Procurement and Contracting Services

Request for Proposals for Unified Endpoint Management Solution and Hardware Supply Chain

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L162201
Due 10/14/21 no later than 4:00 PM, MST
The timeline for RFP L162201 has been amended as follows:

**Original Schedule:**

3.3 **Schedule of Events.** The following is the tentative schedule that will apply to this RFP, but may change in accordance with the University's needs.

- 09-10-21 Issuance of RFP
- 09-17-21 Technical Questions/Inquiries no later than 2:00 PM/MST
- 09-30-21 RFP is Due Thursday, September 30 no later than 4:00 PM, MST
- TBD Vendor Presentations if necessary (Remote Setting)

**Revised to:**

3.3 **Schedule of Events.** The following is the tentative schedule that will apply to this RFP, but may change in accordance with the University's needs.

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The following questions were received prior to the close of the Technical Question period on September 17, 2021 at 2:00 PM MST. **University responses in red.**

1. For the existing base of devices within the fleet, will support for break/fix and advance exchange be required, in addition to end of life, or asset recovery services according to their refresh schedule?
   Existing devices within fleet will utilize warranty support obtained when originally purchased. No hardware break/fix or exchange services will be required. There will be need for Endpoint system to store hardware information such as Serial, Make, and Model obtained from BIOS/UEFI for existing devices in order to tracking and plan refresh.

2. What is the current number of end user devices throughout the university? Also, what is the percentage makeup of Windows, iOS/MacOS, Android & Chrome OS of the end user device population?
   Due to decentralized nature of endpoint management, numbers are approximate. End user devices throughout the University would be over 15,000. Approximate percentage of end user devices would be Windows 55%, iOS/MacOS 35%, Android 5%, ChromeOS 5%.

3. Can the university describe the ownership model for the end user devices?
   **Ownership model is predominately upfront purchase.**
a) If applicable, can the university provide a list of existing leased devices and their lease expiration?  
   N/A

b) For non-leased devices, can the university provide an inventory list their warranty expiration dates?  
   N/A

4. Does the university currently employ ServiceNow or another vendor for service request management?  
   ServiceNow is currently in place for service request management

5. Can the university specify which pre-deployment services are needed for their end user devices?  
   Pre-deployment services would be to device enrollment services. Services of interest are Microsoft Autopilot for Windows, Apple School Manager for MacOS and iOS, and Chrome Enterprise for ChromeOS.

6. Does the RFP encompass all services desired from the university for their end user devices?  
   The current 5 year plan includes devices assigned to end users. Devices outside of the current project scope would include location assigned devices such as classroom workstations, training labs, customer service kiosks, laboratory workstations, and conference room workstations. Additionally, identity management services as well as threat and intrusion detection services are not in scope for this RFP.

7. What SLAs are currently in place?  
   This is a new service to be offered to campus as such there are no internal SLAs with campus units. There are no external SLAs for centrally provided Endpoint Management and Endpoint Supply Chain services.

8. What is the current reorder process?  
   Current ordering process is distributed across multiple units, but commonly use the University Shop Catalogs website or contact with sales reps under existing University contracts.

9. What is the average refresh period for end user devices?  
   Anticipated standardized refresh period will be 3 to 5 years.

10. Is there a need around training of IT staff of any of the new software or processes to be proposed on this RFP?  
    Training needs would be dependent on recommendations of the endpoint management vendor

11. Please verify the University's acceptance of digitally signed forms and documents.  
    Digitally signed documents are acceptable
12. Based on the level of detail required to respond, would University of Arizona (UA) will extend the deadline by two weeks after the addendum with questions and answers is posted for all vendors to have time to consider the clarifications before submitting their final responses? Yes. Deadline has been extended by two weeks.

13. How many customer references are required in total, Three or Five? Please clarify. Three

14. In the Endpoint Section- Can templates be created, and how is drift reported and managed? Need more information on the ask, what is a drift report? Drift is where endpoint configuration has been changed and no longer matches the configuration originally applied by a template.

15. Please provide a total device count that will be managed? Estimated total device count after 5 years is approximately 12,500.

16. Please provide how many devices does one user have on average? In specific cases when users are using more than one device it may be beneficial to have user-based licensing. Current plan will only manage 1 device per user.

17. Are you planning on doing all devices in year 1 or are you doing a rollout over 5 years? If rollout, what is rollout schedule per year? Rollout, capturing approximately 2,500 additional endpoints per year

18. Please provide the number of University personnel will need to be trained on the proposed solution? 1 to 15

19. Please clarify if the university has identified a core team of individuals who will manage and maintain the proposed solution on an ongoing basis? Yes

20. Will the University consider granting a 2 week extension to allow time for clarification from responses to questions? Yes. Deadline has been extended by two weeks.

21. Please confirm that the University currently use specific 3rd party advanced or mobile threat protection tools that the solution needs to integrate with? (Attachment A) Tool currently in planning

22. Please confirm that the University currently use specific 3rd party endpoint detection and response tools that the solution needs to integrate with? (Attachment A) Tool currently in planning
23. Please confirm that the University currently use specific 3rd party identity management systems that the solution needs to integrate with? (Attachment A)
   Tool currently in planning

24. Please confirm that the “endpoint key” referred to in this item related to endpoint encryption? Or certificates/PKI more broadly? (Attachment A)
   Yes

25. Please provide an example of the use case for a “limited user environment” to illustrate this requirement further. (Attachment A)
   Logged in user account does not have administrator access on the endpoint.

26. Endpoint Hardware costs are dependent on the configuration. Are there specific configurations we should provide pricing on (RAM, storage, processor, warranty)? Configurations will need to change annually.

   Current targeted standard configuration for full functional devices:
   - 8 thread or core processor
   - 16GB RAM
   - 250GB or larger solid state storage
   - USB-C docking capable port using ThunderBolt 3, ThunderBolt 4 or USB 3.2 Gen2 with DisplayPort Alt Mode
   - 3 years hardware warranty
   - Mini desktop units weigh less than 3 pounds, notebook units weigh less than 5 pounds, and tablets units weigh less than 2 pounds

   Current targeted standard configuration for thin client or specific use devices:
   - 2 thread or core processor
   - 4GB RAM
   - 80GB or larger solid state storage
   - USB-C docking capable port using ThunderBolt 3, ThunderBolt 4 or USB 3.2 Gen2 with DisplayPort Alt Mode
   - 3 years hardware warranty
   - Mini desktop units weigh less than 3 pounds, notebook units weigh less than 5 pounds, and tablets units weigh less than 2 pounds

27. Does a prospective vendor have to be able to provide everything within the RFP or can they just respond to a portion of it? Example, we have many providers who just do end point management or can do end point management and Lifecycle management, but not hardware procurement/management.
   Proposals for just Endpoint management and just supply chain management are acceptable.
28. Whether companies from Outside USA can apply for this? (like, from India or Canada)
   Yes

29. Whether we need to come over there for meetings?
   Remote meetings are acceptable

30. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
   Yes

31. Can we submit the proposals via email?
   It is preferred that proposals are submitted via Box, to the secure upload link listed in the RFP.

End of addendum, all else remains the same.