

# Los Angeles Unified School District

## Master Services Agreement



**To:** Master Services Agreement (MSA) Contractors

**Subject:** MSA Work Order Solicitation No. 202114  
Title: **Office 365 DLP Specialist**

This **MSA Work Order Solicitation** is issued to interested proposers under the assumptions that (1) Any resulting contract will not exceed the hourly rates set forth under the Master Services Agreement; and (2) The final contractual terms and conditions will have no additions, changes, or deletions from the Master Services Agreement. Proposals are due, via email to [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net), no later than 5:00 PM Pacific Time (PT), **January 21, 2021**. NO TIME EXTENSIONS WILL BE GIVEN.

**Period of Performance:** February 15, 2021 – April 26, 2021  
(Upon full execution of work order. The District will follow up with a formal work order and purchase order indicating the firm project start date.)

**Location:** LAUSD Administrative Headquarters  
333 S. Beaudry Avenue,  
Los Angeles, CA 90017

<b>Evaluation Criteria:</b>	• Pricing	35 points
	• Experience and Qualifications	35 points
	• Program Approach	30 points
	Total:	100 points

### Minimum Qualifications:

Proposers shall meet each of the minimum qualification requirements at the time of proposal submittal

- Minimum of seven (7) years of demonstrated experience in the IT specializations or services listed in the Statement of Work

### Submittal Requirements

- **Minimum Qualifications:** Provide a cover letter addressing, in detail and explicitly, how the firm meets the Minimum Qualifications
- **Experience and Qualifications:** Provide resume(s) with a detailed summary of work experience as listed in Appendix A – MSA Work Order Statement of Work. The District reserves the right to request additional resumes should those submitted be deemed unacceptable for this project
- **Experience and Qualifications:** Provide a minimum of three (3) references closely related to services as listed in the statement of work.
- **Number of Resources:** The proposed work order will require one (1) resource working remotely. Provide no more than three (3) carefully selected candidates and resumes that meet the criteria as outlined in this solicitation.

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### **Rate Schedule (Pricing):**

- The proposer shall submit a fully burdened rate to perform all services as specified in the statement of work. Refer to Appendix B.

### **Statement of Work:**

- Refer to Appendix A for the Statement of Work and performance requirements.

Proposals omitting any of the required submittal items may be deemed nonresponsive and may be removed from any further consideration.

Subject to the provisions herein, Contract award will be made to the “highest scored” proposal, with the appropriate consideration given to the evaluation factors stated herein. However, the District reserves the right to make an award to other than the low-cost Proposer.

The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/ fees, statement of work, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

All communications regarding this solicitation between potential Proposers and DISTRICT staff and consultants engaged by the DISTRICT shall be addressed only to the undersigned. All proposer questions shall be in writing and submitted via email at [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net) with the subject heading of “**MSA Work Order Solicitation No. 202114**”. The deadline to submit questions is by close of business on **January 14, 2021**.

At no time “PRIOR” to the DISTRICT’S Notice of Award shall Proposer(s) contact other DISTRICT officials or personnel regarding this MSA Work Order Solicitation or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.

All requests for information related to this MSA Work Order Solicitation shall be directed to:

Department:	IT Support Services (Finance and Administration)
Address:	333 S. Beaudry Avenue 10 <sup>th</sup> Floor Los Angeles, CA 90017
E-mail:	<b><u><a href="mailto:ITD-Bids@lausd.net">ITD-Bids@lausd.net</a></u></b>
Appendices	A – Statement of Work B – Pricing Form

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### APPENDIX A - MSA WORK ORDER STATEMENT OF WORK

#### A. GENERAL

The District's SHHS Division employs approximately 500 people and provide a comprehensive array of health-related services. The main function of SHHS is providing physical examinations, vision screenings, TB testing, and immunizations to students at school-based health clinics. The District delivers these health services to all populations free of charge, with or without insurance, but seeks reimbursement from the federal government for Medi-Cal eligible students. The reimbursement process requires the collection and processing of student records which, is subsequently sent as PHI to and from various internal and external parties such as the California Department of Health Care Services (DHCS) and the federal Centers for Medicare and Medicaid (CMS).

The Los Angeles Unified School District seeks qualified proposers to provide Microsoft 365 configuration services for the Information Technology Division. LAUSD intends to use the results of this solicitation process to award a work order to the responsive and responsible proposer. The proposed work order will require one (1) remote resource.

#### B. REQUIREMENTS

- a. Proven experience configuring Data Loss Prevention (DLP) in Microsoft 365
- b. Experience configuring Advanced Data Governance (ADG) in Microsoft 365
- c. Experience configuring Advanced Information Protection (AIP) and Governance (AIG) in Microsoft 365
- d. Experience configuring Microsoft Endpoint Manager and Microsoft Intune environment for managing and securing corporate and BYOD devices.
- e. Experience working with the O365 Security & Compliance Center
- f. Experience configuring Azure Active Directory to authenticate synced SSO user accounts, applying conditional access policies, enforcing device configurations, and managing user groups.
- g. Analyzing, translating, and migrating on-premise group policy objects (GPO) to Azure Active Directory
- h. Integrating and configuring Microsoft Intune with Microsoft Defender ATP to detect and respond to security threats and enforce risk-based compliance policies.
- i. Experience with O365 information classification and labeling, information barriers, and supervision policies
- j. Effective communication and listening skills - experience with clients/operational managers
- k. Strong problem-solving skills and providing answers
- l. Knowledge of quality standards, and best practices
- m. Knowledge of selected coding languages (e.g. PowerShell, .NET)
- n. BS/BA in Computer Science, Engineering or a related field
- o. Preferred: Experience with HIPAA data classification and labeling

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### C. DELIVERABLES

The proposed resource shall perform the duties as listed above. Additionally, daily, monthly, quarterly, and/or annual reports must be provided as requested by the District. Training and/or knowledge transfer shall be provided at the request of the District. The resource shall complete and submit the following deliverables:

1. Discover PHI in structured, unstructured, and semi-structured content types in a variety of on-premise content repositories, cloud-hosted environments, and endpoints.
2. Gather requirements for DLP centralized policies that details the acceptable use, classification, labeling, logging, monitoring, alerting, and evaluation of the appropriateness of attempted actions for PHI in documents and email managed in cloud-hosted environments, and on-premise content repositories.
3. Gather requirements for provisioning, configuring, auditing, and tracking a variety of corporate and BYOD devices used by SHHS.
4. Configure the solution to enforce the District's existing endpoint security requirements (e.g. antivirus, encryption, access control) on managed and BYOD devices used by SHHS.
5. Translate the DLP, device management, and endpoint security requirements into a technical design that exploits the District's existing licensed Microsoft 365 products and subscription services.
6. Develop a work breakdown structure with schedule for implementing enterprise DLP, mobile device management, and endpoint security in support of SHHS business processes.
7. Implement and deploy the enterprise DLP, mobile device management, and endpoint security requirements into the District's Microsoft 365 production environment.
8. Develop training materials for system administrators and end users and provide knowledge transfer to District support staff.

### D. WORK SCHEDULE

The resource shall be available to begin work upon full execution of the agreement. Standard work hours will be Monday thru Friday between 8:30 AM to 5:00 PM (Pacific Time) unless other arrangements are mutually agreed upon. The actual schedule may be adjusted based on project needs by the sponsor.

### E. OTHERS

For the duration of the project, the proposed firm and/or resource are expected to bring their own laptop computer equipped with appropriate tools such as Microsoft Word, Excel, SharePoint, etc.

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A performance review will be conducted by the District to ensure services are performed satisfactorily by the Contractor and its resource. Contractor will be notified by the District of their performance. If the review is unsatisfactory, the contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed, and the option years will not be exercised.

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### APPENDIX B - MSA WORK ORDER PRICING FORM

The purpose of this form is to provide a standard format by which the Proposer submits its price proposal. The fully burdened hourly rate should be inclusive of direct labor cost, overhead, general and administrative (G&A), travel expenses, profit, shipping, packaging, and insurance cost. No travel or parking expenses will be provided to the Contractor. Submit one rate schedule sheet for each proposed resource.

Resource Name	Labor Classification*	Role	Fully Burdened Rate
_____	_____	Office 365 DLP Specialist	\$ _____

*\*Please provide the labor classification that apparently matches the required role.*