

# **FLORIDA DEPARTMENT OF LAW ENFORCEMENT**



**Request of Information  
FDLE-RFI-2353**

***Multi-Factor Authentication Solution***

**5/23/2023**

## I. INTRODUCTION

The Florida Department of Law Enforcement (FDLE) is requesting pre-procurement information on a Multi-Factor Authentication (MFA) Solution for file sharing via this Request for Information (RFI).

## II. PURPOSE OF AN RFI

Pursuant to Rule 60A-1.042, Florida Administrative Code (F.A.C.), an agency may request information by issuing a written Request for Information. Agencies may use an RFI in circumstances including, but not limited to, determining whether or not to competitively procure a commodity or contractual services, determining what solicitation process to use for a particular need, or researching general, special, and/or technical specifications for a solicitation. **A Vendor's response to an RFI is not an offer and the agency may not use the Vendor's submission to justify a contract with that Vendor. There will be no award of a contract through the RFI process.** Vendors submitting a response to an agency's RFI are not prohibited from responding to any related subsequent solicitation.

## III. OVERVIEW

There is an expressed need to implement a Multi-Factor Authentication Solution at FDLE.

The Department would like to explore the following:

- Service options that promote the delivery of high-quality Multi-Factor Authentication Solutions.
- Multi-Factor Authentication solutions that are available which provide a secure process with On-Premise and Cloud resources.

## IV. SCOPE OF WORK

Our primary objective is to improve the way FDLE handles Multi-Factor Authentication.

The solution will:

- Provide a modern, configurable, and user-friendly interface.
- Provide reliable functionality to FDLE members throughout the contract lifetime.

## A. SOLUTION CAPABILITIES

The RFI response should include a product that will meet the following requirements.

SOLUTION CAPABILITIES
The solution shall Support Windows, Mac, and Linux operating systems.
The solution shall Enforce user MFA.
The solution shall Enforce privileged account MFA.
The solution shall be device agnostic to support non-traditional IT resources such as switches, routers, and firewalls.
The solution shall Provide access to resources using MFA without network connectivity.
The solution shall Function with on-premise and cloud resources.
If deployed as an app, the solution needs to Support Apple and Samsung cell phones.

## B. SECURITY REQUIREMENTS

The Florida Department of Law Enforcement's information technology resources, data, and information are valuable assets. The confidentiality, integrity, and availability of those resources must be protected. Contractors providing products and/or services to FDLE must ensure that data and information resources are reliable and available to those who are authorized to use them.

Describe how the solution incorporates data security best practices and standards.

Applicable requirements are:

### ☒ Federal Law and Policy

☒ FBI CJIS Security Policy – Security Controls to protect criminal justice information.

### ☒ State Law and Rules

- ☒ Chapter 119, FS - Public Records
- ☒ Section 282.318, FS - Security of data and information technology
- ☒ Section 501.171, FS - Security of confidential personal information
- ☒ Rule 60GG-2, FAC - Information Technology Security
- ☒ Rule 60GG-4, FAC - Cloud Computing

## **V. RESPONSE INSTRUCTIONS AND FORMAT**

Please submit one electronic copy, via email, to the Procurement Officer noted in Section XI below no later than the time and date noted in Section VII., Timeline. Responses must reference the RFI No.: FDLE-RFI-2353 in the subject line of the response submission.

The Vendor shall organize their response submittal contents as follows:

**Tab 1** Introduction

**Tab 2** Requested Information and Responses

In response to this RFI, and addressing the items identified in the Scope of Work, please provide the following information:

### **TAB 1 – Introduction**

Please provide an introduction via cover letter, including primary point of contact information (i.e. name, title, business address, telephone and fax numbers, and business e-mail address) and a clear indication of the section(s) to which the RFI response is directed, i.e.: Section IV: SCOPE OF WORK

### **TAB 2 – Requested Information and Responses** *(Please reprint each request with your response)*

The FDLE's intent is to identify potential vendors that can fulfill the solution capabilities and security requirements provided in Section IV. Vendors should address all solution capabilities and security requirements identified in this RFI. Include any licensing and software agreement terms and conditions. All vendor RFI responses should be clear, concise, and generally no more than 50 pages in length.

## **VI. DISCLAIMER**

The FDLE will review all vendor RFI responses for informational purposes only. A vendor's RFI response is not an invitation to negotiate or offer to contract, and the FDLE will not use a vendor's RFI response as the sole justification for any subsequent negotiation or contractual relationship with a vendor outside strict compliance with Chapter 287, Florida Statutes, and Chapter 60A-1, Florida Administrative Code. Responses to this RFI will not be returned to the vendor, and all vendor RFI responses are subject to Florida's public records law.

## **VII. TIMELINE**

The dates and times listed below indicate when certain actions are required on the part of the FDLE or vendor, respectively. However, the FDLE reserves the right to modify or cancel any dates or times listed, as it may deem necessary, and will provide notice of any modification or cancellation to all responsive vendors via addendum on the Vendor Information Portal. All times listed represent local time in Tallahassee, Florida.

<b>DATE</b>	<b>TIME</b>	<b>ACTION</b>
5/23/2023	12:00 PM ET	RFI Disseminated to Vendors
6/13/2023	12:00 PM ET	Vendor RFI Responses Due

## **VIII. CONTACT WITH THE STATE**

Please direct any questions or issues regarding this RFI to the Procurement Officer identified herein.

The FDLE will post any amendments to the RFI on the Vendor Information Portal (VIP) at [MyFloridaMarket Place Vendor Information Portal](#). Each Respondent is responsible for monitoring the VIP for new or changing information.

## **IX. VENDOR COSTS AND EXPENSES**

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this RFI. The State of Florida, particularly the Department of Law Enforcement, will not be responsible for any vendor-related costs associated with responding to this request.

## **X. FLORIDA PUBLIC RECORDS AND CONFIDENTIAL, PROPRIETARY, OR TRADE SECRET INFORMATION**

The FDLE strictly adheres to its legal obligations under Chapter 119, Florida Statutes, and Article I, Section 24 of the Florida Constitution. If a vendor considers any part of its MMR response to be confidential, proprietary, or trade secret, and therefore exempt from public disclosure, then that vendor must also submit a separate, redacted electronic copy of its RFI response to the FDLE via e-mail attachment to the Procurement Officer listed in Section XI. The redacted copy must briefly describe both the factual and legal grounds for the vendor's claimed exemption from public records disclosure under Florida law, including specific statutory references, and be marked "Redacted Copy" on its cover sheet.

The redacted copy must be provided to the FDLE simultaneously with the vendor's RFI response and must exclude only those portions claimed as confidential, proprietary, or trade secret. The vendor is solely responsible for all legal costs or expenses incurred in defending its determination that its RFI redactions are confidential, proprietary, or trade secret, and therefore exempt from public disclosure. Furthermore, the vendor must protect, defend, and indemnify the FDLE for any claims arising out of the

vendor's public disclosure exemption determination. If a vendor fails to submit a redacted copy to the FDLE, along with its RFI response, the FDLE is authorized to release the vendor's original RFI response to comply with a valid public records disclosure request.

**XI. PROCUREMENT OFFICER**

Angela Githens  
Office of General Services/ Business Unit  
2331 Phillips Road  
Tallahassee, Florida 32308  
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This contact person is the only authorized individual to respond to RFI comments and questions.