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## RAYMORE-PECULIAR SCHOOL DISTRICT

# Memo

**To:** Raymore-Peculiar Board of Education  
Dr. Kari Monsees – Superintendent of Schools

**From:** Ryan Gooding, Director of Technology

**Date:** May 9, 2019

**Re:** **Hosted Safety, Monitoring, Filtering, Blocking & Retention Services for Student Email**

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### **Background Information:**

Monitoring correspondence allows district personnel to provide the safest learning environment possible while giving early intervention opportunities to resolve issues in a positive manner. The Raymore-Peculiar technology department has done a comprehensive review of the district's ability to monitor, archive and report activity in our G-Suite system. The review identified the following key areas we believe should be the focus for our department or any service we contract with to monitor email:

- Detect inappropriate words and images in student email, email attachments, docs, calendar and Drive files.
- Detect potential issues early and intervene positively.
- Ability to monitor embedded and attached images as well as images in Gmail, Google Docs, Sheets and Presentations.
- Provide Archiving/Legal Holds service for all emails and Drive files.
- Preservation of messages in original form measure in place to prevent tampering.
- Human monitoring, school district officials alerted 24/7 if a threat is imminent.
- Litigation hold retention that allows search results to be saved indefinitely.
- Ability to create third party access (i.e. legal counsel) via special login and can restrict access for those users to access just search parameters.
- Robust logging and reporting of both search logs – tracking who searched for what and when, but also access logs – what was done, who did it and when.
- Children's Internet Protection Act (CIPA) Compliant
- Children's Online Privacy Protection Act (COPPA) Compliant
- Family Education Rights and Privacy Act (FERPA) Compliant
- Health Insurance Portability and Accountability Act (HIPAA) Compliant

The District received final pricing from two vendors, West Interactive Services and Gaggle. Vendors were asked to address scope of work, training/ support, and close out experience in a one-hour presentation to a district committee of technology and instructional staff. During the course of the West presentation, the committee determined their product fell outside the project scope and did not meet the specification of the RFP in several areas. The committee specifically preferred the method of emergency contact, reliable false positive detection, quarantine delivery option and forensic analysis/storage provided by Gaggle. Gaggle is a proven solution currently in use by school districts in Missouri and Kansas and was unanimously rated higher by our committee.

### Committee Scoring Guide

- **Scope of Work – 25 pts**  
*General Expectation*  
*G-Suite Expectations*  
*Forensic Expectations*
- **Training and Support – 15 pts**  
*Installation and Deployment*  
*Close-Out*

- **Company Evaluation – 15 pts**
- **Proposal Evaluation – 5 pts**
- **Terms and Conditions – 5 Pts**
- **Value – 40 pts**

| Total out of 100    |        |      |
|---------------------|--------|------|
|                     | Gaggle | West |
| <b>Evaluator #1</b> | 75     | 65   |
| <b>Evaluator #2</b> | 88     | 84   |
| <b>Evaluator #3</b> | 84     | 52   |
| <b>Evaluator #4</b> | 95     | 66   |
| <b>Evaluator #5</b> | 100    | 64   |
| <b>Evaluator #6</b> | 85     | 71   |
| <b>Evaluator #7</b> | 90     | 68   |

Administration recommends the Raymore-Peculiar School District approve the purchase of GSuite monitoring services from Gaggle. This purchase will allow the district to address the areas identified in our technology review above. Implementation will begin in June with projected completion by July of 2019.

Technology has allocated funds in the 2019-20 budget proposal presented during the March work session for this purchase.

**Administrative Recommendation**

The Administration recommends that the Board of Education approve the purchase of Gaggle G-Suite monitoring service for \$36,500.00 from Gaggle.

### ***Bid Tabulation for Hosted Safety, Monitoring, Filtering, Blocking & Retention Services for Student Email***

| <b>Vendor</b>             | <b>Proposed Solution</b> | <b>Total Cost Monitoring, Archiving and Filtering for an estimated 6200 students and archiving 800 Staff members</b> | <b>Total fixed-cost for full installation, setup charges and other SOW deliverables</b> | <b>Total Costs to add per-year additional archiving retention for an estimated 6,200 students</b> | <b>Total Cost for an estimated 6,200 students: to renew annual support contracts after the first year</b> |
|---------------------------|--------------------------|--|---|---|---|
| West Interactive Services | Email Monitoring         | \$9,300.00   | \$0.00  | N/A   | \$9,300.00  |
| Gaggle                    | Gaggle                   | \$31,450.00  | \$1,950.00  | \$3,100.00  | \$36,500.00   |