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May 23, 2017

ADDENDUM # 2

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:

Attached are the vendor questions with state responses. No further questions will be entertained.

Question 1: Whether companies from Outside USA can apply for this? (like, from India or Canada)

Answer 1: NO

Question 2: Whether we need to come over there for meetings?

Answer 2: You will need to come onsite.

Question 3: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer 3: NO

Question 4: Can we submit the proposals via email?

Answer 4: No, proposals must be hand delivered or mailed to the address below, on or before the closing date.

Division of Purchases

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Question 5: Will customer consider responses for services only, where customer will source the SP4 separately?

Answer 5: The hardware has already been acquired.

Question 6: What Remote Access termination devices will be utilized to make the request for 2 Factor credentials, e.g., LTE/4G SmartPhone or MiFi device, guest/personal WiFi?

Answer 6: This will be the VPN gateway for all surfaces, laptops and BYOD's. 150 potential connections.

Question 7: Does customer have existing LTE/4G devices and service that will be used for remote access? If so, how many of each type?

Answer 7: YES, three Verizon hotspots.

Question 8: Please confirm on page 4 what AV stands for "AV solution utilized by RIAG to provide security to all tablets". AV (Anti-Virus) solution?

Answer 8: Anti-Virus

Question 9: What VPN connectivity servers are utilized today? i.e. firewalls, tunnel servers, etc.

Answer 9: Firewalls

Question 10: What VPN software is being utilized today? If none to the above, what is the current make/model/version of their firewall?

Answer 10: Cisco 5516 ASA Firewalls

Question 11: Does the customer need 2 factor authentication for just the tablets or also for laptop VPN users? If so, how many users in total?

Answer 11: See question 6

Question 12: Does the customer prefer soft tokens or hard tokens?

Answer 12: Soft Tokens

Question 13: When will all answers to questions be posted in an addendum?

Answer 13: 5/23/2017

Question 14: What is the preferred method(s) of connectivity for the Surface Pro 4 units (ie WIFI, cellular, etc)?

Answer 14: WIFI

Question 15: Can Mobile Device Management be addressed independently from the other requirements of this bid?

Answer 15: NO

Question 16: Has RIAG already purchased the 125 Microsoft Surface tablets?

Answer 16: 89 have been purchased thus far.

Question 17: Has RIAG already purchased the 95 anti-glare/smudge glass screen protectors? (only 95?)

Answer 17: YES

Question 18: Has RIAG already purchased the 95 Kensington BlackBelt protective cases? Or is the bidder expected to propose those items?

Answer 18: Yes, they have been purchased, bidder does not have to propose these items.

Question 19: General Scope - 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.

a. Is Microsoft Terminal Services an option?

Answer a. NO

b. Can the field devices (Surface Pro 4) be locked down with technology such as Microsoft Steady State, Faironix - DeepFreeze et al in order to rebuild virus/malware infected devices more rapidly?

Answer b. YES

c. If external users are to save data anywhere other than their unique profile or desktop in the VMware environment can this be Microsoft OneDrive?

Answer c. NO, we prefer all data be kept internally on our file servers which are reachable via the virtual environment.

i. If yes, can the field devices (Surface Pro 4) be locked down with technology such as Microsoft Steady State, Faironix DeepFreeze et al in

order to rebuild/recover virus/malware infected devices more rapidly?

Question 20: General Scope - Ability to fully manage the solution via a single pane of glass. Ability to restrict operating system features, applications and functions using management suite.

- a. Is the RIAG looking for a new, wholly separate Management system outside of from their existing RMM solution (Kaseya) or is an option for the awarded Vendor to configure and manage the existing system?

Answer 20: **Yes, a total management Suite. AirWatch or something similar comes to mind.**

Question 21: General Scope - Tablet Devices must support Internet Explorer based web browser.

- a. Is there a specific version of Explorer that must be supported or custom installed in order to support any applications that the RIAG user must access?
- b. Are there other web browsers needed for the gold image? Should companion standard browsers be included in the build (Google Chrome and Mozilla Firefox)?

Answer 21: **a. No specific version of IE.**
b. The most current version. Firefox will be needed in the golden image as well.

Question 22: Infrastructure Management – e. Provide a complete reporting solution for user and remote device statistics including but not limited to VPN access and resource “use” statistics.

- a. Is the RIAG looking for overall health reports (CPU, Memory, HDD utilization etc.)?

Answer 22: **Yes, as well as VPN statistics. Who connected and when and what they accessed.**

Question 23: General Question – Can equipment needed for exchange be stored onsite at the RIAG’s office under lock and key for rapid deployment or does the RIAG expect the vendor to maintain the RIAG’s asset inventory in their facility?

Answer 23: **IT can and must be stored here onsite**

Sharon Louro
Buyer I

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