



Procurement and Contracting Services

Request for Proposals L302305

Request for Proposals Virtual Computing and VDI System

ADDENDUM #2

**Please mark all proposal submission
Envelopes with the following information**

**Sealed RFP # L302305
Due on September 25, no later than 1:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on August 21st, 2023 at 1:00 PM MST:

Question #	Reference Document	Page #	RFP Text	Questions	Answers
1	Attachment A	Requirements Response tab, Line 34	Do you offer customization options to tailor the VDI environment to our specific requirements?	Please clarify the type of customizations the University are referring to, as that can be a wide range of this (e.g., Branding for the organization, specific application packages).	We would ideally like to include all of the following: System Images / Branding / application packages
2	Attachment A	Requirements Response tab, Lines 50 – 54	Does your proposed solution offer Windows remote management, logging, reporting, support, and application management?	Please clarify how the University defined the phrase “remote management”, as it can include management of VDI components and connection, or that and including the device management.	Remote with end users for when logged in and to access information pertaining to usage and errors when users are logged in as well as history of usage
3	Attachment A	Requirements Response tab, Line 74	Will your solution be able to integrate with our Local Learning Management System?	Please provide the name and version of the LMS (Learning Management Systems) you use?	D2L (Desire2Learn) as of July 2023 Version 20.23.7
4	Attachment A	Requirements Response tab, line 59	What VDI technology platform do you propose, and why is it suitable for our business needs?	Please clarify if University of AZ wants an on-prem VDI environment or hosted in the cloud or hybrid?	Hosted cloud
5				If you desire a cloud or hybrid cloud solution, please provide the information on which cloud service providers you have contracts with, and if they would be used for hosting the VDI solution.	AWS and Azure but if they are hosted options we will be open to them
6	Attachment A	Pricing tab	General	Please clarify if pricing should be based on Concurrent	We would like to see all options

				Users (CCU) or Named Users?	
7	Attachment A	Pricing tab	General	Please provide how many CCU or Named Users are expected for VDI in year 1 and the anticipated annual growth percentage, to allow for the pricing tab to be completed accurately.	300 - 500 year 1 could be more
8	Attachment A	Pricing tab	General	Would University of AZ consider purchasing 3 years in advance for better discounting?	Please show 1 year 2 year and 3 year price Options
9	Attachment A	Pricing tab	General	Please clarify what scale the solution will need to achieve.	Best price or bulk discount that may apply
10	Attachment A	Pricing tab	General	Please clarify if University of AZ intends to provide a full desktop solution or provide specific applications or a combination of both?	Both
11	Attachment A	Pricing tab	General	Please clarify whether the University of AZ is looking for a fully managed solution?	Yes fully managed with the Option to customize or do work on the Running VMs as well
12	Attachment A	Pricing tab	General	Please clarify the number of datacenters that may be part to the environment and hosting applications and/or data for the VDI solution?	We are not planning on hosting
13	Attachment A	Pricing tab	General	Please clarify the user/support desk requirements, as to whether the University's Service Desk will handle tier 1 calls and escalate any tier 2/3 calls to vendor.	We will offer 24/7 support for tier 1 but may need to escalate depending on issue to the vendor if needed.
14	Attachment A	Pricing tab	General	Please clarify whether a cloud based solution includes hosting any of the applications and its data within the cloud, or would the applications be retained in their current hosted locations and domains?	We will work with vendor to allow access to our prem resources.
15	Attachment A	Pricing tab	General	Please identify how many applications the University of AZ plans to include in the VDI solution?	Please refer to Attachment A > software list tab

16				How many physical lab spaces are there on campus?	100 +
17				How many physical lab computers are currently managed by IT?	100 +
18				The pricing tab mentions an average of just under 300 concurrent sessions, however this seems dramatically low for a campus of 48,000+ students. Can you clarify if this is for a specific group of users or set of software applications?	This service is not being utilized by all areas as of yet.
19				Does the university expect the solution to be accessed from other regions too?	Yes
20				Sandbox Dev environment should be configured for how many users?	10 to 50
21				Do you have any existing solution for messaging system to users?	Yes
22				Total named users	50K+
23				We understand the lab applications to be available 24*7, but can you provide concurrency during peak and non-peak hours to better price.	This varies. We would like to see all available pricing options
24				Provide peak and non-peak hour times	Varies
25				Also provide a breakup of GPU and non-GPU based users	As of today 100 concurrent GPU & 200 non-GPU but would like ability to have growth to this.
26				Please provide user personas with grouping of applications and user concurrency for the personas during peak and non-peak hours	Varies

27				Will all the licenses be provided by the University, or will the supplier need to provide the licenses?	Certain software that requires licenses will be used in imaging.
28				How are applications updated currently in the lab	Please refer to Attachment A > software list tab for current ones
29				It's said endpoints are BYOD and out of scope, what does the below point mean; should the solution manage end-users BYO Devices?	It should be compatible with All Modern OS for Connectivity back to the hosted VDI
30				Should the solution integrate with university existing Active directory?	YES
31				Will the university extend its current Proxy, AV, EDR, IDP/IDS solutions or should it be factored in the solution	YES
32				Should the end users require any user data shares in the Virtual desktop platform (or) all data is stored in the cloud storage such as OneDrive/gdrive/box?	YES
33				Please provide details on backup requirements	We need to be able to restore desktops and config of the infostructure
34				There is no specific mention of Disaster Recovery, should the proposal include DR? If yes, provide RPO/RTO requirements and the DR region.	As this is hosted we expected the system to be redundant and have a DR plan from the provider
35				Section 3.8 of the RFP states "no more than two files should be uploaded, you may include a redacted copy if necessary". As we are planning to submit a written proposal and Attachment A in its original Excel file format, can you confirm if the redacted proposal can be included in addition to the two original files?	The redacted proposal may be included in addition to the two files listed in the RFP language.
36				The link to monitor addenda is broken: http://pacs.arizona.edu/RFP-BID_Opportunities . Can UA	Please use the following link: https://vendors.arizona.edu/rfpb-opportunities

				please advise on the correct link where addenda will be issued? Answer: Please use the following link: https://vendors.arizona.edu/rfpb-opportunities	
37				Can you please provide a copy of Attachment A questionnaire, referenced in section 5.4.1?	Attachment A can be accessed from the following link (L302305): https://vendors.arizona.edu/rfpb-opportunities
38				Is there an approved budget allocated for this project?	Yes
39				How many are Persistent or Non-Persistent?	TBD
40				What is the makeup for each user profile - aka Vcpu per user, VCPU per core ratio, Ghz or Mghz per desktop? Memory per user, Storage per user.	Will depend on Workloads Base should be able to run Web browser, Office as base
41				How much storage is persistent?	TBD
42				File requirements?	Access to Cloud Storage or access local file shares
43				How many user profiles exist and how many desktops per profile?	50K+
44				What is the DR requirement for each profile?	No data should be stored local
45				How many employees and devices do you have under management?	50K+
46				How are you supporting non-Windows-based devices? How many operating systems do you support?	The solution should be compatible with non-window devices
47				How many locations do you have under management?	All Major OS

48				What does your cloud strategy look like?	Azure and AWS
49				How are you tracking your image versions today? How many apps are you supporting? And much time is spent managing these applications?	We only keep latest versions of image/ Please see Attachment A >software list tab for applications/varies
50				How are you supporting end users that simply need access to a few applications at any given time?	Base image and Group Management (LMS) for licensed software
51				How many concurrent users are expected?	300 - 500
52				Discuss user expectations with regard to: application performance, screen refresh, typing feedback, internet access, video, audio, printing	High expectation and low connection issues
53				How many VCPU, vcpu to core ratio, memory and storage requirements?	TBA
54				What is the expected year over year growth for this VDI environment?	TBD
55				Is a sandbox/dev environment required and if so what will it be used for and at what capacity?	Yes and testing prior to deployment
56				What is the anticipated peak concurrency for this environment (as a % of total users)?	300 - 500 +
57				What % of users do you anticipate being the “normal” workload users and what % do you plan to provide GPU-enabled machines to?	80% normal / 20 % GPU (fluctuates)
58				Are there any specific use cases that would require a personal/persistent desktop to be available? (i.e. Each user has their own specific VM that they are tied to for the life of the VM or the user.)	NO all user data should be saved to the cloud

59				Will this solution encompass support for the entirety of the student population at the University of Arizona?	yes
60				Could you please provide information regarding the maximum number of concurrent users that the system can handle simultaneously?	300 - 500 +
61				Which specific applications are slated for deployment via the Virtual Desktop Infrastructure (VDI)?	Please refer to Attachment A
62				In reference to section 5.4.2.3, does this inquiry pertain to the selective allocation of GPU resources to specific applications within the VDI environment?	yes
63				Could you clarify whether the underlying base operating system for this solution is Windows 10 or Windows 11?	All Major OS
64				Regarding section 5.4.2.10, is the context here centered on testing VDI images prior to their deployment, or does it encompass the entire VDI infrastructure testing?	Images
65				Will users of the VDI be utilizing persistent or non-persistent desktop configurations? In case of a hybrid environment, could you provide the local VDI image storage prerequisites? Additionally, where will user data be stored, if applicable?	Mixed
66				Could you provide insights into the allocated budget for this initiative?	NA
67				What criteria will guide your decision-making process for selecting the winning proposal? If possible, could you outline these criteria in a prioritized ranking?	Please refer to RFP

68				Is the stipulation for this solution to be implemented on-premises, within the University's infrastructure?	This should be Hosted / SAAS
69				What is the expected duration of the required support contract for this solution?	TBD