

DEPARTMENT OF FINANCE

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COMMONWEALTH OF VIRGINIA

**COUNTY OF HENRICO**

**RFP #16-1286-11CS**

**COMPUTER HARDWARE, SOFTWARE AND SERVICES FOR HIGH SCHOOLS**

**HENRICO COUNTY PUBLIC SCHOOLS**

**QUESTIONS AND ANSWERS**

**December 2, 2016**

**Q1. Will you accept or can we submit partial section D. for the 18 servers hardware or your looking for achieve this all from one source.**

***Offerors must be able to provide all requirements stated in this RFP in order to be considered***

**Q2. Section II - Background – Item A Current Program: You stated in the second paragraph that the historical repair rates area as low as 50% to exceeding 100% of the fleet annually. These failure rates are excessive considering accidental damages are less than your annual repair rates. Can you provide a listing, or copies of service ticket reports, from the months of September 2015 to current that include accidental repairs and the parts that were replaced and/or repaired?**

***For that period of time there were 5112 accidental damage repairs on the high school laptops where LCD screens and system boards are the primary parts replaced.***

1. **Section IV Scope of Work – Item E (5) on page 11 of Software Image Requirements: Shouldn’t the item 5 on page 11 be numbered #6 since there is a #5 contained on page 10 of the RFP?**

***Yes.***

1. **Section IV Scope of Work – Item I (b) – Summer Refresh Program: This section states that the Refresh must include the disk and file encryption solution referenced in the RFP. We did not find the details noted in the RFP; please provide HCPS' disk/file encryption solution,**

***Page 10, section xvi. Proposed devices should support file and disk level enterprise end point encryption solutions, for example Bit Locker.***

1. **Section IV – Scope of Work – Item Q ISP Service for Home: Can HCPS provide an estimate of the number of students/homes that could fall into this category based on historical data?**

***This information is protected student information. HCPS is inquiring if a solution can be provided to families per their individual request. This is not a requirement but rather a value add if Offeror have this capability.***

1. **Section IV – Scope of Work – Item R second paragraph of Professional Services: The section states “Professional Services to be provided by the Successful Offeror include, without limitation and at no additional costs to HCPS:” Item R then goes on to lists 5 requirements as related to the above statement. This initial statement conflicts with HCPS’s request for pricing for items 7-10 of the pricing schedule for Server, External Storage on page 51 of the RFP. Please clarify.**

***HCPS is indicating that all costs must be included in the Offerors response with no hidden or additional costs at a later date. Information as to how to submit pricing on Attachment I is correct.***

1. **Section IV – Scope of Work – Item R (2) of Professional Services: Does HCPS currently own the ESXI licenses? If not, are we to include the licensing cost in our proposal. If we are, how many licenses are required?**

***HCPS has licenses for the current servers but will require licenses for the new servers.***

1. **Section IX Proposal Response Format – Item B (3): These sections states that the Offeror is to provide an Executive Summary to include the items B (3) (a) to B (3) (o). Please clarify if the Offeror is to provide both an Executive Summary of the offering followed by the detailed information referenced in sections 3(a) to 3(o)?**

***HCPS is seeking a response to all the requirements contained in Section III & IV on pages 3-22. In addition, Offerors should respond to request to provide information in Section IX.3. (b) – (o)***

1. **Section IX Proposal Response Format – Item B (3) (c): This section states that the Offeror is to provide three (3) references on Attachment F. Should this be Attachment G as Attachment F is titled Virginia State Corporation Commission (SCC) Registration Information?**

***Yes***

1. **Attachment D and Attachment F requests the same information. Please clarify if the Offeror is to complete and submit both forms.**

***No. Please submit either Attachment D or F.***

**Q11. Attachment I – Pricing Schedule – Item 15 of Device and Peripherals: Item 15 requests the Offeror to provide a price for Document Synchronization. We were not able to find any information in the RFP regarding this item. Please provided information on where this item is discussed in the RFP or provide information on what you are requesting the Offeror to provide, if this item was not discussed in the RFP.**

***“Desktop Synchronization” or “Desk Sync” uses two Microsoft Technologies called “Folder Redirection” and “Offline Files” to allow user files to be synched between the computer hard drive and a network share from documents that you place on your Desktop. A copy of the user’s Desktop will be saved to the Desk Sync server (up to the available quota of 5GB for staff and 3GB for students). This is not an automated backup solution.***

1. **Would HCPS allow for alternative solutions to be proposed to the Scope of Work section(s) that not only would save HCPS money, but also lead to a more efficient and effective program?**

***Offerors should respond to the minimum requirements in this RFP. Any alternative solutions may be proposed at the Offerors discretion.***

1. **Page 5, Section IV.C.2 – Is the 13” display a minimum requirement or desired requirement?**

***This is a minimum requirement.***

1. **Page 4, Section IV.B – How would the District prefer for any deviations to be notated on the hardware or terms and conditions?**

**Offerors can address exceptions to requirement per instructions on page 35 – Section IX.3.o.9**

1. **Page 8, Section E – Can we get a list of the current software that will be required to be included on the District image?**

***Refer to Appendix A – HCPS Approved Software List for titles currently in use in HCPS. The current software deployed to grade levels varies each year based on Instructional guidelines and requests.***

1. **Page 8, Section E – Will any of the software to be provided by co-termed?**

***HCPS does not understand the question.***

1. **Page 8, Section E – How does the district currently re-image units”?**

***HCPS uses System Center Configuration Manager.***

1. **Page 13, Section G.3 – Can the District define “Permanent ID Solution”?  Is that laser-etching?**

***HCPS uses an asset tag that is permanently affixed to the top case. Etching will not be considered.***

1. **Page 14, Section H.2 – Regarding the local facility, are there preferred distance, size, or space requirements.**

***HCPS prefers the location to be within Henrico County. The local facility should contain adequate loading docks and bay doors to accommodate deliveries via tractor-trailers and enough square footage and office space to allow for receipt, storage, repair and summer refresh of the equipment indicated in II. B.***

1. **Page 17, Section J – How many local/on-site technicians are currently servicing the District, or how many does the District anticipate requiring?**

***Each high school is provided a full-time Technology Support Technician provided by HCPS.***

**Q21. IV. Scope of Work, Letter P, Current Infrastructure. Would HCPS confirm that this section is informational only?**

 ***Yes, this information is provided to give Offerors a current state of HCPS infrastructure.***

**Q22. IV. Scope of Work, Letter R, Professional Services, Does the first paragraph of this requirement belong at the beginning of the next requirement, Letter S Deployment? The paragraph in question reads as follows:**

 ***“Services must be provided to ensure all systems are operational, based on an HCPS provided schedule, prior to the beginning of the 2017-2018 school years. Successful Offerors should plan on providing enough support to complete all tasks between June 15, 2017 – August 15, 2017.”***

 ***No***

**Q23. IX. Proposal Response Format, number 2, Introduction. Should this section also include responses to Attachments E, F and G, or should they be a part of the “Appendix” section?**

 ***Please include all information in this section together in your proposal submittal.***

**Q24. IX. Proposal Response Format, number 3, letter h. Would HCPS complete or delete this requirement? It currently reads as follows: “h. Provide information on (something about product testing stats).**

***Please disregard this requirement***

**Q25. Attachment I – Pricing. Could you please elaborate on the request for pricing for Microsoft Enterprise Support Agreement, Quantity: district wide license?**

* **Is that line asking for the successful firm to pay for the districts existing Enterprise Agreement with Microsoft?**

**And if so, is it just to cover the devices delivered as part of this RFP, or for all of the districts MS licensing?**

***No, HCPS currently does not have a Microsoft Enterprise Support agreement***

* **If this not for licensing but for support incidents, please provide details on that as well.**

***Referring to Microsoft’s Premier Support for Enterprise, HCPS requires a minimum of 45 hours of support to include Incident & Crisis Management.***

**Q26. Section IV SCOPE OF WORK, SECTION E**

* **4. b: Management/Security Software i – xvi, please indicate if HCPS currently owns licenses for the applications listed in this section. If HCPS does not own a particular license please acknowledge if a particular license is currently being provided by Dell under the current contract.**

***HCPS is asking for a free or low cost solution such as Bit Locker for the term of this engagement.***

* **Section E, 5. General Applications -Microsoft Office 2016 or Higher for Students and Teachers a thru h and I device driver plug-ins i-vii. Does HCPS currently on licensing to items in this section or is it all provided by Dell in the current contract?**

***HCPS is covered for Office under our existing EES agreement.***

**Q27. Appendix A. Our assumption is that HCPS currently owns the software listed in Appendix A and it is to be made part of the image. Please clarify if this assumption is correct or not. If not please explain its purpose.**

***HCPS provided Appendix A as an example of software currently deployed across the district that we own or license.***

**Q28. The RFP states “Historical repair rates have been as low as 50% to exceeding 100% of the fleet annually” which is an exceptionally high failure rate:**

* **Can HCPS provide service histories for the past years?**

***Addressed in Q2.***

* **What is the average age of the existing fleet?**

***HCPS is in year 4 of our current high school laptop lease.***

* **Does HCPS now plan on a 4-year refresh rate for the foreseeable future?**

***Historically HCPS has refreshed laptops on a 4-year cycle.***

**Q29. Section H, 2, i. Warranty Support states “The Successful Offeror will visit each high school location every day to drop off repaired units and pick up units needing repair”.**

* **Is HCPS open to other support processes that will meet and exceed the 48 hour “Restore to Service” (turnaround) SLA?**

***HCPS currently utilizes a Hot Swap or Advanced Exchange approach that provides restoration in 2 hours.***

* **Is HCPS open to an Advance Exchange approach to supporting the fleet?**

***HCPS currently utilizes a Hot Swap or Advanced Exchange approach that provides restoration in 2 hours.***

**Q30. To ensure that the Henrico County Public Schools will receive the most competitive bids from all responses for this RFP, will the County send a message to all the Original Manufacturer (OEM) to price all compliant products with equal and level pricing?**

* + **This message should include any registration, protection, pricing preference, rebates, marketing development funds, etc., be made available to all bidding for this project. By doing this, it will allow a fair and equal playing field for all to respond, which will benefit the County with the most competitive pricing.**
	+ **By allowing for unequal pricing, it may cause the County to inevitably spend more for these same product categories as they become End-of-Life (EOL) and replaced with current products. Those “priced-to-win” deals will no longer be in effect and resellers will then make up significant margins at the expense of the County.**

***This solicitation and subsequent contract is between HCPS and those Offerors that wish to participate. HCPS does not intend to contact third parties that are not directly involved in this solicitation request.***

**Q31. Section IV – Scope of Services  - item D (1) Server Hardware Requirements:   High School (9 High Schools):  Minimum of 18 servers, 9 Attached Storage Devices and 18 PDUs.**

* + - **Understand that UPSs will need to be installed in PDUs.  Can you let us know the model number of the UPS, and what KVa it supports?**

***HCPS will deploy a combination of Minuteman UPS model #2000 and #3000 UPS’; 2 KVa and 3 KVa respectively.***

**Q32. Section IV Scope of Services – item D (3) Virtualization Platform:  Redundant host servers and storage: Storage should be available through an external, IP connected, shared storage array and must be scaled to support the following:**

* + - * **Can you describe the “IP Connected” statement?**

 ***iSCSI connection***

* + - * **What switch (es) is in use, and is it staying in place for the new configuration?**

***CISCO Catalyst 2960S and they will stay in place.***

* + - * **What speed connection into the switch (es), and what medium/connector is in use (twisted pair/RJ45 or Multi mode/LC connector, etc.)?**

***Up to 1GB.***

* + - * **How many connections from each server and from storage array into each Ethernet Switch?**

***12 for servers and 6 for storage.***

* + - * **How many VMs Does the server build need to include?**

***5***

**Q33. Section IV Scope of Services – item D (4) (f) School-Based Backend Storage Solution Minimum:**

* + - **What is the current storage capacity? Per School Location?**

***Refer to the RFP for the minimum specs in this offering.***

* + - **What is the current backup / replication method?**

***Out of scope for this RFP.***

* + - **What backup / recovery software is in use?**

***DPM***

* + - **Will that be utilized on new platform?**

***Yes***

**Q34. Scope of Service IV – Section C (2) (d):  Touch, is regular touch on panel acceptable or do you prefer multi-mode and multi touch, i.e. 2 in 1 device?**

***HCPS will review any touch screens that are provided but touch is not a mandatory requirement.***

**Q35. Scope of Services IV – Section H (2) (e) (ii):**

* + - **Please confirm that the total number of adapters that are needed, in addition to the adapters that are provided with the computer, is 13,000 as specified on pricing page 50 in the RFP.**

***Confirmed***

* + - **Would they please identify if HCPS will be billed upfront for the 13,000 or if billing will be made as they are consumed during each summer refresh period?  If they are to be billed per summer refresh program, how many do they anticipate being used in refresh year 2, 3, and 4?**

***HCPS would not be billed separately or upfront when chargers or batteries shipped; the lease schedule would provide for 25% of the total cost to be paid each year of the lease. This would include the chargers, batteries, summer refresh, etc.***

* + - **Are these in addition to the 13,000?**

***No***

**Q36. Scope of Services IV – Section H Warranty: Are there any unique requirements for Accidental Damage Protection that we need to be aware of or expectations to be met from HCPS?**

***Refer to the RFP***

**Q37. Scope of Services IV – Section D (4) (a) (ii): To ensure full redundancy with this configuration, we recommend a minimum of 128GB of memory. Is HCPS open to this recommendation?**

***64 GB 2133MT/s RDIMMs is the minimum requirement.***

**Q38.  Scope of Services - Section D(4)(e)(b):   For the requirement of quantity 44 1-Processor licenses for VMware vSphere Enterprise Plus, is HCPS open to quantity 22 2-Processor licenses?**

***Offerors need to meet the requirements to cover 44 processors.***

**Q39. Scope of Services IV - Section D(4)(e)(c): For the requirement of 4-year S&S vSphere licensing, is HCPS open to 3-year or 5-year S&S for vSphere licensing?**

***No***

**Q40. Scope of Services IV - Section D (4) (c) (i): For the requirement of 64GB Internal SD card in the support of the hypervisor, would HCPS accept two 32 GB SD cards?**

***No***

**Q41. Scope of Services - Section D (4) (f) (b): In reference to IP Connected storage, is HCPS requesting a NAS storage or iSCSI storage or either?**

***iSCSI***

**Q42. Attachment I Pricing under services line item 8 HCPS is asking for a cost on Microsoft Enterprise Support Agreement. In the previous RFP for the High School this item did not exist.**

***Yes.***

**Q43. Is this currently owned by HCPS and provided under their current MS Enterprise Licensing Agreement? If not, please indicate how it is currently being provided to HCPS. A copy of the support agreement and it contract number will be needed in order for a vendor to receive pricing when contacting Micro Soft for pricing to assure the proper licensing and quantities are quoted since this is a District wide license.**

***Answered in Q25***

**Q44. Section II.A, Background and Current Program**

**Can HCPS provide the number and breakdown of the types (i.e. screens vs. hinges vs. brackets vs. keys, etc.) of Accidental Damage Protection claims per year for the past 3 years? This is information the incumbent provider has which would be very helpful for other suppliers responding to this RFP.**

***The parts utilized are proprietary to the specific model provided during this last engagement and would vary based on Offerors proposed laptops.***

***The number of accidental repairs in the high schools for the since 9-1-14 is 8016.***

**Q45. Section III. HCPS Financing Requirements, Finance/Lease Contract, Section C**

**Four-Year lease/purchase option with a $1.00 purchase (buy-out for the System) option at the end of the lease. This option should include full battery, charger and power cable replacement for all leased equipment in the summer of year 2 of the lease. – QUESTION – Does HCPS want this expense included in the Initial Lease Cost up front - or wait to defer paying interest on this subsequent equipment (battery, charger and power cable) delivery until the “summer of year 2 of the lease”?**

 ***The total cost of the lease should be spread out equally over the 48 month lease period.***

**Q46. Section IV. Scope of Work, Section E, number 3. What are the current image sizes for the unique student and the unique teacher images?**

***40GB***

**Q47. Section IV. Scope of Work, Section E, number 5. Does HCPS have a volume license agreement with Microsoft?**

***HCPS has an EES agreement with Microsoft.***

**Q48. Section IV. Scope of Work, Section G, number 6. Please describe the desired asset inventory tiered user-based security model.**

***This pertains to HCPS’ role based security model of Admin and Standard users in the Active Directory hierarchy.***

**Q49. Section IV. Scope of Work, Section J, number 3. In the past 12 to 24 months, how many wide spread virus or malware attacks have occurred requiring supplier onsite support?**

***0***

**Q50. Section IV. Scope of Work, Section J, number 4. This section requires a team of system engineers for the product line, server line and wireless system, as requested by HCPS, to be onsite a minimum of quarterly, 3 day visits per school year. What is the intent of these visits and what is the system engineers expected to deliver?**

***One example would be Enterprise Lifecycle upgrades. The intent of this request is to supplement HCPS staff with specific “subject matter” expertise.***

**Q51. Section V, Anticipated Schedule. Can HCPS clarify what is the total expected contract term? I.e. is it from April 3, 2017 through August 31, 2021 or something different?**

 ***The contract will be executed by the School Board in April 2017. The lease period runs through August 31, 2021 which would be for School Years 17/18, 18/19, 19/20, 20/21.***

**Q52. Section VII. General Contract Terms and Conditions: Will HCPS consider leveraging the competitively awarded State of Virginia VITA contract agreement VA-140331-HP to utilize its Terms and Conditions in conjunction with the mutually agreed terms of this RFP #16-1286-11CS, to create a resulting Agreement for execution?**

 ***No. To our knowledge those T&C’s do not apply to lease agreements.***

**Q53. Section IX. Proposal Response Format, Section B, number 3.C. This section references Attachment F as the reference form. However, the form is listed as Attachment G on page 44. Please confirm the form on page 44 should be labeled Attachment F.**

 ***Yes***

**Q54. Section IX. Proposal Response Format, Section B, number 3.H. This requirement is incomplete. If testing stats are required please provide more information.**

 ***See response to Question # 24***

**Q55. Attachments D and F**

**Attachment F on page 43 is a duplicate of Attachment D on page 41. Please confirm Attachment F on page 43 should be omitted.**

 ***Yes, D & F are the same. Please submit either Attachment D or Attachment F***

**Q56. Attachment G. Please confirm Attachment G, Resume of Key, is this labeled correctly or is this meant to read “Resume of Key Personnel”?**

 ***All pages (44 - 48) of Attachment G should be submitted to include references AND Resumes for Key Staff.***

**Q57. Attachment I, Implementation Services and Services sections**

**For labor pricing in the Services Sections (e.g. Project Manager, System Engineer, etc.), is HCPS expecting unit price to be an hourly rate, monthly rate, annual rate, etc.? Also, is “One Time Cost” a multiplier times the “Unit Cost” (e.g. if Unit Cost is a monthly rate, is One Time cost for that resource 12 X the Unit Cost?)? What is HCPS looking to be provided in the “Yearly: 4 year lease” column?**

***Pricing provided in Attachment I should be inclusive of all goods, services, professional development, staffing, etc. necessary to meet the Scope of Services required.***

**Q58. Attachment I, Server, External Storage section**

**Among pricing entries, under Server, External Storage, is #10 to install HCPS provided UPS units along with servers?**

***Yes***