

Attachment C - Measurement Procedures of KPI's Security and Content Filtering

ABHS FY 2018 Category 2 Request for Solutions

This document is part of the complete request for solutions. Please read all four documents and any addendums that have been posted.

Overview

Unlike the network infrastructure we are unable to quantitatively test the solution for security and content filtering. The vendor will certify that their solution will meet or exceed the requirements for each of the four KPI's

Speed

Overview

The solution must meet our current and future needs in terms of the ability to handle Internet transport speeds as well as internal network speeds.

Required Results

The solution must be capable of handling input speeds of at least 2 Gbps. The solution must be capable of handling the current infrastructure speed of 1 Gbps.

Optional Results

The solution must be upgradeable to a 10 Gbps in the future.

Capacity

Overview

Our user population is approximately 350. We estimate that each user will connect two devices to our network.

Required results

The solution must handle the traffic generated by 700 devices on the network at any one time.

Redundancy

Overview

We strive to reduce single point of failures. We recognize it may be impossible to have redundancy with our firewall and content filtering solution. However some level of redundancy may be possible such as power or configurations.

Required Results

The vendor must describe the level of redundancy available in their solutions and certify this level.

Optional Results

The vendor includes and external backup power solution

Reliability

Overview

This is especially important when redundancy is limited. The vendor must certify the level of reliability for the solution and response times for configuration errors, updates to software and equipment failure.

Required Results

The vendor must repair or replace any failed equipment in two business days (8am-5pm) that school is in session, not including Saturdays. For example if the school contacts the vendor at 3pm on a Monday, the vendor must have the system running by 5pm on Tuesday. Configuration errors must be corrected in eight business hours.

The vendor must document their update and upgrade policy for the duration of the license.

Optional Results

The vendor provides shorter response times.