



King's Daughters

Written Questions and Answers

Information Services and Technology Reseller & Support

RFP KD-0167-25

New Closing Date: 12/04/2024

Today's Date: 11/18/2024

NO.	Question	Answer
1	For the items shown, do you have preferred manufacturers identified? If so, can you provide a list by hardware by device type and model numbers?	No preferred manufacturers.
2	Do you have any forecast volumes or run-rates for the device types listed to enable volume discounts?	No
3	What types of PDAs are in use?	Spectralink, iPod, iPad
4	What types of devices are, or need to be, ruggedized?	None
5	Do you have data available on volume of activity by each bullet?	No

6	Do you have an inventory of the network devices, servers, laptops, and other devices requiring support by manufacturer and model?	We utilize industry leading vendors and their technology.
7	Do you have a user count available?	UKKD employs over 5k team members
8	Regarding data management, do you have the information and parameters regarding number of databases, volume metrics, transaction types, throughput requirements?	We have several hundred of transactional databases with varying degrees on throughput requirements.
9	Regarding the request for Software copying, can you provide more detail?	This would be around large software and data migrations
10	For Physical Security, can you elaborate on physical access control as to the scope? Current solution in place? Effectiveness of the solution?	Proxy badge readers for security access to restricted areas. Solution is very effective.
11	For the Cloud bullet, do you currently have any cloud solutions in place, and if so, can you provide additional info?	We have several cloud based vendor solutions, our private cloud environment is Azure
12	Regarding Visual communications, can you expand on the requirements? Types	This could be audio/visual equipment, Webex rooms, Integrations with Teams and Zoom, etc.

	of devices, protocols in use, volume of traffic, etc.?	
13	Regarding staff augmentation, do you have specific details on the number and types of resources you require?	Augmentation could include engineering/administration assistance with many industry leading vendors and their solutions.
14	Please advise if this is negotiable. (KD-0167-25 IST Reseller & Support, Section 6.10)	This is nonnegotiable, it is a state statute.
15	Can you advise if you have ever had to enact this clause for other contracts/agreements? If so, how often?	To this date, No.
16	Do you want us to list all 3000+ products that we sell? I know in the past, we have provided HP, Dell, Citrix, among other equipment. Was wondering if you needed a comprehensive list of those items.	Yes
17	Do you want to list all the subcontractors we have used? Because our services are very broad – and we have worked with companies throughout North America for the past 30+ years, that list may be a long one as well.	Not relevant to list all the subcontractors.

18	Based on the sustainability paragraph in section 2.3, is the request for multiple hard copies of the final RFP a requirement?	Yes
19	Our contractual obligations via the Vizient contract were put in place for the benefit of the Vizient member(s) and specifically require us to offer a cost-plus percentage mark up and a discount off advertised price depending on the category, will King's Daughters accept a pricing response in such a format?	We will accept a cost based format.
20	In RFP Section 8.1, Category III: Professional and Support Services, will King's Daughter provide job descriptions for the various roles listed?	When requesting a scope of work from awarded vendor.
21	Does King's Daughter need pricing for any specific makes/models for any technology products?	No
22	Will King's Daughter please clarify if there is any additional information to include	Customer references are acceptable and a brief, high level summary of the services provided will be helpful.

	in Criteria 4? Are there specific requirements for the evidence of successful performance or the implementation schedule?	
23	Will King's Daughter please clarify what we should include under Criteria 5? All of the instructions listed under Criteria 5 appear previously under Criteria 4.	Please share any additional information relevant to this RFP that has not already been addressed.
24	Will King's Daughter accept digital signatures for our proposals?	Yes
25	Under section 4.4 Executive Summary and Proposal Overview, firms are asked to check their Business Classification. We are an MBE firm certified by the NMSDC and the NCTRCA. Could the UK KDMC kindly clarify if these certifications are recognized under this solicitation?	Yes All Certifications will be acknowledged in the offerors proposal.
26	Could UK KDMC kindly clarify if firms bidding for Category III: Professional and Support Services are allowed to bid only	Yes, offeror can bid on one or multiple categories.

	under subcategory Staff Augmentation?	
27	We are a Data Solutions services provider, could the UK KDMC kindly clarify if these services fall under Category II: Technology Services? Or are firms required to provide all of the services indicated such as "Hardware and software installation, Extended warranties," and more?	<p>The offer would need to determine were your service fit in.</p> <p>See answer #26</p>
28	Could the UK KMDC please elaborate on where should firms provide their available services for Category II: Technology Services?	<p>Available services should be listed in the Technical Proposal. Pricing should be listed in the financial proposal.</p>
29	Could UK KDMC kindly clarify if firms are required to provide Optional Services under section 7.2 Optional Services? If so, where should it be attached in the contents of the proposal?	<p>This is Optional and should be listed in the technical proposal.</p>
30	Could UK KMDC kindly clarify if submitting a response to sections 8.2 Optional Services (Section 7.2) and 8.3 Alternate Pricing is	<p>These are Optional and are not required to be considered.</p>

	mandatory in order to be responsive?	
31	<p>Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria Offeror Qualifications, it is stated: "The purpose of the Offeror Qualifications section is to determine the ability of the Offeror to respond to this RFP. Offeror's should describe and offer evidence of their ability to meet each of the qualifications listed below." Could the UK KDMC kindly clarify the qualifications firms should address in this section?</p>	<p>Offeror should be able to confirm that they are qualified to offer the services that are requested in this RFP.</p>
32	<p>Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria 1 - Offeror Qualifications, it is stated: "Our supply chains and business partnerships are an important aspect of this work. In your proposal, please (A) provide your company's mission and vision relative to sustainability, and (B) how your company, through services,</p>	<p>Please provide a response to A and B and any additional information will be accepted.</p>

	<p>products, and partnerships, will help the Medical Center advance specific elements of the Sustainability Strategic Plan" Could the UK KDMC kindly clarify if in this section this is the only point that should be addressed? If not, what else should firms demonstrate in this section?</p>	
33	<p>Under section 4.0 PROPOSAL FORMAT AND CONTENT, section EXECUTIVE SUMMARY AND PROPOSAL OVERVIEW, it is stated: "As part of the Executive Summary and Proposal Overview, Offeror should submit with their response a summarized profile describing the demographic nature of their company or organization." Could the UK KDMC kindly elaborate on what they mean by "demographic nature"?</p>	<p>Relating to human populations and the information collected about them.</p>
34	<p>Could the UK KDMC kindly clarify if they are looking for a catalogue of services of any of</p>	<p>No</p>

	the categories in this solicitation?	
35	<p>Under section 7.1 Detailed Services Defined, it is stated: "The Offeror is to propose the broadest possible selection of Technology Products, Services, and Solutions. Offeror should have demonstrated experience in providing the Products and Services as defined in this RFP." Could the UK KDMC please clarify if firms must address this point in the technical proposal? If so, where should it be attached?</p>	Yes, within the technical proposal.
36	<p>Under section 7.1 Detailed Services Defined, it is stated: "The Offeror shall be expected to use these guidelines in developing the proposed solution." Could the UK KDMC please clarify if firms must address this point in the technical proposal? If so, where should it be attached?</p>	See answer # 35
37	<p>Under section 7.1 Detailed Services Defined, it is stated: "Offeror shall provide</p>	Yes.

	<p>a dedicated sales team..." Could the UK KDMC please clarify if by "dedicated sales team" they refer to a dedicated team of people (key personnel) in charge of managing the UK KDMC's account?</p>	
38	<p>Under section 7.1 Detailed Services Defined, it is stated: "Offeror shall house inventory of custom SKUs at no cost to UK KDMC; quantity will be based on established run-rate and/or project forecasts." Could the UK KDMC kindly clarify if firms are bidding under categories II and III, are they required to provide these services?</p>	<p>Ideally we would prefer the vendor to be able to provide some type of support for the solutions they provide.</p>
39	<p>Could the UK KDMC please clarify if firms are required to separate their answers with headings for each category firms are bidding for in Criteria 2 and 3?</p>	<p>Yes, Criteria headers should be separated.</p>
40	<p>For Category II: Technology Services, could the UK KDMC kindly clarify if resources performing the services are</p>	<p>All offers will be considered</p>

	allowed to work offshore and remotely?	
41	For Category II: Technology Services, could the UK KDMC kindly clarify if resources performing the services are required to work on-site?	Remote work is fine in some instances; however, there may be times in which on-site work is required.
42	Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria 2 - SERVICES DEFINED, it is stated: "What presentation platforms (PowerPoint, Prezi, etc.) do you commonly utilize?" We are a Data Solutions services provider, could the UK KDMC kindly clarify we are required to provide an answer to this question due to the nature of our services?	We utilize industry leading vendors and their technologies
43	Could the UK KMDC kindly confirm if there is a subcontracting goal for this solicitation? If so, could UK KMDC kindly share the goals?	No
44	Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria 2 - SERVICES DEFINED, section Professional	Typically this would be for a solution you would provide that included staff training. This could be for a technical solution with a small group or for a larger audience.

	and Support Services, it is stated: "Describe the methodology for training UK King's Daughters Medical Center." Could the UK KMDC kindly clarify what kind if the training needed is for the resources that will perform the services or UK KDMC's staff?	
45	Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria CRITERIA 4 - EVIDENCE OF SUCCESSFUL PERFORMANCE AND IMPLEMENTATION SCHEDULE, it is stated: "Please provide any additional information that the Offeror feels should be considered when evaluation their proposal." Could the UK KMDC kindly confirm if they are looking for case studies in this section?	Case studies would suffice.
46	Under section 4.0 PROPOSAL FORMAT AND CONTENT, section 4.5 Criteria CRITERIA 4 - EVIDENCE OF SUCCESSFUL PERFORMANCE AND IMPLEMENTATION SCHEDULE, it is stated: "Describe any	No

	investments and capabilities regarding AI/ML." Could the UK KDMC kindly clarify if firms are required to have investments and capabilities regarding AI/ML in order to be responsive?	
47	Could the UK KDMC kindly clarify if firms are required to provide additional information under CRITERIA 5 - OTHER ADDITIONAL INFORMATION in order to be responsive?	See answers # 40
48	Could the UK KDCM please clarify if vendors are required to provide an Implementation schedule under section CRITERIA 4 - EVIDENCE OF SUCCESSFUL PERFORMANCE AND IMPLEMENTATION SCHEDULE? If so, could the UK KDMC kindly provide important dates in order for firms to provide a schedule?	Implementation schedule is fluid based on a scope of work.
49	Could the UK KDMC please clarify if for the Staff augmentation category, are they looking for firms to recruit the positions from the market or firms who have these	Expert on demand staff augmentation.

	resources in-house to fill the required positions?	
50	Are the vendors allowed to subcontract at the Task Order Level?	Preference would be for vendor to provide services vs sub contract.
51	If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?	Only with executive approval.
52	Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?	There is no allocated budget.
53	Could the UK KDCM kindly grant an extension on the due date?	Yes, December 4, 2024 is now the deadline.
54	Section 3.7 Proposal Submission and Deadline, "Technical Proposal: Two (2) copies on electronic storage devices (USB) (1 copy per storage device) each clearly marked with the proposal number and name, firm name and what is included (Technical Proposal) and Five (5) printed original copies" for the Technical and Financial Proposal, Could the UK KDCM please clarify whether the two	These must be on two separate USB devices and each identified.

	<p>electronic copies requested should be stored on separate USB devices or if they can be combined on a single device?</p>	
55	<p>Section 4.9 Criteria 5 – Other Additional Information, "The Offeror may present any creative approaches that might be appropriate. The Offeror may also provide supporting documentation that would be pertinent to this RFP." Could the UK KDCM please clarify what type of documentation bidders can provide to fulfill this section?</p>	<p>Offeror may submit examples of other successful approaches to the categories listed.</p>
56	<p>Under section 4.4 Executive Summary and Proposal Overview, it is stated: "3. Describe the size of your company in terms of number of employees, gross sales, etc." Could the UK KDMC please clarify is by "gross sales" they refer to annual sales?</p>	<p>Yes, it is referring to annual sales.</p>
57	<p>Could the UK KDMC kindly clarify if the pricing firms must provide are billing rates (all-inclusive rates)?</p>	<p>Yes, UK KDMC is asking for billable rates.</p>

58	Could the UK KDCM please clarify the services expected under Category III: Professional and Support Services, section Consulting?	These can vary depending on the project at the time.
59	Could the UK KDCM kindly clarify if the consulting services requested under Category III: Professional and Support Services are required to be performed by in-house personnel (staff working for our firm) or are they looking for firms to source the positions requested from the market?	This is negotiable so it could be either/or.
60	Are firms required to pay for holiday, vacation, PTO, etc.? If so, will firms be reimbursed the cost of these payments?	Firms employees.
61	Could the UK KDCM please clarify if references are required in the proposal in order to be responsive? If so, is healthcare experience required in order to be responsive?	See answer # 40
62	In the event that references are required, could the UK KDMC kindly clarify if	Yes, any references will be considered.

	firms are allowed to provide commercial references?	
63	Could UK KDCM please confirm whether vendors are required to include the second page of the RFP in their response? If so, could you please clarify in which section it should be included?	Yes, this should be signed and included with the technical proposal.
64	Are there scores for the evaluation criteria? If yes, could you please disclose it?	See Section #5 of RFP
65	Are electronic signatures allowed?	Yes
66	Could UK KDCM please confirm the required forms that must be submitted with the proposal?	The signed and returned cover sheet (pg.2) and signed Addendum with addition to the financial and technical proposals.
67	Section 7, 7.1, Category I For the items shown, do you have preferred manufacturers identified? If so, can you provide a list by hardware by device type and model numbers?	We utilize industry leading vendors and their technology.
68	Section 7, 7.1, Category I Do you have any forecast volumes or run-rates for the device types listed to	Volumes are based on projects, expansion, EOL devices, etc.

	enable volume discounts?		
69	Section 7, 7.1, Category I What types of PDAs are in use?		See answer # 3
70	Section 7, 7.1, Category I What types of devices are, or need to be, ruggedized?		This could be laptops for home health usage and/or handheld mobile devices for assisting in patient care.
71	Section 7, 7.1, Category II Do you have data available on volume of activity by each bullet?		Volume of activity varies
72	Section 7, 7.1, Category II Do you have an inventory of the network devices, servers, laptops, and other devices requiring support by manufacturer and model?		We utilize industry leading vendors and their technology. You will find a mix of different vendor devices
73	Section 7, 7.1, Category II Do you have a user count available?		See answer # 7
74	Section 7, 7.1, Category II Regarding data management, do you have the information and parameters regarding number of databases, volumetrics, transaction types, throughput requirements		We have several hundred of transactional databases with varying degrees on throughput requirements.
75	Section 7, 7.1, Category II Regarding the request for		This would be around large software and data migrations

	Software copying, can you provide more detail?		
76	Section 7, 7.1, Category II For Physical Security, can you elaborate on physical access control as to the scope? Current solution in place? Effectiveness of the solution?		See answer # 10
77	Section 7, 7.1, Category II For the Cloud bullet, do you currently have any cloud solutions in place, and if so, can you provide additional info?		See answer # 11
78	Section 7, 7.1, Category II Regarding Visual communications, can you expand on the requirements? Types of devices, protocols in use, volume of traffic, etc.?		See answer # 67
79	Section 7, 7.1, Category III Regarding staff augmentation, do you have specific details on the number and types of resources you require?		Augmentation could include engineering/administration assistance with many industry leading vendors and their solutions.
80	Section 6.10 Please advise if this is negotiable.		This is nonnegotiable, It is a state statute.
81	Section 6.12 Can you advise if you have ever		To date it has not been enacted.

	had to enact this clause for other contracts/agreements? If so, how often?	
82	Do Managed Services (day-to-day operational management of the IT environment) fall within the requested scope of this RFP? If so, please provide a list of assets (by device type) and applications for scoping purposes	No
83	Application Modernization (App Mod) Current Application Landscape: Can you provide details on the current application environment, including the types of applications in use and their respective platforms? a.Are there any legacy systems that require modernization or migration?	We utilize industry leading healthcare software vendors and their technology.
84	Virtualization Strategy: What percentage of your current data center is virtualized, and what is the desired end state?	We are 98% vitalized.
	a.Are there any existing virtualization technologies in use,	We utilize industry leading hypervisor software vendors.

	and if so, what are they (e.g., VMware, Hyper-V, etc.)?	
85	Data Center Virtualization: What are the goals for server consolidation, and how do you measure success?	NA
	a.How do you plan to handle high-availability and disaster recovery in a virtualized environment?	Dependent on the workload but at the compute, application, and storage layers
	b.What workloads are prioritized for virtualization, and what challenges have been encountered with this transformation?	NA
86	Cloud Readiness: How do you envision integrating virtualization with cloud computing services?	Unknow
	a.What is your timeline for transitioning to a cloud infrastructure, and what are your key concerns (e.g., security, data migration)?	NA
87	Energy Efficiency: What are the key energy reduction goals with this virtualization effort, and how are these tracked?	NA, these numbers are already baked in

	a.Are there any environmental certifications or energy-efficiency requirements for the solution?		NA
88	System Flexibility & Scalability: What specific systems require greater flexibility and scalability, and how do you plan to measure these improvements?		It varies from solution to solution
	a.Do you anticipate increased demand for resources in the future? If so, by what margin?		Dependent on growth
89	Infrastructure Data Center Management: Can you provide insights into the current infrastructure setup and any pain points in managing it?		We utilize industry leading vendors and their technology within our data centers
	a.What specific improvements are you seeking in data center management (e.g., automation, monitoring)?		Unknown
90	Network Modernization & Migration: What are the key drivers for network modernization (e.g., speed, capacity, security)?		All

	a.Do you have any constraints or special requirements for network migration (e.g., HIPAA compliance)?	NA
	b.What current tools are used for network management, and are you planning to replace or augment them?	We have multiple tools depending on the environment and hardware. We are not planning to replace.
91	Desktop Virtualization: Are you planning to virtualize the entire desktop environment, or just specific areas?	No, VDI is used for specific workloads
	a.How do you manage endpoint security and compliance in a virtualized desktop environment?	Varies based on the location of the endpoint, Ideally closed proprietary OS at endpoint.
	b.What role do you expect desktop virtualization to play in remote work or telehealth services?	Remote Work
92	Risk & Vulnerability Management: What are your current strategies for managing vulnerabilities across your IT infrastructure?	We utilize industry leading vendors and their technology but solutions vary across the infrastructure
	a.Are you looking for solutions that incorporate both vulnerability scanning and remediation?	Not looking to replace current solutions
	b.How frequently are risk assessments and	Monthly, Central Risk

	vulnerability scans conducted, and what reporting mechanisms are currently in place?	
93	IT Service Management (ITSM): What current IT service management tools or processes are in place, and where do they fall short?	We utilize industry leading vendors and their technology along with internally developed processes.
	a.What service levels (SLAs) are expected for IT operations, and how are these measured?	NA
	b.Are you looking for a full ITSM suite or specific features (e.g., incident management, change management)?	NA
94	Asset Management Asset Discovery & Inventory: How do you currently manage asset discovery and inventory (for both hardware and software)?	We utilize industry leading vendors and their technology for scanning assets as well as asset inventory when purchased.
	a.Are there any challenges in identifying or tracking specific types of assets (e.g., mobile devices, medical devices)?	NA
	b.How frequently is the asset inventory updated, and are you looking for automation in this process?	Bi Weekly
95	License Management: How do you track	See answer # 67

	software license entitlements and compliance today?		
	a.Are there specific licensing challenges (e.g., over-licensing, under-licensing, compliance with software audits)?		NA
	b.Are you seeking a solution that integrates with existing procurement and financial systems?		Not at this time.
96	Hardware Lifecycle Management: How are hardware assets tracked throughout their lifecycle, from procurement to retirement?		See answer # 67
	a.Do you require a solution that provides predictive maintenance or warranty tracking for physical assets?		We utilize industry leading vendors and their technology
97	Integration with Other Systems: Are there any systems (e.g., ITSM, financial systems) that the asset management solution must integrate with?		Unknown
	a.Do you require a solution that supports mobile or cloud-based asset management? Cloud		Unknown
98	Solutions Cloud Infrastructure (IaaS):		Unknown

	Are there specific workloads you plan to migrate to the cloud? If so, what are they?	Unknown
	a.How do you plan to handle security, compliance (e.g., HIPAA), and data sovereignty in the cloud?	NA
	b.What is your approach to hybrid or multi-cloud environments?	NA
	c.Do you have a preference for specific cloud providers (e.g., AWS, Azure, Google Cloud)?	Azure
99	Cloud Software (SaaS): What existing software services are you looking to transition to a SaaS model, and what are the driving factors (e.g., cost, scalability)?	NA
	a.How do you evaluate and select SaaS vendors to ensure compliance with healthcare regulations?	Third-party risk assessments
	b.Are you looking for integration capabilities with on-premises systems or other cloud services?	NA
100	Cloud Platform (PaaS): Do you need a PaaS solution to support	All development is On Prem

	custom application development? If so, what are the use cases?	
	a.How do you ensure data security and regulatory compliance within a PaaS environment?	NA
	b.What expectations do you have for scalability, performance, and availability from a PaaS provider?	NA
101	Scalability & Self-Provisioning: What are your specific requirements around scalability and self-provisioning capabilities (e.g., automatic scaling, burst capacity)?	Unknown
	a.How will you measure cloud service performance (e.g., uptime, speed)?	All of the above
	b.Are there any planned usage spikes (e.g., seasonal events, new service launches) that will require additional resources?	NA
102	Cost Management & Optimization: How do you currently manage cloud costs, and are you looking for tools to assist with optimization?	NA

	a.Are there any cost containment strategies in place (e.g., reserved instances, spot pricing)?		Yes
	b.How do you balance cost against performance, and are there specific trade-offs you are willing to make?		Solution must outperform current state needs and that must be maintained.
103	What is the estimated budget for this contract for IT Consulting and Staff Augmentation Services category?		unknown.
104	What was the historical spent on this contract for IT Consulting and Staff Augmentation Services category?		Information must be requested thru UK open records.
105	Who are the current incumbents? Can we have access to incumbents pricing and proposals?		See answer # 104
106	How many awards will be made for each category?		UK KDMC reserves the right to award multiple contracts to multiple vendors.
107	Due to the brief time between Q&A submission and responses to those questions prior to response due date, can we respectfully request a two-week		See answer # 53

	extension to provide a thorough response once those answers are obtained?		
108	Does King's Daughters have an estimated number of resources needed for the consulting and staff augmentation components of the RFP?		Resource requirements will vary depending on the project.
109	Does King's Daughters have an estimated annual spend amount for the consulting and staff augmentation components of the RFP?		Unknow.
110	Who, if any, are the incumbent providers to date?		See answer #104
111	Is King's Daughters giving preference to local vendors?		All Offerors will be considered.
112	Will King's Daughters share the evaluation scorecard each vendor receives?		See Section 5 of the RFP
113	Can we submit financials separately due to confidentiality?		The Medical Center recognizes an Offeror's possible interest in preserving selected information and data included in the proposal; however, the Medical Center must treat such information and data as required by the Kentucky Open Records Act, KRS 61.870, et seq.
114	How many vendors will be awarded?		See answer #106
115	Are there any terms for buyout included?		

	For instance, if King's Daughters wanted to hire a temporary employee after 3 months, would their employer receive a buyout fee?		We are not looking for temp employees
116	Can companies add in additional benefits they offer even if it is not asked for?		See Section 5 of the RFP
117	What format would they like exceptions to be listed?		Exceptions should be listed in the Transmittal letter.
118	Are contractors able to add labor categories to this opportunity?		See Section 5 of the RFP
119	Does the selected vendor need to procure/purchase hardware or just perform installation?		Could be both.
120	Who received this RFP, or how many bidders have submitted an intent to submit?		This RFP is posted on the web, anyone can response.
121	Are there wbe/mbe/dbe participation requirements associated to this RFP?		Not required but should be noted in the proposal.
122	Based on RFP review, are you looking only for a rate card to be submitted for category III? If the ask is more, please clarify.		UK KDMC currently does not use Rate Cards.

