



Procurement and Contracting Services

Request for Proposals L302305

Request for Proposals Virtual Computing and VDI System

ADDENDUM #3

**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 additional questions were received prior to the close of the Technical Question period on August 21st, 2023 at 1:00 PM MST. They were not included in Addendum 2 due to an error:

Question #	Reference Document	Page #	RFP Text	Questions	Answers
1				Section 1.1 - Does "online" in this section refer to a specific delivery model - i.e. public cloud - or a general capability of supporting anytime, anywhere access to the VDI system	Cloud / Hosted
2				Section 3.9.8 - The following capabilities listed in this section can imply endpoint management, beyond platform-agnostic virtual desktop/application access. Is endpoint management a requirement for this RFP? If so what is the scope of the management required of the end-point?	Depends on the use case of the VM some might have our MDM agent on the device
3				➤ Windows remote management, logging, reporting, support, and application management is available.	NA
4				➤ MacOS remote management, logging, reporting, support, and application management is available.	NA
5				➤ ChromeOS remote management, logging, reporting, support, and application management are available.	NA
6				➤ iOS remote management, logging, reporting, support, and application management are available.	NA
7				➤ Android OS remote management, logging, reporting, support, and	NA

				application management are available.	
8				Section 5.1 - Does "current equipment" in this section imply a defined set of device types/models that are unused or newly-configured? Alternatively, does it imply that any device connected to the solution should be able to install a common image?	This could range from BYOD - Thin Clients - or Desktops
9				Section 5.3 - Does the University of Arizona have an estimated number of total and concurrent users? What is expected peak usage?	50K on average 300 - 500 ccu
10				Section 5.4.2.3 - For this segmented costing, what are the expected user counts, applications, and preferred GPU model?	TBD
11				Section 5.4.2.4 - Does remote admin support mean the VDI session itself, or remote admin support for the endpoint device?	All
12				Section 5.4.2.5 - Is a CCM (Configuration Manager) currently in place within the University of Arizona IT infrastructure?	Workspace one
13				Section 5.4.2.14 - Are persistent drive mappings required to these locations? If so, what is the standard letter mapping format?	Maybe
14				Section 5.4.2.18 - This section refers to local (on-device) storage. Should this be ephemeral (removed after logoff) or persistent?	Yes all persistent data should go to the end user cloud drive
15				Section 5.4.2.19 - Should virtual local storage be delivered via drive mappings or UNC paths? Does the local storage exist outside of the VDI solution such as NAS/SAN/DFS?	Yes back to the University On prem datacenter
16				Section 5.4.2.20 - What are the required configurations for per-user profiles or	TBD

				personas? Is there an existing framework to indicate the type/quantity of groups?	
17				Section 5.4.2.25 - Please specific required Operating Systems to be virtualized	All Major OS
18				Section 5.4.2.28 - Should solution support be available to the end-user (Faculty, Staff, Students) or only to the IT Staff as an escalation? Would support be expected to include the user session or only underlying infrastructure/platform? What levels of solution will require support?	Yes
19				Section 5.4.2.30 - Is this requirement relative to the end-user desktop VMs/images/application software and/or the underlying infrastructure Operating Systems?	This is for Backend of supported info. And maybe OS/ Application would be joint support
20				Section 5.2 - Project term is for only 1yr. Will 3-5yr options be considered for an on-premise solution for a better price?	yes and no on prem price
21				Section 5.4.2.30 - Is the vendor required to install updates and patches or just provide the necessary software to the University?	TBD
22				Section 5.4.2.34 - What level of training is required for both end users and/or administrative staff? How many individuals of each group (end users, administrative and/or staff) will be required for training availability	End User to access and for staff to admin
23				Will all questions and answers from all respondents be mutually shared?	Yes
24				Section 5.4.2.31 - Is there a minimum availability and/or recovery target for the solution? (Uptime/RTO/RPO)	24/7
25				What are the configurations of the user personas in the way of cpu/memory/disk/gpu as well as the number of	TBD

				personas and users per persona	
26				Is this a pure greenfield solution or will migrations be necessary? If migrations are necessary what are the details on the source environment to be migrated from?	Green
27				Does the University of Arizona have knowledge of the complete application portfolio and correlation to specified user groups and personas?	Yes
28				Does the University of Arizona have details on each required user persona as it relates to usage including classes, roles, and/or application sets?	Yes
29				Unified communications may require additional hardware such as GPU's to provide a richer experience but is not required for basic use. Is there a preference of the type of experience required per user persona?	Yes
30				What is the total number of expected concurrent users utilizing the solution at once as well as the total potential number of users which will require access to the solution?	300 - 500 potential growth
31				What is the expected year over year growth for this VDI environment?	TBD
32				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
33				What is the anticipated peak concurrency for this environment (as a % of total users)?	300 - 500 +
34				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)
35				Are there any specific use cases that would require a personal/persistent desktop to be available? (i.e. Each user	NO all user data should be saved to the cloud

				has their own specific VM that they are tied to for the life of the VM or the user.)	
36				Will this solution encompass support for the entirety of the student population at the University of Arizona?	yes
37				Could you please provide information regarding the maximum number of concurrent users that the system can handle simultaneously?	300 - 500 +
38				Which specific applications are slated for deployment via the Virtual Desktop Infrastructure (VDI)?	Please refer to Attachment A
39				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
40				Could you clarify whether the underlying base operating system for this solution is Windows 10 or Windows 11?	All Major OS
41				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
42				7. 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
43				Could you provide insights into the allocated budget for this initiative?	NA
44				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

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