

ADDENDUM #004

Solicitation Number: FDC RFQ-19-014

Solicitation Title: Virtual Desktop Infrastructure (VDI) Platform

Addendum Number: 004

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.

This Addendum also includes the following revision:

Change No. 1:

Attachment V – Reference Questionnaire, is replaced in its entirety and attached hereto.

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Inquiries Received as of 9/25/2018
FDC RFQ-19-014
Virtual Desktop Infrastructure (VDI) Platform

| Question Number | Date Received | Question | Answer |
|-----------------|---------------|--|--|
| 100 | 9/14/18 | The bid requires the Vendor execute a HIPAA Business Associate Agreement under Section 2.12. Will there be any access to patient health information? If the scope of this opportunity includes patient health information being transmitted to and hosted by a service provider, would the Department agree to execute a BAA directly with the hosting company? As the prime bidder, we do not host or have access to this data; it is a third party | As the implementer and technical support provider the awarded Vendor may have access at times to the information covered under section 2.12 and the Business Associate Agreement is a requirement. |
| 101 | 9/14/18 | Will the pilot will be deployed on proposed production infrastructure or existing hardware? | The Department does not have existing hardware available for this project. |
| 102 | 9/14/18 | The solution shall be designed for high availability with redundancy limited to a single site. No fail-over site for high availability?" | Correct |
| 103 | 9/14/18 | Is Attachment V applicable to this RFQ? | See Change No.1 |

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|-----------------|---------------|--|---|
| 104 | 9/18/18 | <p>2.10.2The 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> <p>Will FL DOC have their own an internal assigned Project Manager that will work with vendor project manager for this project? What controls/provisions are in place internal @ Department of Corrections so that constraints don't delay the implementation beyond the May 31st due date?</p> | <p>See Addendum 001, Change No.1</p> <p>The Department shall assign a Project Manager for Vendor oversight.</p> |
| 105 | 9/18/18 | <p>How many FTE's (full time or part time) @ Department of Corrections will be assigned to the task of data migration and this project in general. How many full or part time engineers or administrators employed by FDC will be assigned to the task of data migrations outlined in rfp and also assigned to this project to work with the vendor.</p> | <p>The proposed vendor solution should include a recommendation on resources needed from the Department. Once a solution is selected and accepted by the Department, resource assignment will be completed. The Department shall assign sufficient resources to complete the tasks set forth in section 2.2, Department Responsibilities.</p> |
| 106 | 9/18/18 | <p>2.4, I, viii Mainframe printing (Custom internal application: "save-a-tree"). Please describe this customer internal app and What protocol or has is connectivity established for mainframe printing</p> | <p>The save-a-tree application receives batch output from the mainframe and calls an open source program called REDMON to redirect the output to a user's file share on their local network. The user then prints the pages to a local printer. Authentication for the save-a-tree process is obtained through a call to Active Directory. The JavaScript running on the mainframe invokes the REDMON open source code. Additionally, a Microsoft SQL 2012 database is called to link the designated file location for each user. REDMON is installed on each field server.</p> |

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| 107 | 9/18/18 | <p>2.9.1 Program Invoice and Monthly Summary Reports Is FL DOC expecting to be billed monthly on all project related HW,SW and Services for the entire 5 year contract?</p> | <p>The Department shall pay for hardware, perpetual software, and implementation services upon completion of the deployment and after written acceptance by the Department. The Department shall pay for subscription software, software maintenance, hardware maintenance and post-implementation support services annually upon delivery. If the Vendor has an alternative compensation method, it should be included in the Vendor's proposal along with the reasons for the requested change.</p> |
| 108 | 9/18/18 | <p>2 The existing virtual infrastructure and hardware resources of the State datacenter shall not be utilized in this solution. The Vendor's response shall include all server hardware and software required to meet the requirements of this RFQ.</p> <p>Are we to provide core network switching/routing or just Top of Rack switches for connectivity to existing core. If we will use existing core, please explain connectivity requirements.</p> | <p>The state datacenter shall provide the networking equipment required for each network interface of the VDI Platform.</p> |

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| 109 | 9/18/18 | <p>2.15. Financial Specifications</p> <p>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.</p> <p>** Network transport and electrical power will not be a factor in calculation of high availability</p> <p>The solution must be fully implemented by May 31, 2019.</p> <p>Page 10: 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>If contracted is executed on Dec 1st (as stated in section 1.2), it will be 6 months until May 31st. Will the awarded vendor have 4 months or until May 31st to implement before penalties are assessed</p> | See Addendum 001, Change No.1. |
| 110 | 9/18/18 | Does this include the migration of all 18000 user profiles? - OR – 7000 users | This is dependent on the design. The Vendor's response shall include options with a recommendation for the best method to handle user profile strategy. |
| 111 | 9/18/18 | Is there a project requirement or preference for either VMWare or Citrix for this initiative? | No. |
| 112 | 9/18/18 | Are all users the same config? What are the vCPU, RAM, storage, IO requirements per desktop/location? | See Addendum 002, question #62 for answer. |

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| 113 | 9/18/18 | RTO and RPO for the environment No specifications for backups or recovery is there a product currently in use or an internal DOC requirement for a product to be included with the solution to cover RTO/RPO objectives. | Currently, the Department does not have a solution in place for systems other than the mainframe. |
| 114 | 9/18/18 | Estimated initial capacity requirements and YoY Growth %. I would like to know what current usable disk capacity requirements are in MB or GBs, for the solution. Also are there any Year over Year growth expectations so that we could factor in growth | Disk space shall not be allocated to the VDI Platform until a solution is recommended and accepted by the Department. The Department purchases disk space from the state datacenter as needed. |
| 115 | 9/18/18 | Page 4 - section 2.1: Will the end user data that is to be migrated from the remote locations to the datacenter reside on existing Department of Corrections storage or will it reside on the VDI platform itself? If it is to reside on the VDI platform, how much data per 18000 users should the solution be sized for? | The end user data will reside on existing file shares at the state datacenter. |
| 116 | 9/18/18 | Confirm what OS existing client devices are using (Win7 or Win10) If Win7, who will be responsible user profile migrations (we know DoC will do data migrations). | The existing operating system on end-points is primarily Windows 7. See Addendum 002, question #91 for answer. |
| 117 | 9/18/18 | ATTACHMENT I – Department Enterprise Locations Can you please confirm bandwidth counts specified in “MFN Circuit” column speeds. i.e. Mbps, Gbps.. | Confirmed |
| 118 | 9/18/18 | Would you allow us to submit an alternative solution? | The Vendor may propose any solution that meets the requirements of the RFQ. |

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| 119 | 9/19/18 | Would consideration be given to a company who is not on the GSA Schedule 70 but has partnerships with vendors who are? If so, would the GSA vendor be the one who would have to respond to the RFQ? | Yes, a GSA Schedule 70 vendor would need to be the prime contractor. Any proposed subcontractors should be included in the Vendor's response. |
| 120 | 9/20/18 | Can you please clarify the state data center hosting the solution? | A hosted solution does not exist today. The turn-key VDI Platform shall be collocated in the state datacenter. |
| 121 | 9/20/18 | With a 5-year base and a 5-year contract renewal option, how does the State plan on addressing a reseller's GSA schedule (or GSA Contractor Teaming Agreement) potentially expiring prior to the 5 year base or 5 year renewal? | The Department can review unique contractual concerns submitted with a Vendor's response and provide specific feedback. This will not impact a Vendor's consideration for award. |
| 122 | 9/20/18 | Axom Body Camera – How is data transferred today from the camera (via what mechanism, BlueTooth, USB, etc)? | The cameras are placed in a USB docking station with client software that uploads data to a third-party vendor. The VDI Platform shall support future use of this application, but the docking stations shall not be included in the initial deployment of the VDI Platform. |
| 123 | 9/20/18 | Mainframe printing (Custom internal application: "save-a-tree"). – How does this app work? Does it install to Windows? | See answer to question #106. |
| 124 | 9/20/18 | <p>2.1 paragraph two states The Co-location shall include floor space, Ethernet connectivity, and electrical power.</p> <p>Does this mean the solution should include racks and network switches?</p> | See Addendum 002 for answer to question #65, and/or see answer to question #108. |
| 125 | 9/20/18 | <p>2.1 paragraph two states The Co-location shall include floor space, Ethernet connectivity, and electrical power.</p> <p>Can the State DC support Multiple 10G or 40G uplinks?</p> | Yes. |

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| 126 | 9/25/18 | The bid requires the Vendor execute a HIPAA Business Associate Agreement under Section 2.12. Will there be any access to patient health information? If the scope of this opportunity includes patient health information being transmitted to and hosted by a service provider, would the Department agree to execute a BAA directly with the hosting company? | See answer to question #100. |
| 127 | 9/24/18 | <p>Our alternative solution has been implemented in many State Department of Corrections already and is something that was submitted to Don while he was with the Department. Our solution is alternative only because it doesn't exactly meet the "Windows 10" requirement but looks, feels and functions like a Windows 10 so users don't see any difference. Our alternative solution dramatically decreases costs vs if we were to meet that requirement.</p> <p>We just need to be told in writing that we are "allowed" to submit an alternative solution so that our executive team will allow us to respond.</p> | See answer to question #118. |
| 128 | 9/26/18 | The GSA agreement has "Open Market" provisions (shown below). Any non-IBM product we would propose is a "non-Schedule" item for IBM. Through this language IBM could provide non-IBM products in its bid, at or below GSA pricing, to ensure a competitive price was obtained by FDC. | The Department will consider Vendor responses, meeting the Department's requirements outlined in the RFQ as their GSA status. The Department will also accept Open Market items. |

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| 48 | 9/12/18 | Section 2.1.1 of the RFQ states the solution "... shall be hosted centrally in the state datacenter." NWRDC is part of the state data center system, but not part of AST. As AST is not specifically mentioned in the RFQ, we assume that NWRDC is an allowable space to host the requested solution. | The Department will use the Southwood Shared Resource Center for co-location of this VDI Platform. |

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**ATTACHMENT V - REFERENCE QUESTIONNAIRE
FDC RFQ-19-014**

This form will be completed by the Department utilizing the information provided on Attachment IV.

**THIS BUSINESS/CORPORATE
REFERENCE IS FOR:
NAME OF PERSON PROVIDING
REFERENCE:
TITLE OF PERSON PROVIDING
REFERENCE:
FIRM OR BUSINESS
NAME:**

TELEPHONE NUMBER:

**EMAIL
ADDRESS:**

1. How would you describe your relationship to this business/corporate entity? (e.g. Customer, Subcontractor, Employee, Contract Manager, Friend, or Acquaintance)

2. A. If a Customer, please specifically describe the primary type of **virtual infrastructure desktop** ~~licensed substance use disorder treatment program~~ services, or other similar services, this entity provided to you.

B. Generally describe the geographic area where services were provided (number of counties served, section of the state, etc.).

C. What was the estimated population of clients served?

3. Did this entity act as a primary provider, or as a subcontractor? If a subcontractor, to whom? Please specifically describe the type of service that was provided by the entity for which this reference is being provided.

4. Can you identify the number of years that this entity has provided **virtual infrastructure desktop** licensed substance use disorder treatment services, or other similar services? Please provide dates to the best of your knowledge.

5. To your knowledge, did this entity perform or provide complete services, or was any portion of the services subcontracted out?

6. How many years have you done business with this business entity?

 Please Provide Dates:

7. Do you have a vested interest in this business/corporate entity? If yes, what is that interest? (i.e. employee, subcontractor, stockholder, etc.).

8. Have you experienced any problems with this business/corporate entity? If so, please state what the problem is/was and how it was resolved.

9. Would you conduct business with this business/corporate entity again? If no, please state the reason.

10. Are there any additional comments you would like to make about this business entity? Use back of form if necessary.

VERIFIED BY/DATE: