URL protection.

CADL requests proposals from qualified firms to partner with us to refresh and potentially enhance this functionality for a period of 3 years. We currently use Proofpoint Essentials through a reseller on a month-to-month basis.

Responders need to

1. Submit an [Intent to Bid form](https://forms.microsoft.com/r/3F07sP66Au) (<https://forms.microsoft.com/r/3F07sP66Au>).
2. As needed, engage in the question-and-answer process described in this RFP.
3. Submit a proposal by the deadline with one or more alternatives that include the requirements listed in section 3.

## 1.2 Schedule

Monday, June 9, 2025	Release of RFP
Monday, June 9, 2025 – Monday, July 7, 2025	Submit Intention to Bid form
Wednesday, June 18, 2025	Submit any questions for clarification by 4 PM Eastern Time.
Monday, June 23, 2025	All questions, answers and clarifications provided to those who submitted an Intention to Bid.
Wednesday, July 9, 2025	Proposals must be received by 4 PM Eastern Time
July 23, 2025 or August 20, 2025	Board Meeting and RFP award. Exact date depends on length of time needed for evaluation.
September 15, 2025	Deadline to complete contracts and submit Pilot Program funding forms
October 1, 2025	Anticipated start date

## 1.3 Intention to Bid

Please complete the [Intent to Bid form](https://forms.microsoft.com/r/3F07sP66Au) (<https://forms.microsoft.com/r/3F07sP66Au>) by June 18, 2025. Because of the potentially sensitive nature of questions and answers related to network security, questions and answers will be distributed only to those who submit an Intention to Bid form.

## 1.4 CADL Contact & Questions

Questions related to this RFP must be submitted in writing to Sophie Steiner, Systems Administrator at [steiners@cadl.org](mailto:steiners@cadl.org). **Questions must be submitted by Wednesday, June 18, 2025 at 4 PM Eastern Time.** All questions and answers will be provided on or before Monday, June 23, 2025 at 4:00 PM Eastern Time to those who have submitted an Intention to Bid form.

Questions submitted after Wednesday, June 18, 2025 will not be answered. However, those who submit an Intention to Bid form any time during the posted window can receive the compilation of questions and answers.

## 2 SCOPE OF WORK

### 2.1 Email Security Product

CADL desires to renew or replace our email security platform. CADL currently uses Proofpoint Essentials to protect against spam and phishing attempts.

#### 2.1.1 Proposal

- Analyze CADL's current email security platform
  - ~215-220 active individual user licenses from the Proofpoint Essentials Email Security product
  - ~40 functional accounts, i.e. distribution lists, shared mailboxes and the like
- Propose renewal of Proofpoint Essentials or replacement with equivalent or superior email security product
  - Necessary functionality:
    - Cloud-hosted SaaS
    - Detection and auto-blocking of malicious email messages in CADL's hybrid Exchange/Microsoft 365 environment
    - Ability to add and remove email users in the environment as needed
    - Ability to process aliases, including automatic "plus" aliases
    - URL rewriting protection
    - Secure email relay
    - 30 days of emergency email spool backup for business continuity
    - Self-serve portal for end users with Microsoft 365 authentication
    - End user email digests of quarantined email
    - Easy to use end user false positive/negative reporting and feedback
    - Easy to search and filter logs with admin tools for bulk reporting of false negatives/positives
    - Admin level ability to maintain allow/deny senders at the organization and individual level
  - Potential functionality:
    - Better integration with our Exchange configuration
    - Phish threat simulation for staff
    - Discovery and grouping of most highly targeted users
    - Reporting integration with 3<sup>rd</sup> party MSSP
  - Seeking 3 years of licensing. Please quote all options and terms.

#### 2.1.2 Integration Services

If the proposed email security platform is anything other than a renewal of our existing Proofpoint integration, CADL anticipates the following services from the vendor for integrating the email security solution with our environment:

- Comprehensive documentation of any necessary firewall configurations to allow full functionality of the email security platform
- Setup instructions and phone-based assistance for integrating the solution into our hybrid Exchange/Microsoft 365 gateway

### **2.1.3 Training**

If the proposed email security platform is anything other than a renewal of our existing Proofpoint integration, the proposal should include training for one CADL staff member on the basics of the platform, including but not limited to:

- Adding and removing email accounts
- Managing notification settings for flagged emails
- Searching email logs for spam/phishing attempts
- Reporting true/false positives/negatives
- Policy and rule base options and management
- Customization of portal and email digests

## **3 PROPOSAL, PRICING, SUBMISSION & CONTRACTUAL INFORMATION**

### **3.1 Cover letter**

A cover letter with the following information is required:

- The company name, address and telephone and fax numbers of the corporate headquarters and local office, if applicable, of the firm submitting the proposal.
- A brief profile of your firm, how long it has been in business, and the range of services it offers.
- The name(s), phone number(s), email address(es) of the person or persons who will serve as the firm's principal contact with CADL and be authorized to make representations on behalf of the bidding firm
- A statement concerning your familiarity with and willingness to participate in the E-rate Program. Include your SPIN if you have one.  
A statement that you have read, understand, and can comply with the contractual requirements in sections 3.9 and 3.10 below.
- Signature of the person having the proper authority to make the proposal for the firm.

### **3.2 Proposal**

#### **3.2.1 Description and Pricing**

Include a proposal that addresses each aspect of the Scope of Work. You may propose and price multiple alternatives. If proposing alternatives, please clearly delineate them. For various activities, please be sure to identify:

- Actions you will perform
- Actions and deliverables you expect from CADL that will facilitate your work
- The number of billable hours required for that activity

- Specific models or names of proposed products. Include specifications and describe included warranties.
- Firm, itemized prices for each component and service proposed. CADL must be able to determine the eligibility of all components and services for support from the Pilot Program and the costs associated with each.

Also include any other fees you might charge, such as travel. Explain how you would price mutually agreed upon changes to the plan of work should they be indicated. Describe your desired payment schedule.

Please see Tax Exemption and Special Considerations below for more pricing information.

### **3.2.2 Team Credentials**

Names and qualifications of team members who would work on this project. Indicate the role each would play.

### **3.2.3 Security Expertise**

A statement describing which security services and products your firm has competency developing, deploying, and supporting.

### **3.2.4 Process and Collaboration**

A statement describing your typical project process and the collaboration tools you use with clients.

### **3.2.5 References**

Three references who can speak to your firm's expertise, timeliness, professionalism and project management success. Provide contact information and a brief description of the project you delivered for them. Schools and/or libraries with multiple locations are preferred.

### **3.2.6 Terms and Conditions**

Describe any terms and conditions you would require. A copy of your standard agreement or contract is welcome.

## **3.3 Submission of Proposal**

All proposals must be submitted in writing by mail, email attachment, or personal delivery. Offers communicated by telephone or fax will neither be accepted nor considered.

Bid proposal documents shall be submitted in a sealed, opaque envelope or as digital files attached to email. It must be clearly labeled as: **RFP Response – Email Security** on the envelope or in the subject line. The bidder's company name and address must be printed on the envelope or in the body of the email to which the proposal is attached. Proposals that are not submitted in one of these ways will not be considered.

The proposals must be received by CADL no later than **4:00 p.m., Eastern Time, on July 9, 2025**. Proposals will be accepted at the locations listed below. below.

**Email to:**

Sophie Steiner  
[steiners@cadl.org](mailto:steiners@cadl.org)

Receipt will be acknowledged  
by return email

**Mail to or drop off in person at:**

Capital Area District Library  
Attn: Sophie Steiner  
Administrative Offices, 3rd Floor  
401 S. Capital Ave  
Lansing, MI 48933

### **3.4 Delivery of Products**

- Equipment is to be delivered during business hours (8:00 am – 5:00 pm)
- Capital Area District Libraries  
401 S. Capitol Ave.  
Lansing, MI, 48933

The title and risk of loss of goods shall not pass to CADL until CADL receives and takes possession of the goods at the point or points of delivery. The terms of this agreement are “no arrival, no sale”.

### **3.5 Tax Exemption**

The Capital Area District Libraries is a local taxing authority of the State of Michigan and is exempt from Michigan Retail Sales and Use Taxes and Federal Manufacturer’s Excise Tax. The price quotations will therefore exclude taxes. CADL shall furnish a tax exemption certificate, if required.

### **3.6 Special Considerations**

If any cost savings can be applied against prices shown in the Proposal, to the benefit of CADL, by handling payments in a special way or within a specific time interval, the Bidder is requested to state any such advantage in a separate cover letter attached to the Proposal. As a local government taxing authority, CADL is eligible for government pricing. As a public library, CADL is often considered by vendors to qualify for educational pricing. CADL also is qualified to participate in various cooperative purchasing programs, including the MiDeal program of the State of Michigan, the Regional Educational Media Center (REMC) Association of Michigan’s REMC SAVE contracts, PEPPM National Cooperative Contracts, and Midwestern Higher Education Compact (MHEC).

### **3.7 Proprietary Information**

After the contract is awarded, all proposals will be open for public inspection, to the extent permitted by law. By submitting a proposal, the winning vendor acknowledges that all information required for Pilot Program applications will be publicly available to the extent designed and required by the federal Pilot Program, regardless of proprietary designations. If a Bidder does not desire proprietary information in the proposal to be disclosed, they are required to identify all proprietary information in the proposal and supply the reason(s) for such designation. The identification will be done by: (a) individually marking each page with the words “Proprietary Information” on which such proprietary information is found or (b)

segregating all information designated as proprietary into a separate section or document. The entire document may not fall within the confines of proprietary information. CADL's preference is for the Bidder to segregate all information designated as proprietary into one separate section/document for easier removal. If the Bidder fails to identify proprietary information, it agrees that by submission of its proposal that all sections shall be deemed non-proprietary and made available upon public request.

### **3.8 Withdrawal of Proposal**

A Bidder's proposal may be withdrawn by a duly authorized representative of the Bidder at any time prior to the proposal submission deadline, upon presentation of acceptable identification that s/he is a representative of such Bidder.

### **3.9 Contract Incorporation**

Bidders should be aware that the contents of the successful proposal will become a part of the subsequent contractual documents. Failure of a Bidder to accept this obligation may result in the cancellation of any award. Any damages occurring to CADL as a result of the Bidder's failure to contract may be recovered from the Bidder.

### **3.10 Other Contractual Considerations**

#### **3.10.1 Compliance with Laws and Regulations**

The Vendor shall comply with applicable Federal, state, and local laws, rules and regulations. Specific to the Pilot Program, by submitting a bid on the requested services herein, the vendor certifies that its proposed prices are consistent with the FCC's [Lowest Corresponding Price](#) ("LCP") requirements and that its equipment and services are compliant with the Secure and Trusted Communications Networks Act of 2019, Pub. L. No. 116-124, 134 Stat. 158 (2020) (codified as amended at 47 U.S.C. §§ 1601–1609) (Secure Networks Act) or the FCC's rules, including Commission rules 54.9 and 54.10, that implement the Secure Networks Act.

The Vendor shall give required notices, shall procure necessary governmental licenses, permits, and inspections, and shall pay without burden to CADL all fees and charges in connection with this project. In the event of violation, the Vendor shall pay all fines and penalties, including attorney's fees, and other defense costs and expenses.

#### **3.10.2 Safety**

As applicable and relevant herein, the Vendor shall take necessary precautions and bear the sole responsibility for the safety of the methods employed in performing the work. The Vendor shall at all times comply with the regulations set forth by Federal, state, and local laws, rules and regulations and all applicable state labor laws, regulations and standards.

#### **3.10.3 Indemnification**

As applicable and relevant herein, the Vendor shall indemnify and hold harmless CADL, its agents and their employees from or on account of any injuries or damages, received or sustained by any person or persons during or on account of any operation connected with this Contract; or by consequences of any negligence (excluding negligence by CADL, its agents or their employees) in connection with the same; or by use of any improper

materials or by or on account of any act or omission of said Vendor or its subcontractors, agents, servants, or their employees.

The Vendor further agrees to indemnify and hold harmless CADL, its agents or their employees, against claims or liability arising from or based upon the violation of any Federal, state, county, city or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or their employees.

#### **3.10.4 Liability and Insurance**

As applicable and relevant herein, the Vendor shall assume the full duty, obligation, and expense of obtaining and maintaining necessary insurance. The Vendor shall provide and maintain in force during the life of this Contract the following insurance coverage:

- General Liability Insurance of at least \$500,000 per occurrence and \$1,000,000 for all occurrences.
- Professional Liability Insurance (also known as "errors and omissions" coverage) of at least \$100,000 per occurrence.
- Worker's Compensation and Employer's Liability Insurance with minimum limits as required by the State of Michigan but in no case less than \$100,000.

Should there be a need for on-site Vendor personnel or representatives to conduct work related functions at or on CADL premises (all inclusive), and as applicable and relevant herein, the Vendor shall furnish to CADL a Certificate of Insurance which specifically names CADL as a named insured under the policy.

#### **3.10.5 Special Conditions**

This procurement is being conducted as part of the FCC Schools and Libraries Cybersecurity Pilot Program as administered by USAC. The existence of the program and our ability to access this funding is not guaranteed. CADL will make every effort to observe all rules and deadlines and we require the successful bidder to do so as well. In the event of program discontinuation or failure to obtain approval for project funding, adjustments to plans may be necessary. Final contracts for services will contain clauses that address that possibility.

No smoking is permitted in any of the Capital Area District Libraries. The Vendor will be required to work around all of the conditions listed above as well as working with the CADL staff to minimize disruptions to normal library activities.

#### **3.10.6 Choice of Law**

This agreement shall be governed by and interpreted exclusively in accordance with the laws of the State of Michigan. The parties hereto irrevocably agree that any legal action or proceeding with respect to this Agreement shall be brought in the courts of the State of Michigan in the County of Ingham or of the US District Court - Western Michigan. By the execution and delivery of this Agreement, the parties hereto irrevocably submit to the jurisdiction and venue of such courts.

## **4 SELECTION PROCEDURES**

All proposals shall be evaluated by CADL in accordance with the criteria and procedures identified herein.



## **4.1 Further Negotiation**

CADL reserves the right in its sole discretion to make a selection on the proposal or to further negotiate with one or more of the respondents without limiting any of its rights described in any section of the RFP.

## **4.2 Clarification**

CADL may at its discretion and at no fee to CADL, invite any Vendor to a meeting during response evaluation for the purpose of clarifying statements in the response.

## **4.3 Award Without Further Discussion**

CADL reserves the right to award work without further discussion. Therefore, responses should be submitted initially with the most favorable terms that the Vendor can propose.

## **4.4 Right to Accept or Reject All or Part**

CADL also reserves the right to waive formalities and to accept or reject any and all or part of any and all proposals.

## **4.5 Price is Not Sole Factor**

Although price is of prime consideration, it is not the sole determining factor. CADL reserves the right to award the contract to the most responsible bidder or the bidder offering the best value, not necessarily the lowest price.

## **4.6 Criteria**

The determination of the most qualified and most competitively priced proposal may involve all or some of the following factors: price, thoroughness of the proposal package, conformity to specifications, terms of payment, terms of delivery, other costs, and other objective and accountable factors which are reasonable.

# **5 PROPOSAL TERMS AND CONDITIONS**

## **5.1 No Financial Obligations**

This RFP is only an invitation to submit proposals and does not commit CADL in any way to enter into contract agreement. In addition, the issuance of the RFP does not obligate CADL to pay any costs whatsoever incurred by a respondent in connection with this RFP, including without limitation (a) the preparation and presentation of a proposal, (b) any supplements or modification of the RFP or (c) negotiations with CADL or any other party arising out of or relating to the RFP or subject matter of the RFP.

## **5.2 Amendments to RFP Process**

CADL expressly reserves the right at any time, from time to time or its own convenience, in CADL's sole discretion, to do any or all of the following:

- a. Waive or correct any immaterial defect or technical error in any response, proposal, or proposal procedure, as part of the RFP or any subsequent negotiation process.
- b. Reject any and all proposals, without indicating any reason for such rejection.

- c. Request that certain or all responders to the RFP supplement or modify all or certain aspects of the information or proposals submitted.
- d. Reissue a Request for Proposals.
- e. Procure service by any other means.
- f. Modify the selection procedure, the scope of the proposed project or the required responses.
- g. Extend deadlines for accepting responses, request amendments to responses after expiration of deadlines, or negotiated final agreement, and
- h. Negotiate with any, all or none of the respondents to the RFP.

### **5.3 No Kickbacks or Bribes**

By submitting a proposal, the respondent certifies to CADL that the respondent has not paid nor agreed to pay and will not pay any fee or commission, or any other thing of value contingent on the award contract to any CADL employee or official, or to any contracting consultant hired by CADL for purposes of the project.

### **5.4 Board Approval**

The Contract agreement will require the approval of the Library Board in their sole and absolute discretion. As part of the approval process, the successful respondent may be required, at its sole expense, to prepare and provide documents or exhibits and make presentations associated with the contract as required by such bodies prior to the execution of the contract.

### **5.5 Firm Offer**

All aspects of a proposal must be firm through September 2025.