

ADDENDUM #002

Solicitation Number: FDC RFQ-19-014

Solicitation Title: Virtual Desktop Infrastructure (VDI) Platform

Addendum Number: 002

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation. Added or new language to the RFQ is highlighted in **yellow**, while deleted language has been struck.

This Addendum includes the Department's answers to written questions received.

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Inquiries Received as of 9/21/2018
FDC RFQ-19-014
Virtual Desktop Infrastructure (VDI) Platform

Question Number	Date Received	Question	Answer
49	9/13/18	Has an assessment of FDC's environment been conducted in the past 90 days?	No.
50	9/13/18	If so, can you provide the results of that assessment, including personnel readiness and your application environment?	No assessment has been completed within the past 90 days.
51	9/13/18	Does FDC have a new availability performance standard for this solicitation or will this be mutually determined?	See section 2.3, Vendor Requirements (m) for a detailed description of the work required of the Vendor.
52	9/13/18	Can FDC confirm that both performance standards are contractually required?	Yes. The Department confirms that both performance expectations and standards are required. The Vendor can present proposed modifications in their response for the Department's consideration.
53	9/13/18	Will FDC consider invoicing for Hardware/Software/Services separately?	Yes. The Department shall invoice hardware, software, and services separately.
54	9/13/18	How many unique users/user accounts will be accessing a VDI desktop for the 7000 workstations in scope?	See section 2.4, Solution Requirements (a) for a detailed description of users/user accounts.
54	9/13/18	The Department will provide Microsoft license details, as requested by the successful Vendor. For clarification, The Department will provide ALL Windows 10 and Windows 7 licenses required for the VDI sessions?	Please see the answer to Question #22 in Addendum 001.

Question Number	Date Received	Question	Answer
55	9/13/18	<p>The Department will migrate user data from local servers to central datacenter servers in coordination with the deployment.</p> <p>For clarification, The Vendor WILL NOT be responsible for any issues, backups or redistribution of existing user data? The Vendor will also NOT be responsible for any impact to implementation schedules due to the migration of this user data?</p>	<p>Yes. The Department will migrate user data from local servers to central datacenter servers in coordination with the deployment. The Vendor will not be responsible for impacts to schedule resulting from delays caused by the Department.</p>
56	9/13/18	<p>The Vendor shall create up to three (3) Windows 10 Enterprise images based on the Department's requirements.</p> <p>Can you provide the size requirements for the three images and the ratio of deployment of each image? Also, can you provide the required software for each image and if you will be providing the licensing required.</p>	<p>The size and deployment of the images will depend on design and deployment strategy discussed between the Department and the Vendor. The Vendor's response shall include options with a recommendation for the size and quantity of images. See section 2.4. Solution Requirements (k) for software requirements. The Department shall be responsible for all client software.</p>
57	9/13/18	<p>While Antivirus software is an essential part of a desktop environment, the approach must be altered in a virtualized environment. Will you allow the TrendMicro Antivirus software to be switch to an appropriate Antivirus software designed to be deployed into a virtualized environment?</p>	<p>The Vendor's response shall include options with a recommendation for the best method to handle antivirus protection for this VDI Platform; and, include the associated part numbers with pricing.</p>
58	9/13/18	<p>The Microsoft SCCM agent, again, is essential for a Desktop deployment. When migrated into a virtualized environment SCCM being pushed to each clone is not always the best course of action. Will you be requiring linked clones or persistent desktops to be deployed to each user?</p>	<p>The Vendor's response shall include options with a recommendation for the best method to obtain the benefits of SCCM to the extent they are relevant to a virtual desktop.</p>
59	9/13/18	<p>Please confirm that you expect 100% concurrency of the 7000 users?</p>	<p>The Department expects the peak utilization of this VDI Platform to be 7,000.</p>

Question Number	Date Received	Question	Answer
60	9/13/18	Will there need to be a completely redundant site for this project?	See section 2.4, Solution Requirements (b) for a detailed description of the redundant site in this RFQ.
61	9/13/18	What is the capacity requirements for the VDI images? Master Image, Master Replica, Master Log Size of each User	The Vendor's response shall include options with a recommendation for determining capacity requirements.
62	9/13/18	What are your requirements for each desktop VM to be deployed? vCPU, RAM and Image Size for each Windows 10 and Windows 7	The Department's current standard for physical desktops is Intel Core i5-6500 (QC/6MB/4T/3.2GHz/65W), and 8GB 2400MHz DDR4 Memory. The Vendor's response shall include options with a recommendation configuring the virtual desktops with equivalent performance.
63	9/13/18	Will there be any users that require GPU enablement? If so, how many?	Currently, training videos are deployed with YouTube and a limited number of users will connect to GoToMeeting meetings. The Vendor's response shall include options with a recommendation for handling video streaming needs.
64	9/13/18	Do any of the Applications that will be virtualized conflict with each other?	The Department is not aware of application conflicts on current physical desktops using the suite of applications named in section 2.4. Solution Requirements (k). The Department has not tested this suite of applications in a virtual desktop.
65	9/13/18	Will the Vendor or The Department be supplying the racks for equipment? If the Department, how many?	The state datacenter shall provide a rack; the Vendor's response shall include the price for associated rails and other mounting hardware.
66	9/13/18	Are you interested in Instant Clones?	Yes. The Vendor's response shall include options and recommendations for handling instant clones.
67	9/13/18	Are vendors allowed to take exceptions to the requirements and/or the terms & conditions?	No, though the Vendor may propose modifications to any terms and conditions for the Department's consideration. Vendors submitting a response should be prepared to accept the terms and conditions set forth within this RFQ document.
68	9/13/18	Would the department consider operating expenditure models?	The Department will not consider operating expenditure models at this time.

Question Number	Date Received	Question	Answer
69	9/13/18	<p>The Department intends to award one (1) statewide Contract, to a single Vendor, for the provision of services. However, the Department reserves the right to purchase hardware and/or software from separate Vendor(s).</p> <p>If the selected vendor is held responsible for a turn-key solution and the department awards the HW/SW to multiple vendors, how will the selected vendor be held responsible for any impacts on implementation timelines because of HW/SW fulfilled from another vendor?</p>	<p>The Department intends to award a statewide Contract for the provision of services. The awarded Vendor shall not be held responsible for implementation delays caused by the Department and/or other Vendors.</p>
70	9/13/18	<p>1.2 Service Implementation;</p> <p>2.10.2. Performance Measure #2</p> <p>In section 1.2 Dec 1, 2018 through May 31st 2019 is referenced.</p> <p>In section 2.10.2 “The Vendor’s Virtual Desktop Infrastructure (VDI) Platform shall be configured and fully implemented within four (4) months from the date of Contract execution.”</p> <p>Can you provide clarification around service implementation dates?</p>	<p>See Addendum #001, Change No.1.</p>

Question Number	Date Received	Question	Answer
71	9/13/18	<p>2.4 Solution Requirements:</p> <p>The solution shall be configured to use no more than 125 Kbps per user</p> <p>Our team noted several locations that exceed the user count per 125 Kbps max:</p> <p>Baker CI (124 Users) – 15Mbps Hardee CI (126 Users) – 15Mbps Martin CI (126 Users) – 15Mbps</p> <p>Can the department clarify if they will allow these exceptions or add bandwidth?</p>	<p>The Department shall be responsible for provisioning adequate bandwidth for each location.</p>
72	9/13/18	<p>Page 7, Section 1.4 Contract Renewal - If the State renews the Contract resulting from this RFP, does it intend to do so on annual basis or for a longer term than one year at a time for the renewal, (i.e. a one-time renewal for five years)?</p>	<p>The Department may elect to renew the contract resulting from this RFQ for up to five (5) years. This may be accomplished in one (1) five (5)-year renewal, annual one (1)-year renewals, or a combination of multi-year renewals up to five (5) years.</p>
73	9/13/18	<p>Is the Department expecting itemized responses to all of the sections in Section 2 or only Section 2.3?</p>	<p>Yes. See section 2, Scope of Work and section 3, Contents of Quote Response for requirements of this RFQ.</p>
74	9/13/18	<p>What ongoing support is expected from the Vendor after the turnover? What is expected for post-implementation support?</p>	<p>See section 2.4.2, Technical Support Requirements for a detailed description of work required of the Vendor.</p>

Question Number	Date Received	Question	Answer
75	9/13/18	How will Q&A responses be distributed? Will Vendors receive the Q&A from all Vendors?	Questions and answers will be posted publicly on the Vendor Bid System (VBS) for viewing by all interested stakeholders.
76	9/13/18	Please confirm the RFQ due date. The RFQ states October 2 and myflorida.com states October 10.	According to Section 1.5 Instructions to Respondents: All responses to this RFQ should be sent to purchasing@fdc.myflorida.com by 5:00 p.m., Eastern Time, on October 2, 2018.
77	9/13/18	The Price Sheet references a HW and SW maintenance table and a Consulting Services and Recurring Support Services table? Please provide these tables.	The Vendor's response shall include a proposed price sheet containing the requirements of section 3.5, Price Sheet.
78	9/13/18	Desktop Assessment of present Desktop environment, has this been completed/conducted, to understand if the Desktop environment (resource consumption, applications, network bandwidth) are all conducive for VDI, if this has been conducted could the report be shared?	See answers to questions #49 and #50. A sample assessment was conducted some time ago and is not currently available. The Vendor's response shall include a process for collecting all information required to properly deploy the VDI Platform and meet the requirements of this RFQ.
79	9/13/18	Has the end-user experience been defined - boot time, application load time etc. if so, could this be shared?	The requested information is not available at this time.
80	9/13/18	Have success criteria been defined, if this has been, could it be shared?	Success is defined as the completion of requirements of this RFQ. Further criteria may be developed based on the Vendor's proposed solution.
81	9/13/18	What are the business drivers for VDI RFP - Strategic, impending EOL of hardware/software and/or cost saving?	The business requirement is to consolidate desktop deployment and management; and, standardize the end-user experience.

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82	9/13/18	Have the use cases for VDI been defined?	Each end-user is performing standardized tasks limited to the suite of applications set forth in section 2.4. Solution Requirements (k).
83	9/13/18	Have the user types been defined, an example - Knowledge worker, Task Worker etc.	Please see the answer to Question #31 in Addendum 001.
84	9/13/18	The applications that have been defined within the RFP, have they been validated to work within a VDI environment?	No.
85	9/13/18	Is there any audio/video requirement to be used within the VDI environment?	Please see the answer to Question #63.
86	9/13/18	<p>Who is responsible for user profile management?</p> <p>Will the user profile and user data be stored on storage that the Vendor provides? Or, will it be stored on storage that the Department provides and the Vendor just points to? If the Department wants the Vendor to provide the storage, we need to know "how much storage per user".</p>	The user provide and user data shall be stored on Department servers at the state data center. The Vendor shall provide options and a recommendation for the best method to handle profile management and redirecting links.

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87	9/13/18	<p>Which hypervisors are currently being supported internally Infrastructure, versions? (VMWare, Citrix, HyperV, etc.)</p> <ul style="list-style-type: none"> ○ For each hypervisor currently being supported, is there a plan to continue support? ○ What Hypervisor licensing has or does the customer procure? ○ Where does Department procure Licensing? 	<p>The Department does not have a hypervisor solution in production at this time. The Vendor's response shall include options with a recommendation to handle each requirement of the VDI Platform.</p> <p>The Department procures license products from various sources pursuant to Section 2087.057, Florida Statutes.</p>
88	9/13/18	<p>Who is expected to support environment after the term of this contract? (AST, Corrections)</p>	<p>The Department and AST shall each be responsible for different components of support. The Vendor's technical support shall respond to either agency, as set forth in section 2.4.2. Technical Support Requirements.</p>
89	9/13/18	<p>Is the expectation that the Department will be responsible for the Level 1 support the VDI environment with the Vendor providing only an escalation point?</p>	<p>The Department shall support the end-users and the Vendor shall support the Department as set forth in section 2.4.2. Technical Support Requirements.</p>
90	9/13/18	<p>Are there OS requirements for the Department to manage the end points? (such as Windows/Linux/ other)</p>	<p>There are no OS end-point requirements for the Department to manage.</p>

Question Number	Date Received	Question	Answer
91	9/13/18	<p>The customer wishes to re-use desktop endpoints running Windows 7:</p> <ul style="list-style-type: none"> ○ Who will be managing the Windows 7 endpoints? ○ How will the Windows 7 endpoints be managed, using what technology? ○ Who will be procuring or managing the existing licenses for the Windows 7 endpoints? ○ Who will be patching the Windows 7 endpoints? ○ How will the Windows 7 endpoints be patched, using what technology? ○ What else is intended to run on the Windows 7 endpoints? ○ Will users be allowed to or enabled too install applications on the Windows 7 endpoints? ○ Are the Windows 7 endpoints shared or dedicated hardware for users? 	<p>The Department does not have a requirement to maintain Windows 7 on the endpoints. The Vendor's response shall include an expert recommendation for re-purposing the existing desktops as thin client endpoints.</p>
92	9/13/18	<p>Why are 3 VDI master images required? What is different on each image</p> <ul style="list-style-type: none"> ○ Will users be allowed to or enabled too install applications on the Windows 10 VDI? 	<p>The Department anticipates that three (3) images would be appropriate; however, the design and deployment of the VDI Platform will depend on options and recommendations provided by the Vendor.</p>

Question Number	Date Received	Question	Answer
93	9/13/18	What forms of authentication are required for the end-users: <ul style="list-style-type: none"> ○ Internal network access e.g. Active Directory only ○ External network access e.g. Multi factor Authentication (MFA) 	The Department intends for the initial deployment to be limited to internal network access; however, the VDI Platform shall be capable of supporting Multi-Factor Authentication in the future. The Department currently uses Entrust IdentityGuard in conjunction with its virtual private network (VPN) solution for remote network access.
94	9/13/18	Is there an expectation that vendor create/ manage Active directory GPOs including problems and its use.	The Vendor shall provide options and a recommendation for applicable use of group policy on the VDI Platform.
95	9/13/18	Who is responsible for remediating problems created by GPOs. Both Infrastructure and VDI systems.	The Vendor is responsible for deploying the VDI Platform including successful integration with the Department's existing Active Directory and network infrastructure.
96	9/13/18	What external forms of authentication do you make use of today e.g. Azure, Ping, OKTA?	The Department uses Centrify as an identity and access management provider.
97	9/13/18	Does there need to be a consistent experience across multiple devices - Desktop, Tablet, Phone?	Yes. The Department expects a consistent experience across multiple devices including desktop, tablet, phone, etc.

Question Number	Date Received	Question	Answer
98	9/13/18	<p>What is the makeup of the network, where the infrastructure will reside:</p> <ul style="list-style-type: none"> ○ How many DMZ(s)? ○ Are there firewall services between the internet and DMZ and if so what are they? ○ Are there firewall services between the DMZ(s) and the internal network and if so what are they? ○ Is there any load balancing technology, if so, where does it reside, what is it and how many of? ○ Are there any reverse proxy services that would be required to be leveraged for outgoing connections? 	Please see the answer to Question #93.
99	9/13/18	<p>Change control questions</p> <ul style="list-style-type: none"> ○ What is the change control SLA for Security, Active Directory, Networking, datacentre, etc.? ○ Change control requirements? <ul style="list-style-type: none"> ○ Escalation process? 	The Department follows standard change control management practices, including weekly meetings and emergency procedures for urgent changes. Non-emergency changes must account for operation security needs at individual institutions. The Department shall work with the Vendor to minimize impact of the change management process on the implementation schedule.