



State of Rhode Island
Department of Administration / Division of Purchases
One Capitol Hill, Providence, Rhode Island 02908-5855
Tel: (401) 574-8100 Fax: (401) 574-8387

May 16, 2017

ADDENDUM # 1

RFQ: 7551609

**Title: SERVICES PORTION FOR COMPLETE REMOTE ACCESS
AND TABLET SOLUTION FOR RIAG**

Bid Closing Date & Time: Tuesday, May 30, 2017 at 10:30 AM (EST)

Notice to Vendors:

Question period has been extended until Thursday May 18, 2017 @ 4:00 PM EST.

**Sharon Louro
Buyer I**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.



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Department of Administration

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Website: www.purchasing.ri.gov

REQUEST FOR QUOTE (RFQ) – BID# 7551609

**SERVICES PORTION FOR COMPLETE REMOTE ACCESS AND TABLET
SOLUTION FOR RIAG**

SUBMISSION DEADLINE: 05/30/2017 at 10:30 AM (EST)

PRE-BID CONFERENCE:

NO
 YES _____

Buyer Name: Sharon Louro
Title: Buyer I

QUESTIONS concerning this solicitation must be received by the Division of Purchases at (doa.purquestions9@purchasing.ri.gov) no later than **Thursday May 18, 2017 @ 4:00 PM EST**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the **RFQ Bid # 7551609** on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

NOTE TO VENDORS:

Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov.

Offers received without the completed three-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM



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The Division of Purchasing, on behalf of The Rhode Island Office of Attorney General (RIAG), is soliciting quotes for a complete “Remote Access and Tablet Solution” to integrate with the existing Microsoft based Infrastructure in place and accommodate the remote work needs of the RIAG. This solution should provide complete management solution that will function completely with the specified tablet device in addition to all components necessary to guarantee the security and integrity of the RIAG infrastructure and data it contains. Each of these needs will include specific requirements highlighted in more detail under Specific Requirements section of this document.

- Vendors are required to complete the excel Bid Form and submit with their quote.
 - Tabs titled “Bid form” and “Mandatory Requirements” must be completed.
- In order to appropriately size the bid for Technical and Professional Services, read the sections listed on pages 3-6 to get a good understanding what needs to be included.
- The Bid Price must be inclusive of all costs.
- Bidders must submit a hard copy of the bid form along with the RIVIP three – page Bidder Certification Cover Form.
- An Electronic Based File is attached that includes an Excel Spreadsheet for submission of the vendor bid form for this solicitation.
- Submission instruction is as follows:
 - Please submit a DISC (CD) copy of your bid form in the same excel format provided.
 - Bidders are instructed to submit pricing ONLY in excel on the Electronic Based Excel File. Please do not print the Sample Spread Sheet(s) and manually enter pricing.
 - Once Disc Based File is completed submit an electronic version in Excel on a disc (CD). Also submit a printed signed hard copy of your Excel spread sheet with your proposal.



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Specific Requirements:

The RIAG is supported by a small IT department, which currently consists of 3 staff members. Given the staffing constraints, it is imperative that all solutions quoted allow for ease of management and easy integration. The management ease and flexibility should be carefully considered and elaborated on via the presentation of the recommended solution. The planning and development of the proposed solution should contain as much automation as possible. The vendor must be able to propose, install and support (on a request driven basis) a complete remote workplace environment consisting of 125 Microsoft Surface tablet devices with specific hardware requirements listed in section Specific Requirements, demonstrate expertise with Cisco products using RSA integration and a provide a platform to manage and remotely lock/wipe these tablet devices both internal and external of the RIAG network. Solution will be comprised of a Multi-factor authentication platform with the inclusion of RSA Tokens or Fortinet FortiAuthenticator/FortiAnalyzer pair and configuration of our existing secured gateway appliance to provide secure and reliable access to the RIAG network. The Rhode Island Office of Attorney General currently consists of a VMware platform for both server and client needs.

Quotes shall include and clearly demonstrate in regards to the Rhode Island Office of Attorney General IT staff, the ease to interface and manage the system and the planning and development of the proposed solution should be simple in operation and contain as much automation as possible.

General Scope of Work

The RIAG is seeking a secure and flexible solution to facilitate the growing need for RIAG staff to conduct business off-premise in a secure manner using a tablet or BYOD device. Ideally it would be preferred for this system to interface with the existing VMware environment so that the user has the ability to operate on their unique profile or windows desktop whether internal or external to the RIAG secured network.



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Specific Activities / Tasks

- Install 95 Microsoft Surface Pro 4 quality anti-glare/smudge glass screen protectors.
- Install 95 Kensington BlackBelt™ 2nd Degree (Black) Microsoft Surface Pro 4 protective cases.
- Tablet devices should authenticate via a secure remote gateway appliance via RSA Tokens or Fortinet FortiAuthenticator/FortiAnalyzer pair.
- Tablet devices should integrate with VMware and utilize the users existing windows profile / desktop.
- Tablet Devices must support access to internet based portals and resources.
- Tablet Devices must support Internet Explorer based web browser.
- Ability to fully manage the solution via a single pane of glass.
 - Ability to restrict operating system features, applications and functions using management suite.
- Ability to lock and wipe tablets devices if lost or stolen
- Propose a complete managed antivirus solution or integrate into the current
- AV solution utilized by RIAG to provide security to all tablets.
 - Proposed AV solution should also have the capability to push updates to, and monitor endpoint devices while not connected to the RIAG internal network.

Infrastructure Management:

Management Console must be configured as a total solution for deployment and day to day management of remote devices and perform the following:

- a. Provide the ability to completely automate the deployment and update process of software on a scheduled basis on remote tablet devices.
- b. Manage the end user experience with Desktop Policy Management. From interface options to hardware configuration and everything in between.



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- c. Provide a remote support option for IT staff to engage in support incidents with remote users.
- d. Conduct all management functions of mobile devices from the same framework as desktops, laptops and servers for consistent IT systems management across the entire organization.
- e. Provide a complete reporting solution for user and remote device statistics including but not limited to VPN access and resource “use” statistics.

1. Technical and Hardware Support:

The successful bidder shall at minimum include as part of the overall base bid work the following:

- a. Must provide at a minimum, five (5) year 7x24x365 (366) support, all-inclusive technical support solution to address matters of system down time to maintain the operations of the office of the RIAG to assure that operations continue without disruption as the operations of this office is a 24 x 7 x 365 (366) operation and communications is essential.
- b. The Technical Support Solution shall be all- inclusive and is to include services, parts and labor such as but not limited to the following. When preparing your response to this RFQ please be clear in identifying areas that your firm will not be able to provide in the Bid Form, Mandatory requirements tab and how your team will address these issues. At minimum the Support Solution is to provide the following:
 - 1. Physical Hardware Support.
 - 2. Software Support Including but not limited to set up, reinstallation, licensing, upgrades, configuration issues and conflicts, phone support and alterative software as may be required for nonperformance.
 - 3. On Call Technical Support including On-Site, Remote Phone Support, Software Phone Support including Software Issues with third party software providers.
 - 4. On-premise hardware and software support / replacement.



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5. All Hardware, software and firmware upgrades.
6. Required to have In-House Inventory of all key system components not stocked at key service provider locations.
7. Software Patches.
8. Four Hour (4) response for all service calls hardware replacement

Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

AWARD

THE STATE, AT ITS SOLE DISCRETION, SHALL RESERVE THE RIGHT TO MAKE ONE OR MULTIPLE AWARDS FOR THIS REQUIREMENT AND/OR TO REJECT ANY OR ALL BIDS.

DELIVERY PER AGENCY

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.

QUOTES - FIRM 60 DAYS

QUOTE MUST BE HELD FIRM FOR PERIOD OF 60 DAYS.

INSURANCE REQUIREMENTS

AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.

NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD: * PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - \$1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER. * BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION. * SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF \$5 MILLION. * ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - \$1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER. * VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF \$1 MILLION.

PURCHASE AGREEMENT BID

BIDDING (a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State. (b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordered during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered. (c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost. (d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request. **ORDERING** (a) The User Agency(s) will submit individual orders for the various

items and various quantities as may be required during the agreement period. (b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.

Mailing Address for Bid Proposals issued by the State of Rhode Island, Division of Purchases:

All Bid Proposals must be submitted to the following address:

State of Rhode Island
Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908

QUOTATION TERMS

ALL QUOTES ARE SUBJECT TO THE TERMS AND CONDITIONS STATED IN THE BID.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer. When delivering offers in person to One Capitol Hill, vendors are advised to allow at least one hour additional time for clearance through security checkpoints.

MAILING ADDRESS FOR BID PROPOSALS ISSUED BY THE STATE OF RHODE ISLAND,
DIVISION OF PURCHASES

All Bid Proposals must be submitted by mail or hand delivered to:

- State of Rhode Island
- Department of Administration
- Division of Purchases, Second floor
- One Capitol Hill
- Providence, RI 02908-5855

DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.