1) Since this RFP is coming through RCUH and not the State Procurement Office, how is this project being funded? If by a grant, what is the source of the grant and is there a cap to the dollar amount? (i.e. State Data Loss Prevention deal funded by UH)
The funding source is a grant from the Hawaii Community Foundation. There is a cap to the amount, but we believe it is sufficient to cover the requirements. Please propose your best pricing.

2) Because the RFP is coming through RCUH, does this project qualify for academic pricing where available? For example, should MS Select Academic licensing be used?
No, this project does not qualify for academic pricing. Normal, commercial licensing should be used.

3) Currently the state procurement office only allows En Pointe to bid on the Microsoft Select Agreement. What process will be provided to allow bidders to propose software license pricing and what type of pricing will qualify as appropriate (i.e., Open Government, Open Academic, Select Government, Select Academic)?
Since this project falls outside of the normal State Procurement Office authority, Offerors should propose the most advantageous commercial licensing prices.

4) Other than Microsoft Windows and Microsoft Office, what other applications will be used in this environment? Are bidders responsible to provide pricing for Microsoft Office licenses for the client hardware proposed? If so, at what level (i.e., Open Government, Open Academic, etc.)
Bidder should only quote for Microsoft Windows and Office. As this is a training environment and will be used for ALL kinds of software to be loaded as training requires, OIMT will be responsible for procuring other application licenses as necessary on a training by training basis.

5) Is the vendor or state going to provide the missing hardware (switches/cables not listed in RFP) or do these components need to be included in the RFP response?
OIMT will provide a 24-port switch, but offer should propose any other hardware necessary for a complete solution. Equipment necessary but not specified in the RFP should be included in the proposal.

6) Has a prototype or pilot program already been done to develop specifications? If so, are there specific IOPS or other performance metrics to be met?
No.

7) Page 8 of the RFP mentions back end software to remote boot any OS. Should this be for both VMware and Citrix or either/or?
The Offeror should propose a solution that will allow the training desktops to be booted to whatever OS is required by the training, using whichever VDI architecture being proposed.

8) Should licensing be provided for the VDI training system to run all of the current dominant VDI architectures (VMware, Citrix, Microsoft)?
We only need one VDI architecture, the vendor may propose whichever one they believe is most advantageous. State personnel are already familiar with VMware, so all else equal that is preferred. However, if a different VDI provides a better overall solution, other options are acceptable.

9) If all three VDI architectures are to be supported by this training system, does the state plan on addressing this requirement using separate hardware for each – VMware, Microsoft and Citrix?

Only single VDI solution should be proposed.

10) P7 of RFP refers to the solution being mobile and capable of being set up or broken down in 30 minutes. Please elaborate on the process of setup or breakdown so that we understand more clearly how this is defined. Is the expectation that the setup and/or breakdown would be accomplished by one person, or a team? What type of verification will be required to prove a bidder's claim that the 30 minute time frame can be met?
This solution should be portable enough that it can be moved to a different training location with minimal staff and moving requirements. That is, the solution should include a cart (or carts) that will hold the instructor and student stations, including keyboard and mouse, plus all cabling and switches. The cart should include spools that will allow the cables to be "rolled up" without disconnecting them from the switch. The monitors should be hung on racks so they are secure when moved.

11) P8 of RFP – speaks of the server specs and talks about specific "disk' drive configurations. Are configs with SSD acceptable or do they have to be "disk" drives?
SSDs or flash memory will only be allowed on thin clients, not on the server.

12) On page 11 of the RFP there is a sentence about "determination of deliverable deficiencies…". Please elaborate on what this statement means.
Provide a checklist that describes all proposed functionality and specifications that will enable government personnel to assess the final delivered solution against the proposed solution.

13) On page 12 of the RFP the evaluation system is shown. Is there a metric for assigning points under the pricing section? For example, some RFPs award the maximum points to the lowest bidder, then allocate points to higher priced proposals by taking the lowest priced proposal times the maximum points available for price, divided by the higher proposal price. Will that formula be used here or is there an alternate method for awarding points to proposals priced higher than the lowest priced proposal?
In converting cost to points, the lowest cost proposal will automatically receive the maximum number of points allocated to cost, 10 points. The point allocations for cost on the other proposals will be determined through the method set out as follows:

[Lowest Cost x 10 points (maximum)] divided by Contractor's Proposal Cost = Cost Points Awarded

14) Can the winning bidder do partial billings or will the entire project need to be completed in order for a winning bidder to invoice? If partial billings are acceptable, will the state be willing to pay for hardware and licensing costs prior to the completion of implementation and training?
The billing schedule will be determined at contract award. Offerors may propose whatever billing schedule they deem appropriate, and that will be taken into consideration upon award.

15) Is there any consideration to host the backend of this training environment either at the state Data Center or by using a cloud-based architecture?
As stated in Section 2.2, the backend server will be located in the ICSD datacenter in the Kolanimoku building (1151 Punchbowl Street), Honolulu. The training classroom will be primarily located in Room 303 of the Keoni Ana building (1177 Alakea Street), but must be transportable to other locations and must be able to access the server from any location on the State intranet.

16) How many ways do you deliver desktop applications today (Citrix, VPN, VDI, etc.)?

Within our department, currently all are delivered locally. RFP is requesting a single bidder proposed solution.

17) Is there any requirement now or in the near future for application virtualization to be part of the architecture, which would be different from basic VDI? Depending upon the streaming requirements of a given application, this may be a preferred method of application delivery and may also impact licensing costs.
This solution will demonstrate the viability and systems management requirements for potential future projects. Bidders may propose a solution that delivers both OS and application virtualization.

18) What are the security concerns for this training environment? Are there any security considerations beyond basic endpoint security? For example, will the system have to accommodate two-factor authentication and/or encryption? Is there a requirement to wipe images after each session?
Systems should be designed to completely wipe information on student stations between training classes. In addition, there is a requirement to be able to utilize different desktop images (one at a time) depending on specific training requirements. No other security considerations are required, but may be proposed.