

REQUEST FOR PROPOSAL #2019-040
Higher Education Managed End-User Computing Services and Equipment
RESPONSE ADDENDUM #03
March 25, 2019

CLARIFICATIONS

1. Can the proposal due date be extended by two weeks? **Submission deadline is extended to April 9, 2019 at 11:59 p.m. EST.**

2. The following provides clarification to Section 2.1.2.3. The evaluation will include Appendix F & G)

2.1.2.3. References and Organization, Organization and Management Capacity, Organization Resources and Staffing Flexibility, Staff Augmentation, Shared Governance Model, Subcontractors, Financial Stability (**Appendix F&G**)

The evaluation team will use a consensus approach to evaluate and assign evaluation points. Reference checks will be performed on the top Respondent(s) only as determined by consensus scoring in the other categories.

3. The following provides clarification to Section 2.1.1. to evaluation appendices references as noted with the blue text below.

Evaluation Appendices	Category	Points
Appendix C	Cost Evaluation	20
Appendix D & E	Master Agreement	10
Appendix F & G	References and Organization, Organization and Management Capacity, Organization Resources and Staffing Flexibility, Staff Augmentation, Shared Governance Model, Subcontractors, Financial Stability	20
Appendix H	Project Governance Mgmt Services, Support / Maintenance / Upgrades, Product Acquisition and Provisioning, and Supplier Catalog	20
Appendix I	Service Level, Support Implementation, Training, and Reporting	20
Appendix L	Information Technology	10
Appendix J	Accessibility	Pass/Fail
Appendix K	Information Technology Security	Pass/Fail
Total Points		100

4. The following questions are **removed** and do not need to be addressed:

APPENDIX L

Evaluation Question(s) – Technical Interface Data Exchange

1. Please indicate your acceptance and compliance with the high-level Interface Data Exchange Requirements outlined above, including your understanding that the Interface Data Exchange may require additional requirements definition and that your proposed solution considers this task and the resulting work in-scope. Indicate any areas of noncompliance or other concerns with these requirements.
2. Although not a requirement of this proposed solution, is there an existing interface with PeopleSoft, or would a custom interface need to be developed?

QUESTIONS

1. Is University proposing that its Campus Computer stores be permitted to resell Respondent's products? If so, resell Respondent's products to what end users?
ANSWER: No, for the purposes of this RFP we are not looking at resale.
2. Technical Interface Data Exchange Requirements – does this include procurement?
ANSWER: See clarification #2 above
3. Evaluation Question(s) – Technical Interface Data Exchange – Question 2 asks about an existing interface with PeopleSoft. What is PeopleSoft used for in this proposed solution?
ANSWER: See clarification #2 above
4. Device with factory service: Imaging
 1. What Tool will be utilized to build the image?
ANSWER: We use SCCM for Windows
 2. If the tool is SCCM, can you share if you built your image in Pre-staged Media or Stand Alone Media?
ANSWER: Neither, we use task sequences to build the image live. We are not currently doing factory imaging.
5. Device with factory services - Self- provisioned:
 - a. Do you plan to use Enterprise Ready or Corporate Ready version of OS (maybe there is no other option?)
ANSWER: Enterprise version of the OS.
 - b. Do you want to control or lock down the version of Win 10 OS? Our policy is to move to the new version within 180 days of the MS Announcement, otherwise will require a custom Image.

ANSWER: UMS uses semi-annual channel for feature updates of Enterprise 64-bit Windows 10.

- c. Do you want base applications loaded?

ANSWER: Yes, we include them in our image

6. All in One- Do you require speakers in your All in One Device?

ANSWER: Yes

7. What OS is required on your machines?

ANSWER: Currently Windows 10 Enterprise 1803, soon to be 1809. This will change of course during the life of the contract.

8. Do you require keyboard and mouse on the All in One/ desktop/mini/tower configurations?

ANSWER: Yes

9. What type of 2TB HDD do you require on your Tower configuration?

ANSWER: 7200 rpm SATA

10. Do you require for the service provider to deinstall and remove the old device from its location prior to install? If yes do you require hard drive sanitization and recycling?

ANSWER: Yes, in the context of the service option "Device with factory imaged with deployment services", the old device would be removed from its location and likely put in secure storage, by the provider, at the time of new device install. Drive sanitization is required. Recycling with this service option is not required.

11. What ITAM tool do you use? Does the University use Service Now?

ANSWER: SCCM

12. Would you like BIOS Asset Tagging included in your asset tagging price?

ANSWER: We use device serial number as asset identifier. Serial number should be in the BIOS.

13. Do you require that the OEM image the devices or can the devices be imaged with a service provider, partner or reseller?

ANSWER: We have no preference

14. Do you require accidental coverage on your desktop/tower/mini configurations?

ANSWER: No

15. The Tablet Business Class specifications indicate an Apple product. Will you accept an Intel-based comparable table?

ANSWER: Yes

16. We understand that the University of Maine uses Jira for incident management. Does the University of Maine want their service delivery partner to use that system as well or use their own?

ANSWER: For incident management we do not expect the partner to use the UMS incident

management system.

17. Is the University of Maine looking for each campus to have the same service level? For example, how does the University envision remote sites like Presque Isle or Fort Kent to receive these types of service levels? Would the expectation be the same as Augusta, Orono and Portland?

ANSWER: We want all campuses to have substantially similar service levels where possible. However, if the cost of providing similar service levels varies widely by campus, please provide the overall service cost as well as campus specific service costs.

18. Can the University of Maine provide a list of equipment by campus? This will help us determine volume of effort by campus.

ANSWER: Here is the Employee FTE by campus. In addition to employee computers, each campus has a fleet of classroom and lab computers.

UM	11,713
UMA	2,857
UMF	2,055
UMFK	1,034
UMM	582
UMPI	1,001
USM	7,058

19. What Microsoft Subscriptions are you currently licensed for?

ANSWER: Our current Microsoft agreement is for Microsoft 365 A3.

20. Are you using Windows 10 Pro Professional or Enterprise?

ANSWER: Enterprise

21. Would you prefer that end users be given choice between OEM and spec, so long as the services remain the same?

ANSWER: Yes.

22. How long does a typical deployment take?

ANSWER: Typical deployment time can vary greatly based on a user's profile size and file organization, non-standard software needs, network and device connections, and the user's proficiency with technology. With the needs assessment having been already performed, migration tasks identified, device unboxed tagged and imaged, and delivery date coordinated, the typical time to place the computer and consult with the user is between one and two hours.

23. How many deployments take place in one day?

ANSWER: Depends on the number of resources at any given site, infrastructure for imaging, and availability of the customer.

24. Can you provide number of expected deployments by University of Maine Campus per month?

ANSWER: We are unable to provide this as a monthly average as the demand has peaks based on

the academic calendar.

25. Is there any instruction documentation associated with the installation of a new system that can be shared?

ANSWER: We currently have not unified a standard deployment set of documentation for our customers.

26. We understand that all deployments are done during normal working hours (8AM-5PM, M-F)? Please confirm

ANSWER: Correct, Monday-Friday 8am-5pm.

27. How are deployments scheduled?
a. Who is responsible for communicating with the end user?
b. How is the deployment schedule communicated with the service provider?
c. What happens if the end-user isn't ready, isn't present, etc.?

ANSWER:

- a. The deployments would be scheduled by the campus support services group.
b. That would depend on the proposal provided by the service provider. The university does not have a tool place to facilitate this at this time
c. The University would assume the responsibility for the deployment.

28. How much data is typically transferred and what tools are approved within the environment?

- a. Is all the user data in one location on their system?
b. If not, where does the data reside?
c. Could we use the USMT with SCCM for this migration?

ANSWER:

- a. We primarily migrate the customers personality or their profile.
b. The customers profile.
c. USMT would be an acceptable approach.

29. Will there be software installation onsite? If so, what types of software will be installed on-site?

- a. What's the preferred method of installation (app from SCCM, on-line, etc.)?
b. Where will the media be found?
c. Who is responsible for ensuring proper license compliance?

ANSWER:

- A. No preference.
B. The University approved software will be located in a software application catalog.
C. The University is responsible for license compliance.

30. We understand that 'training' for users is really familiarization for the system.

- a. Do you have any type of script for the technicians to follow for this process?

ANSWER: We do not currently and the script will be dependent on the proposed solution.

31. What is the process by which asset recovery is performed?

- a. Does the old device sit in quarantine for some period of time? If so, where?

ANSWER: The University would provide a quarantine location at each site.

b. Is there a device wipe process for the old device? Who provides the tool for that wipe?

ANSWER: The University has been using DBAN as part of its device sanitization process.

c. Do they get staged somewhere and then picked up en masse?

ANSWER: This varies per campus.

32. How many of these types of requests would we expect on an annual basis?

ANSWER: See Appendix C, page 23, "*The University has averaged purchasing of 2,500 desktops and laptops in the range \$4 - \$6 million annually in previous years. However, this amount is estimated. The University reserves the right to buy units above or below the amount(s) estimated.*"

33. What does device support mean in this context?

a. Would this include all forms of IT support including service desk?

ANSWER: Hardware and operating system support along with installation of software from a software catalog.

34. How many of these types of requests would we expect on an annual basis?

ANSWER: See Appendix C, page 23, "*The University has averaged purchasing of 2,500 desktops and laptops in the range \$4 - \$6 million annually in previous years. However, this amount is estimated. The University reserves the right to buy units above or below the amount(s) estimated.*"

35. Can repair services be delivered through a depot solution?

ANSWER: For the purposes of the RFP we are considering onsite repair services.

36. Is the University of Maine already utilizing the InTune and Autopilot solutions? Can we assume that your InTune/Auotpilot environment is already configured and ready to go?

ANSWER: We are not currently leveraging InTune and Autopilot. InTune and Autopilot are not currently configured in production.

37. How many of these types of requests should we expect annually?

ANSWER: See Appendix C, page 23, "*The University has averaged purchasing of 2,500 desktops and laptops in the range \$4 - \$6 million annually in previous years. However, this amount is estimated. The University reserves the right to buy units above or below the amount(s) estimated.*"