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To: All Potential Bidders

From: Pearson Skepnek, State of Iowa Office of the Chief Information Officer

Subject: RFP OCIO18001 Endpoint Device Managed Services

Amendment Two

Question 1 (Q1). One of the devices mentioned that endpoint protection is being sought for, the printers, generally do not have Endpoint Protection installed on them unless some form of that software was integrated into it by the printer manufacturer. So to clarify, are you then seeking something to protect or monitor the network that the printers are on?

Answer 1 (A1). “Endpoint Protection” is not a defined term in the RFP. As with all major security software deployed to monitor and manage Endpoint Devices, the State will license such products through its software reseller and direct the successful contractor to configure endpoint devices to attached to centralized, state-operated security systems. There is no requirement for the contractor to provide third-party security software for printers. The Successful Contractor is required to securely configure and manage all Endpoint Devices (including Printers) at the direction of the State as described in Section 4.1.1.4.

Q2. Appendix E - Will you clarify the unit of measure for columns H-J?

A2. The unit of measure is minutes.

Q3. Appendix E - Is there no further detail available on the type of task or incident (ie., PC warranty repair, software break/fix)?

A3. Correct. The detail provided in Appendix E is all that will be provided for this procurement. The Assignment Group that any given ticket has been assigned to could give you some high-level idea of the type of task or incident. The tasks and everything assigned to “OCIO Service Desk Builds” are generally related to new PC builds and requests for software installation. “OCIO Service Desk Support” tickets are generally related to break/fix issues.

Q4. Please provide detail on the roles of your 20-person support team (how many do field service vs. SCCM vs. whatever)

A4. One person provides PC provisioning services including builds. The rest are generally responsible for onsite and remote support. The support team that manages back end environments like SCCM, Active Directory, and Anti-malware are not included in the count.

Q5. Of the current 20 members of the OCIO’s IT Support team, how many will be retained?

A5. No OCIO employees or contingent workers will continue performing Endpoint Device Management duties after the transition to the successful contractor. The Successful Contractor may offer, optionally, a rebadging program as described in Section 4.3.1 in which current OCIO employees and contingent workers may participate at their discretion.

Q6. Will the Successful Contractor be allowed to recruit the qualified team members who have been released?

A6. Yes. See Section 4.3.1. The Successful contractor may offer, optionally, a rebadging program in which current OCIO employees and contingent workers may participate at their discretion.

Q7. How many devices does the SCCM environment support today?

A7. 3,360

Q8. Is the SCCM environment in a single Active Directory forest/Domain or does it cover multiple forests/domains?

A8. The State of Iowa has multiple forests and domains that are integrated via trusts. The State of Iowa centralized SCCM environment connects to multiple domains within Iowa's central forest.

Q9. How many resources currently support the SCCM environment?

A9. Approximately 2. They are not included in the count of 20 workers supporting the current OCIO Desktop Support service.

Q10. 4.3.2 - What version of SCCM currently deployed?

A10. SCCM 2016

Q11. Please describe the rental program. Will Iowa/OCIO provide the devices and accessories or is the contractor required to supply these? If contract is required, can you provide a requirements list?

A11. The rental program offered by OCIO Desktop Support has been extremely limited and involves providing a moderately equipped laptop for short term (day or half-day) periods. This is not intended to be a widespread or highly used program, but an ad hoc and occasional supplemental initiative for short term and sometimes emergency needs. Providing a rental program is not a mandatory requirement for the successful contractor but a practice the OCIO Desktop Support team has used to meet occasional agency needs.

Q12. What MDM tool is in place today, if any?

A12. The OCIO uses the Google MDM tool that is native in Google Apps for Government and that is the only tool currently used by OCIO Desktop Support customers. There are also Airwatch deployments managed by agencies that do not consume OCIO Desktop Support services at the present time.

Q13. What percentage of the existing fleet supported by OCIO that is still under manufacturers warranty?

A13. See Question 16, below.

Q14. Are the parts for out of warranty repairs to be built into our fixed program pricing?

A14. No. Technical support should be provided for all devices regardless of warranty, but parts and the out of warranty repair would be handled through the hardware reseller and the agency at an additional cost.

Q15. Is there any additional warranty in place for supported mobile devices?

A15. The OCIO does not purchase additional warranty for its smartphones and any warranted repairs will be coordinated through the State's smartphone supplier. Smartphone Resale and Fulfillment is not in the scope of the RFP as described in Section 1.4.2.6.2. Agencies may opt to purchase additional warranty for mobile devices, but any such arrangements would be ad hoc and not standardized. As described in Section 1.4.4.3.2 there is little consistency in the smartphone fleet.

Q16. For the break/fix component, what percentage of the devices listed are still under an active warranty?

A16. There is no comprehensive inventory of Endpoint Devices supported by OCIO and their accompanying warranties. The standard manufacturer's warranty purchased for most PCs is 36 months,

but agencies may purchase different warranty terms at their discretion. The standard lease term is 30 months, but for convenience some agencies choose to extend leases beyond the standard term. Of the total Endpoint Device inventory, OCIO currently leases 928 PCs on behalf of its customers. 288 of the 928 devices leased by OCIO are out of warranty, suggesting they are older than 36 months, but most of those are scheduled for return and replacement over the next 2 months. Refer to Appendices A-C for a representative sample of the current fleet.

Q17. How does the OCIO currently handle Break Fix parts replacements on Out of Warranty devices?

A17. OCIO generally recommends that broken, out-of-warranty Endpoint Devices be replaced with new. When that isn't feasible because of agency budget limitations or other considerations, OCIO will make a commercially reasonable effort to order a broken component from its hardware reseller and replace at an additional cost to the agency.

Q18. 1.4.4.3.2 - What percentage of the PCs are in warranty today?

A18. There is no comprehensive inventory of Endpoint Devices supported by OCIO and their accompanying warranties. The standard manufacturer's warranty purchased for most PCs is 36 months, but agencies may purchase different warranty terms at their discretion. The standard lease term is 30 months, but for convenience some agencies choose to extend leases beyond the standard lease term. Of the total Endpoint Device inventory, OCIO currently leases 928 PCs on behalf of its customers. 288 of the 928 devices leased by OCIO are out of warranty, suggesting they are older than 36 months, but most of those are scheduled for return and replacement over the next 2 months. Refer to Appendices A-C for a representative sample of the current fleet.

Q19. 1.4.4.3.2 - Describe the warranty typically purchased with new hardware

A19. There is no comprehensive inventory of Endpoint Devices supported by OCIO and their accompanying warranties. The standard manufacturer's warranty purchased for most PCs is 36 months, but agencies may purchase different warranty terms at their discretion. The standard lease term is 30 months, but for convenience some agencies choose to extend leases beyond the standard term. Of the total Endpoint Device inventory, OCIO currently leases 928 PCs on behalf of its customers. 288 of the 928 devices leased by OCIO are out of warranty, suggesting they are older than 36 months, but most of those are scheduled for return and replacement over the next 2 months. Refer to Appendices A-C for a representative sample of the current fleet.

Q20. For the blended hourly rate, can contractors break that into individual categories? Some of the roles list can be highly specialized and require a much higher rate than others.

A20. No. Workbook D requires a single, blended hourly rate.

Q21. Will Iowa/OCIO be open to warehousing inventory as part of this (such as laptops/desktops for the purchasing option)?

A21. No.

Q22. Please provide ticket volumes and detail for the help desk.

A22. From December 19, 2016 to December 19, 2017 the OCIO Service Desk created 40,123 tickets that originated from phone contact, representing 49.58% of all OCIO incidents. Out of those 40,123 incidents, 83.58% of them were assigned to the OCIO Service Desk and were worked on the phone. Primarily these are password and access issues. 8.52% were assigned to OCIO Desktop Support. The remaining 7.90% were assigned to another OCIO assignment group.

Q23. Iowa/OCIO states 36% of help desk tickets come in by phone, what is the source of the other 64%?

A23. For all incidents assigned to the OCIO Desktop Support assignment groups the contact type was broken down as follows:

Phone 36.09%

Self-Service 30.05%

E-mail 25.43%
Walk In 7.75%
Citizen Portal 0.68%

Q24. How does Iowa/OCIO wish to be billed for support for special events and after hours requirements? (Is that the 2,000 hours requested?)

A24. The question combines several concepts in the RFP. The answer has been separated into three parts accordingly:

Concerning special events: Special event support (e.g. board meetings) is deemed to be “other associated services” as set forth in Attachment 5 - Worksheet D (“Hourly Support”) and should not to be included as part of the response to Attachment 5 - Worksheet B. The State intends to be billed hourly for management advisory services, consulting, custom software support, custom application support, and related support requested by the State - which is deemed to include special event support (whether occurring during or after regular business hours).

Concerning after-hours requirements: Contractors are required to provide 24x7 support services as part of the Total All-Inclusive Price for Support requested in Attachment 5 - Worksheet B to include Support Services as defined in Section 4.1.1.2 and elsewhere.

Concerning 2,000 hours as set forth in Attachment 5: 2,000 hours is used for the purposes of scoring cost proposals only. Actual number of hours needed for “other associated services” as set forth in Attachment 5 - Worksheet D (“Hourly Support”) is not known at this time. No minimum guarantee of additional hourly support is offered by the State.

Q25. Please confirm that we bill Iowa/OCIO for the services and they in turn bill any of the agencies that sign up for our services.

A25. Each participating agency will enter into an individual Statement of Work with the Successful Contractor. The Successful Contractor is required to create an itemized invoice for each agency and bill them directly as individual customers (not via OCIO).

Q26. How often are images updated?

A26. There is no schedule mandated in the RFP. Images are to be updated on an as-needed basis at the discretion of the Successful Contractor with direction and approval from the OCIO.

Q27. 4.1.7 - How many images are currently managed and deployed?

A27. OCIO has a standard Windows 7 image and a standard Windows 10 image. If something other than one of the two stock images are needed OCIO Desktop Support hand builds it.

Q28. How many applications require packaging?

A28. OCIO does not have a specific accounting of the number of applications that require packaging but estimates the number to be between 650-850 applications. The State expects to work with the Successful Contractor to optimize the number of packaged applications.

Q29. How often is patching distributed?

A29. Patching occurs monthly at a minimum, in coordination with Microsoft's patch cycle. Other patches may be scheduled as needed to address critical vulnerabilities or other matters affecting widespread performance and functionality. All patching is required to be coordinated with the OCIO Change Advisory Board and the OCIO Information Security Division.

Q30. In what system does Iowa/OCIO wish to track end user device inventory?

A30. ServiceNow. The present system used by OCIO is internally built and managed. As part of the transition and ongoing support of the contract, OCIO requests the Successful Contractor to begin

tracking inventory in the OCIO ServiceNow instance.

Q31. What is the OCIO's equipment Refresh strategy?

A31. Equipment refresh strategy varies by agency based on budget, technology needs, and other factors. OCIO generally recommends all agencies lease PCs for a 30-month term. Some agencies choose to buy equipment instead. Others extend choose to extend their leases beyond 30 months.

Q32. What is the current SLA for Deskside response?

A32. There is no current SLA established for desk side response. Respondents are encouraged to analyze ticket durations in Appendix E to evaluate current OCIO performance.

Q33. Who will be responsible for the development and retrograde testing of the Gold Image and applications?

A33. The Successful Contractor with direction and coordination from OCIO.

Q34. Will OCIO provide the Successful Contractor Level 2&3 software support?

A34. Yes, except to the extent the Successful Contractor is requested by the State and willing to provide hourly support for such services as set forth in Attachment 5 - Worksheet D.

Q35. 3.2.7 - If a pre-existing agreement is in place with the State, can the Terms and conditions from that agreement be utilized?

A35. This entirely depends on the pre-existing agreement that is in place. For example, if the agreement is primarily for goods (hardware, software, etc) then the terms might not include detail pertinent to a Managed Services arrangement. If the agreement is pursuant to the State's Managed Services Invitation to Qualify the agreement will have more service specific terms, but will lack some of the specific security/compliance requirements needed for this specific engagement. If the agreement is pursuant to something else then this would need to be reviewed during any negotiations after an Intent to Award is offered.

Q36. 4.1.1.3 - Will supplier assume existing inventory of spare parts and/or spare units?

A36. The existing spare parts/spare units inventory owned by OCIO will be retained by the State to facilitate repairs of computers until the successful transition to the Successful Contractor is completed, at which time all remaining spare parts/spare units held by OCIO will be transferred to the custody of customer agencies or offered for sale on the State's surplus auction website. As part of the transition, OCIO will work with the Successful Contractor and each participating agency to identify requirements for spare parts/spare units inventories (if any) and develop a plan accordingly.

Q37. 4.1.7 - What percentage of Windows PCs are running W10?

A37. From a current report in SCCM, there are 440 PCs with Windows 10. OCIO Desktop Support believes there are probably another 50 machines that are not connected to SCCM.

Q38. 4.1.7 - Is there a W10 migration currently in motion and is supplier expected to deliver as part of this RFP?

A38. Yes, there is a Windows 10 transition currently underway but no guarantee can be made regarding the level of completion of that initiative by the time a contract is executed and no completion status is currently available. The Successful Contractor will assume responsibility for the State's then-current portfolio of Endpoint Devices and operating systems regardless of the state of the transition to Windows 10 and manage operating system upgrades as part of its systematic approach to Endpoint Device lifecycle management for the State.

Q39. Worksheet F - Please confirm optional in scope tasks are the administration functions (s/w distribution, patch management, license tracking, etc.) and does not include maintaining the SCCM infrastructure.

A39. Scope for Worksheet F is limited to the administration of the State's existing software management tools and processes including the State's Microsoft System Center Configuration Manager

(“SCCM”) environments and other internally developed systems designed to track, deploy, manage, and audit software installed on Endpoint Devices. The State will provide all hardware, software, and supporting infrastructure necessary for the operation of SCCM and other systems. See Section 1.4.2.1 Service Areas - Software Management.

Q40. Please provide current rackspace availability, power protection, and switch port capacity for the contractor to place relevant hardware on network.

A40. The State anticipates a vendor architecture that does not rely on the co-location of Contractor-owned hardware assets inside state facilities. The State has embarked on a widespread and systematic program to move compute and storage to third party service providers wherever possible, in part due to the age and condition of its current primary data center facility. It is strongly hoped that the Successful Vendor will propose a solution that does not require co-location of Contractor-owned hardware on premises.

Q41. Please provide age, model, and specs of current server hosts and NetApp storage in production for VDI environment today.

A41. The State declines to provide this information. We expect that the Contractor to provide Virtual Desktops as a finished service to the State that will elastically scale as the state demand profile changes.

Q42. Please provide current connectivity information for Azure or other cloud providers (ExpressRoute, VPN, etc.)

A42. Currently the Microsoft Azure and Amazon AWS environments are connected by the State's Internet connection. The Amazon AWS environments are run through a Web Application Firewall.

Q43. Is the 1% admin fee for all services delivered or is this just for hardware and software?

A43. The 1% Administrative fee is for all services and product delivered.

Q44. Are you willing to change the current non-endpoint support service desk ticketing system? If so, how many users would be using full licensing of the solution? How many users would be using the web portal for ticket submission?

A44. No.

Q45. Will the State consider modifications to contract terms typical for these types of professional services including, but not limited to, insurance requirements, limitations of liability, warranty provisions and service level expectations?

A45. The State will use the process outlined in the RFP in Section 3.2.7 and Section 6.1. The State may consider contract modifications to the extent such modifications are in the best interests of the State and otherwise permissible under State of Iowa law.

Q46. For the Printers, Copier, Scanner, Fax, All in One, will they remain on a print managed service through another vendor?

A46. Respondents that respond to Attachment 5 - Worksheet E will be eligible to offer, at the State's discretion, resale and fulfillment services to the State of Iowa for Endpoint Devices including personal computers, laptops, tablets, office printers, smartphones and peripherals such as scanners, monitors, and ancillary computing devices as defined in the RFP. It is anticipated that this would include both goods and services associated with the Endpoint Devices.

Q47. Will the new contractor be responsible to provide any Printer, Copier, Scanner Hardware support other than basic network connectivity, or mapping device?

A47. The State defines Endpoint Devices to include personal computers, laptops, tablets, office printers, smartphones and peripherals such as scanners, monitors, and ancillary computing devices. Accordingly, all requirements set forth in the RFP that concern Endpoint Devices are applicable to printers, copiers, and scanners. Section 4.1.14 requires respondents to minimally provide support and

triage for printers to include best-effort problem resolution, troubleshooting, and coordination/handoff with third parties for complex printer support incidents.

Q48. Is there any hardware break / fix support required for cell phones, tablets, or are they on any kind of hardware exchange program with the states supplier?

A48. The State defines Endpoint Devices to include personal computers, laptops, tablets, office printers, smartphones and peripherals such as scanners, monitors, and ancillary computing devices. Accordingly, all requirements set forth in the RFP that concern Endpoint Devices are applicable to smartphones and tablets. Section 4.1.15 requires respondents to minimally provide support and triage for smartphones and similar devices to include best-effort problem resolutions, troubleshooting, and coordination/handoff with third parties for complex smartphone support incidents. As described in Section 1.4.2.6.2, resale and fulfillment of mobile devices equipped with a cellular radio such as a smartphone or tablet is not in scope for this RFP.

Q49. If sent to supplier, is that an end user responsibility or Contractor to handle?

A49. Section 4.2.20 requests respondents provide their approach to integrating with existing hardware/software technology suppliers including those providing Endpoint Devices to the State. The State anticipates responses may include how the Successful Contractor will provide a reasonably seamless experience for end users in an environment where some problems may need to be resolved by suppliers. The State would prefer an approach that limits the burden on end users to coordinate between the Successful Contractor and another supplier.

Q50. Are there any BYOD cell phones / tablets involved?

A50. There are believed to be some limited number of BYOD smartphones and tablets used by state workers, but it is believed to be a small minority of the total fleet. A full and complete inventory of smartphone and tablets is not available at this time.

Q51. What level of support is required from Contractor for the Network, Telephony, Servers, Storage devices?

A51. Refer to Section 1.4.2.4 Integration for an overview of the expectations for integration with existing State IT services, and to Section 1.4.2.6.1 IT Infrastructure Services for background on the proposed hybrid model.

For the sake of clarity and the avoidance of doubt, please note that IT Infrastructure Services are NOT requested at this time and should not be included in respondents' proposals. Unless the Successful Contractor is requested to provide additional IT Infrastructure Services in the future, as deemed mutually agreeable by OCIO and the Successful Contractor, the Successful Contractor is not required to provide any IT Infrastructure Services as defined in Section 1.4.2.6 nor will the Successful Contractor have administrative rights or access necessary to manage IT Infrastructure Services (with the exception of access needed to fulfill Optional Specifications found in Section 4.3.2 Software Management if applicable).

For additional information, refer to Section 4.1.39 which requires respondents to provide Endpoint Device Management services within an IT Infrastructure Services environment that is not controlled by the Successful Contractor. Also refer to Section 4.1.40 which additionally requires respondents to work collaboratively with OCIO and other State agencies, including the State IT workforce and State IT vendors supporting existing IT Infrastructure Services, to ensure that Endpoint Devices perform satisfactorily.

Q52. OCIO currently supplies all parts - mice, keyboard, external displays, peripherals, do you also supply break fix service parts for PC /Laptop such as hard drives, memory, system boards for devices on or off warranty?

A52. No. Internal components are ordered from the manufacturer in the event a replacement or upgrade is needed.