

## ADDENDUM #001

**Solicitation Number:** FDC RFQ-19-014  
**Solicitation Title:** Virtual Desktop Infrastructure (VDI) Platform  
**Addendum Number:** 001

**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.

### **Change No. 1:**

A change to Section 2.10, Performance Measures and Performance Monitoring:

- 2.10 The Department desires to contract with a Vendor who clearly demonstrates its willingness to be held accountable for the achievement of certain performance measures in successfully delivering services under any Contract resulting from this RFQ. Therefore, the Department has developed the following Performance Measures which shall be used to measure the awarded Vendor's performance and delivery of services.

Listed below are the key Performance Expectations, Measures, and Financial Consequences deemed most crucial to the success of the overall desired service delivery. The Vendor shall ensure that the stated performance expectations and standards (level of achievement) are met.

#### **2.10.1 Performance Measure #1 – Availability**

- Expectation:** The Vendor's Virtual Desktop Infrastructure (VDI) Platform shall be configured to support high availability with an uptime equivalent to the uptime set forth in the Vendor's response, once fully implemented.
- Measure:** Availability will be measured pursuant to the plan provided in the Vendor's response, and monitored monthly following the date of implementation.
- Financial Consequence:** The Department will impose financial consequences in the amount of \$1,000.00 for each tenth of a percentage point less than the expectation of availability during a single month.

## 2.10.2 Performance Measure #2 – Implementation

**Expectation:** The Vendor's Virtual Desktop Infrastructure (VDI) Platform shall be configured and fully implemented by **May 31, 2019**. ~~within four (4) months from the date of Contract execution.~~

**Measure:** Time will be reviewed between the date of Contract execution and the day that full implementation is completed.

**Financial**

**Consequence:** The Department will impose financial consequences in the amount of \$1,000.00 per calendar day that the VDI Platform is not fully implemented, as required, by May 31, 2019.

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**Inquiries Received as of 9/12/2018**  
**FDC RFQ-19-014**  
**Virtual Desktop Infrastructure (VDI) Platform**

<b>Question Number</b>	<b>Date Received</b>	<b>Question</b>	<b>Answer</b>
1	8/31/18	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Any company that meets the requirements of this RFQ may respond.
2	8/31/18	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	See section 2.3, Vendor Requirements, for a detailed description of the on-site work required of the Vendor.
3	8/31/18	Whether we need to come over there for meetings?	Yes, the Department anticipates a significant amount of on-site interaction during meetings and implementation planning.
4	9/4/18	Is the intent of the Alternate Contracting Source (ACS) for FDC to only accept Florida based GSA Schedule 70 vendor responses?	The intent is to accept qualified, cooperative purchasing Vendors on GSA Schedule 70 using the DMS-approved Alternate Contract Source (ACS) 252-GSA.
5	9/4/18	Will FDC consider responses from Florida Small business Certified companies capable of providing a solution but not on GSA Schedule 70?	The intent is to accept qualified, cooperative purchasing Vendors on GSA Schedule 70 using the DMS-approved Alternate Contract Source (ACS) 252-GSA. The Department encourages your company's submission for consideration.
6	9/4/18	Will answers be provided for the previous Q&A session.	FDC RFP-19-011 was cancelled by the Department. Previous questions and answers will not be addressed. Please submit any questions to <a href="mailto:purchasing@fdc.myflorida.com">purchasing@fdc.myflorida.com</a> and they will be addressed as soon as possible.
7	9/4/18	If no to question 3, will a new Q&A be allowed.	Please see the answer to Question #6.

Question Number	Date Received	Question	Answer
8	8/31/18	<p>I see it shows you want to use GSA for this but I know you typically use NASPO as the preferred contract engine.</p> <p>Can you let me know if that is correct so we can work to respond quickly?</p>	<p>The intent is to accept qualified, cooperative purchasing Vendors on GSA Schedule 70 using the DMS-approved Alternate Contract Source (ACS) 252-GSA. We will consider vendor responses, meeting the Department's requirements, under other DMS-approved Alternate Contract Sources; however, our research showed that Contract 252-GSA allowed the most competition and included hardware, software, and professional services.</p>
9	8/30/18	<p>This RFQ specifically mentions GSA Schedule 70 and not State NASPO contract, Would this preclude us from responding and be considered if we respond under NASPO ValuePoint Master Agreement number (MNNVP-134) and the State of Florida Participating Addendum number (43211500-WSCA-15-ACS)</p>	<p>Please see the answer to Question #8.</p>
10	9/4/18	<p>Was <u>FDC RFP-19-011</u> cancelled? And is <u>FDC RFQ-19-014</u> the reissue? If so, are you able to say why was the first RFQ cancelled?</p>	<p>In the best interest of the Department, FDC RFP-19-011 was cancelled. We are re-procuring these goods/services through the DMS-approved ACS 252-GSA. The use of the ACS provides efficiencies to the Department to ensure we are able to implement this project within this fiscal year.</p>
11	9/5/18	<p>I am having trouble determining whether this new posting is a new RFP entirely, or just a due date extension?</p>	<p>Please see the answer to Question #10.</p>
12	9/5/18	<p>We've been reviewing this RFQ and we have a question to ask. We have a GSA Schedule 70 contract 511T, would you allow us to respond to the RFP with this contract instead of 252? I'm certain we can provide a more cost-effective solution than other vendors if you will allow it.</p>	<p>The intent is to accept qualified, cooperative purchasing Vendors on GSA Schedule 70 using DMS-approved Alternate Contract Source (ACS) 252-GSA. This ACS allows the Department to utilize GSA Schedule 70. The Department encourages your company submission for consideration.</p>

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13	9/7/18	Please clarify timelines, as the RFQ states there is a four-month implementation window and then later references May 31, 2019 as the implementation deadline.	<p>Please see the following Sections and Change No.1 of this Addendum:</p> <p>1.2, Service Implementation. The Vendor must have the capacity to begin service delivery, as described in this RFQ, no later than December 1, 2018. The solution must be fully implemented by May 31, 2019.</p> <p>2.10.2, Performance Measure #2 - Implementation. The Department will impose financial consequences in the amount of \$1,000.00 per calendar day that the VDI Platform is not fully implemented, as required, by May 31, 2019.</p>
14	9/7/18	Would the state consider a cloud-based solution for hosting or managing the VDI solution?	The Department has requested a premise-based platform co-located in the state datacenter to comply with the Criminal Justice Information Security Policy.
15	9/7/18	Will the state consider alternate licensing models? For example, subscription services?	The Department will consider alternate licensing models.
16	9/7/18	Will there be travel to separate locations required for the implementation or sustainment services?	See the answer to Question #3.
17	9/7/18	Is the contract duration a full five years or one base year with plus four option years?	Currently, the Department anticipates awarding a contract with a base-term of five (5) years, with five (5) optional renewal years, contingent upon annual appropriation by the Legislature.
18	9/7/18	What does the Department's current primary server and storage hardware consist of?	The Department utilizes the datacenter services provided by the Agency for State Technology (AST) at the Southwood Shared Resource Center.
19	9/7/18	What responsibilities and duties will Department of Corrections employees be handling in the management and implementation of this solution? Please specifically define.	See section 2.2. Department Responsibilities. The Vendor shall perform all other tasks necessary to complete the requirements of this RFQ. The Vendor shall describe in its response any required tasks that it is not capable of performing.

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20	9/7/18	What is the anticipated contract award date?	The Department expects the Contract award to occur prior to December 1, 2018.
21	9/7/18	The vendor requirements refer to a “pilot phase” for four sites with up to 100 users. Is this pilot phase intended to be completed within the full implementation with a May 31, 2019 deadline?	The pilot must be completed during the initial four (4) month timeframe.
22	9/7/18	Can the Department clarify the reference to the DMS-approved Alternate Contract Source (ACS) 252-GSA? Are bidders expected to provide the WIN10 licenses as part of the VDI solution?	Pursuant to Section 287.056, Florida Statutes, the Department will purchase Microsoft licenses from state term contract 43230000-15-02. The Vendor shall itemize the part numbers and quantities of each Microsoft license required for the VDI Platform.
23	9/7/18	Is the vendor expected to perform delivery, installation, and configuration of the 7000 thin client endpoints or will this work be performed by Department personnel?	The Department shall perform all on-site work required for endpoint configuration following the initial pilot and testing.
24	9/7/18	Can the Department identify the third-party management tools in use today?	The requested information is not available at this time.
25	9/7/18	Are responses being limited to only one ACS option, the GSA Schedule? We have another ACS agreement, 43210000-US-16-ACS, which many agencies including DOC use. A total VDI solution you seek which includes hardware, software and services is available.	Please see the answer to Question #8.
26	9/10/18	Do you have or know of any end user accessed cloud applications or SaaS applications outside of Office 365?	Other cloud services will be accessed through the VDI Platform using a browser.
27	9/10/18	Do you have any graphically intensive application as a requirement for the VDI Desktops?	No, the Department does not graphical intensive application at this time. However, the solution must be capable of scaling in the future to handle the increased graphical load.

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28	9/10/18	Do you have any workstation that are running multiple monitors or 4k+?	Several endpoints have dual monitors, but are not ultra-high definition.
29	9/10/18	Are there any direct connect peripherals that would be in scope for this?	See section 2.4. Solution Requirements, paragraph (l), for a detailed description of the FDC Hardware Integration devices.
30	9/10/18	Do you plan to implement the following yes/no? a. Pooled desktop – How many? b. Pooled with personal vDisk - What size per disk per user? c. Dedicated desktop – How many? What size disk per user? d. Existing Desktops e. Physical machines f. Streamed	The Department expects the Vendor to analyze the FDC environment, discuss options with FDC, and provide a recommendation for how to best deploy the VDI Platform.
31	9/10/18	What types of workloads will be running on the desktops? E.g. task worker, knowledge worker, power users? What are the percentages between those workloads?	The VDI Platform is expected to handle 7,000 concurrent devices, which is approximately half of FDC's endpoint users. Power users will not be selected as candidates for this project. The majority of candidates will be task workers. The Vendor should clarify in its proposal the capabilities of the VDI Platform and provide recommendations to FDC.
32	9/10/18	Do you have any GPU requirements?	Please see the answer to Question #27.
33	9/10/18	Are there any voice components to the desktop such as skype, cisco, GoToMeeting or WebEx we need to take into consideration?	Yes. The Vendor's response shall include options and recommendations to desktop voice components.
34	9/10/18	What is the latency between those data centers?	A single data center will be utilized.

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35	9/10/18	What latency do you typically see from your end users?	Latency is not expected to exceed the requirement in paragraph (h) of section 2.4. Solution Requirements.
36	9/10/18	Do you run Microsoft Active Directory? If so what version?	The Active Directory functional level is 10.0.16299.2.
37	9/10/18	How do you handle printing in the environment?	The Department has a mix of print server queues, direct TCP/IP printing, and local printing. The Vendor's response shall include options and a recommendation for handling printing from the VDI Platform.
38	9/10/18	How is user data handled (redirected, mapped drives, etc.)?	Mapped drives are used for data storage, including a redirected My Documents folder. The Vendor's response shall include options and a recommendation for handling other folder redirection, as may be required for the VDI Platform performance.
39	9/10/18	How many Gold Images to you use in your environment today? What size golden image?	See section 2.3. Vendor Requirements, paragraph (a), for golden image requirements.
40	9/10/18	Per section 2.7.1: Do you have any additional information on the thumb drives and USB secure hard drives with encryption? Please provide the specific models, what type of encryption and encryption patterns.	Please see the answer to Question #29.
41	9/10/18	Per section 2.8.1.B: Is this related to logging in and out or tracking all information? Please specify what needs to be included.	Section 2.8.1.B does not exist in this RFQ.
42	9/10/18	Per section 2.8.1.D: How long does the session data need to be maintained?	Section 2.8.1.D does not exist in this RFQ.
43	9/10/18	Are there any virtual servers at the remote locations that can be used to add WAN optimization software?	See section 2.1. Scope of Services, paragraph three: No server hardware shall be required at remote sites.



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44	9/10/18	Is there a FIPS requirement for the application delivery controllers?	Yes, FIPS 140-2 is a requirement for application delivery controllers.
45	9/10/18	How many people will be accessing the platform on any given shift?	Approximately 7,000 people will be accessing the platform on any given shift.
46	9/10/18	Are you willing to look at another integrated solution to handle VDI users data other than Microsoft shares?	The Department is willing to look at another integrated solution to handle VDI users data other than Microsoft shares provided the end user experience is equivalent.
47	9/10/18	2.7.1 bullet 1: Calls for no single point of failure and 99.999% service availability 24x7x365. Although the solution will be implemented in a single data center, are you looking for options for DR or high availability across another data center for this solution?	This RFQ does not include a requirement of 99.999% service availability.