

Request for Information B2727: Remote Support Tool

RETURN TO:

BidNet Only – BD2727
 Aurora Public Schools
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RFI SCHEDULE OF ACTIVITIES (subject to change)

EVENT	DATE
Issuance of RFI	10/02/2026
Questions Deadline via BidNet	10/09/2026 at 10AM MST
Addendum Posted via BidNet	10/16/2026
Proposal Deadline:	10/23/2026 at 10AM MST

PRINT OR TYPE YOUR INFORMATION

Name of Company: _____

Address: _____

City/State: _____ Zip: _____ Contact Person: _____

Title: _____ Phone: _____

EmailAddress: _____

Authorized Representative's Signature: _____
 (Offers must contain signature of an authorized agent of the Vendor)

Printed Name: _____ Title: _____ Date: _____

Email Address: _____ Phone: _____

Date - 10/02/2026

Title - B2727 Remote Support Tool

1. **OBJECTIVE/PURPOSE:**

Aurora Public Schools IT lacks a sanctioned remote-support platform. As a result, technicians must travel to individual sites to fix even minor issues. Travel time between sites slows response times for more high-priority tickets, and delays support for staff and classrooms. The district is seeking a secure, remote-support solution that allows technicians to connect to district devices and resolve issues remotely. The desired result would include faster response times, more technician time spent on actual support, and less need for staff to rely on unapproved free remote tools. The chosen solution must support the district's security requirements: SSO/MFA, deployment through Intune, and compatibility with endpoint security controls. It should also align with Cybersecurity & Infrastructure Security Agency's (CISA) Guide to Securing Remote Access Software.

2. **BACKGROUND:**

Aurora Public Schools (APS) is currently the fifth largest school district out of 186 public school districts in the State of Colorado. It is located in Aurora, Colorado, the 54th largest city in the nation and the third largest in the state. It is a city on the eastern border of Denver, Colorado, with a population of more than 350,000 covering nearly 144 square miles. There are 66 schools in the district: 4 child development centers, 27 elementary schools, 8 P-8 / K-8 schools, 6 middle schools, 1 Grades 6-12 academy, 6 high schools, 1 vocational/technical college, 1 gifted and talented K-8 school, 11 charter schools and 1 home school support program.

School communities have been given authority to make decisions on many issues affecting their local schools. Each school has a collaborative decision-making team consisting of parents, teachers, students (in the high schools), and business representatives who are elected yearly by their peers, and the school principal.

The Superintendent is responsible to the Board of Education for carrying out District policy, administering the operation of the District and schools, supervising all District personnel and advising the Board of Education on all educational matters for the welfare and interest of the students.

3. **SCOPE / VENDOR REQUIREMENTS:**

This is expected to be a software solution, preferably cloud-hosted (SaaS). No new hardware is expected.

- **Software:** Remote-support licenses for IT technicians.
 - Proposers must demonstrate that the software platform is currently developed, fully functional, and generally available in the marketplace. Information for solutions developed from the ground up, or "vaporware" still in the development phase, will not be considered. While we anticipate a degree of configuration and integration to meet our specific needs, the underlying architecture must be a pre-existing product with a documented version history.
- **Client deployment:** The client agent must be deployable and updatable through Microsoft Intune on district Windows devices.
- **Required integrations:**
 - Microsoft Entra ID, Google or RapidIdentity SSO, MFA and Conditional Access for technician logins, with access controlled by Entra security groups.
 - Arctic Wolf / Cylance: Compatible with endpoint security policies that allow only the district's approved client.
 - Arctic Wolf SOC: Audit logs available for security monitoring.

- **Required capabilities:** Role-based permissions, end-user consent for sessions, session recording, and full audit logging.
- **Users:** IT support technicians only. The software will not be used by students or teachers, and will not connect to learning platforms or student information systems.
- [Software Technical Preferred Requirements - Google Docs](#)

4. **SUBMISSION OF MATERIAL:**

Information for RFI Submission

- a. Company capabilities fact sheet.
- b. System features and functionality.
- d. Point of contact to include name, title, phone number, and email address.
- e. Responses should not exceed 10 pages.

Proposals will be submitted online through BidNet. **In person submittals will not be accepted.**

In the event that there is a CORA request the District asks that each Vendor include one (1) separate redacted version of their response. Be sure to clearly mark each response file as "Master" or "Redacted". The District will not be responsible for evaluating the incorrect response if they are not clearly labeled.

5. **ACCESSIBILITY:** Supplier shall comply with and all Services provided under this Agreement shall be in compliance with all applicable provisions of §§24-85-101, et seq., C.R.S., and the Accessibility Standards for Individuals with a Disability, as established by the State of Colorado Governor's Office of Information Technology (OIT) pursuant to Section §24-85-103 (2.5), C.R.S. Suppliers shall also comply with all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards. Supplier shall indemnify, save, and hold harmless the District against any and all costs, expenses, claims, damages, liabilities, court awards and other amounts (including attorneys' fees and related costs) incurred by the District in relation to Supplier's failure to comply with §§24-85-101, et seq., C.R.S., or the Accessibility Standards for Individuals with a Disability as established by OIT pursuant to Section §24-85-103 (2.5), C.R.S.

Voluntary Product Accessibility Template: If you are providing any information and communication technology products such as hardware, software, electronic content or any support documentation, Include a link to your [Voluntary Product Accessibility \(VPAT\) Template](#)

6. **GENERAL INFORMATION:**

This RFI process will not result in the recommendation of or selection of any supplier, or the issuance of a purchase order or agreement of any type. The District does not guarantee that any formal solicitation will be generated from responses to this RFI.

All vendors are responsible for any and all expenses that may be associated with responding to this RFI.