3.3.1 SECTION I. CAPACITY, CAPABILITY, KNOWLEDGE, BACKGROUND AND EXPERIENCE – 20 POINTS POSSIBLE FOR 3.3.1.1 – 3.3.1.11

3.3.1.1 Provide a brief narrative describing the history of your firm. Identify the number of employees in your firm, the ownership and if the company has ever filed bankruptcy, been in loan default, or if there are any pending liens, claims or lawsuits against the firm.

3.3.1.2 Provide demonstrated experience that supports your firm’s ability to perform the services identified in the goals and intent of this RFP.

3.3.1.2.1 List up to five (5) contracts the Offeror may have had with institutes of higher education or businesses of similar size and complexity of VDI and Software virtualization in the last five (5) years that relate to the Offeror’s ability to perform the service(s) as requested in this RFP. List by company all manufacturers of Primary Systems for which support is included in the Offerer’s proposal and for which the Offerer is a certified partner. (e.g., not limited to Network, Storage, Virtualization, OS environments, etc.), contract reference numbers, project name/title, contract amount, contract period of performance, date of completion, contact person’s name, title, address, E-mail address and web address. By responding to this RFP, the Offeror grants permission to CNM to contact the references. NOTE: ALL REFERENCES WILL, UNLESS OTHERWISE DECIDED BY CNM, BE CONTACTED BY EMAIL, SO PLEASE BE SURE TO INCLUDE THE CONTACT’S EMAIL ADDRESS. Do not include CNM as a reference.

3.3.1.3 Identify all engineering or other disciplines needed to fulfill the services.

3.3.1.3.1 Identify the number of resources within your firm for each discipline.

3.3.1.4 State the name, title or position, telephone number and e-mail address of the individual who would have primary responsibility for the potential project services resulting from this RFP.

3.3.1.5 Identify names, responsibilities, qualifications, certifications and location(s) of staff who will be assigned to the projects. CNM may at CNM’s sole discretion request removal and replacement of any of the Contractor’s staff not meeting performance requirements. Changes to staff assigned to projects made by the Contractor must be mutually agreed to by the Parties.

3.3.1.6 Identify names, responsibilities, qualifications, certifications and location(s) of subcontractors and/or consultants who will be assigned to the projects. All changes to personnel assigned to projects must be mutually agreed to by the parties.

3.3.1.7 Identify your current project load, and maximum project capacity.

3.3.1.8 Describe your firm’s staffing levels available to support CNM’s requirements as identified in this RFP.

3.3.1.9 Provide an organizational chart of your firm indicating lines of authority for personnel involved in performance of this potential contract and relationships of this staff to other programs or functions of the firm. This chart must also show lines of authority to the next senior level management.
3.3.1.10 Describe the internal controls to be used during the course of the project services.

3.3.1.11 Describe if your firm has had a contract terminated for default in the last five (5) years. Termination for default is defined as notice to stop performance due to the Offeror's non-performance or poor performance or if the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the proposer was in default. Submit full details of their terms for default including the other parties’ name, address, and telephone number. Present the Offeror’s position on the matter. CNM will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. Indicate if no such termination for default has been experienced by the Offeror in the past five (5) years.

3.3.2 SECTION II. MANDATORY REQUIREMENTS - 30 POINTS POSSIBLE FOR 3.3.2.1 - 3.3.2.10

VDI Desktop and Software Virtualization of 3 classrooms and labs with fifty (50) to sixty (60) client workstations:

3.3.2.1 MANDATORY: Describe the VDI assessment tools equal to or similar to LakeSide SysTrack VMP used for Lab and Classroom Workstations analysis to determine requirements and feasibility of deploying a VDI infrastructure.

3.3.2.1.1 MANDATORY: Describe the ability of the assessment tool to define users and application analysis that can benefit from a virtual desktop environment and existing load characterization to identify the time-correlated loading expected in CNM virtual environment.

3.3.2.1.2 MANDATORY: Describe the ability of the assessment tools to produce “What-if-analysis” to plot virtualized server models and accounts for data volatility.

3.3.2.1.3 MANDATORY: Describe the ability of the assessment tool to define target hypervisor hardware selection for virtualization through analyzes data to select the appropriate host servers and the configuration required. Prescribe mappings for existing desktops and server to hypervisors for optimal savings and results.

3.3.2.1.4 MANDATORY: Describe the ability of the assessment tool to Automate documentation creation of a proposed migration plan that includes a customized Executive Summary and technical analysis documents.

3.3.2.2 MANDATORY: Describe the firm’s ability to assist with the deployment and integration of Virtual Machine Planner application to collect analysis data as stated in 2.4.1.2.

3.3.2.2.1 MANDATORY: Describes the firm’s ability to assist in the production and analysis of data points collected during analysis process to develop system requirements and then design, document and plan for deployment of VDI Desktop and Software virtual infrastructure.

3.3.2.3 MANDATORY: Describe the firm’s ability to design the VDI POC Phase I environment based on the functional requirements for the three (3) labs and the respective fifty (50) to sixty (60) clients. Identify resources to be used.

3.3.2.3.1 MANDATORY: Describes the firm’s ability to assess the hypervisor infrastructure and determine placement of server components. Identify storage methods. Assist with identifying master client machine(s) that will be used to create the virtual desktop templates.

3.3.2.4 MANDATORY: Describe the firm’s ability to determine desktop grouping: pooled or assigned. Determine desktop image persistence.
P-350 EVALUATION CRITERIA

ANY MODIFICATIONS TO SECTION E SIGNATURE OF FIRM'S AUTHORIZED REPRESENTATIVE RESPONSE FORM OTHER THAN FILLING IN THE FORM FIELDS IS NOT ACCEPTABLE AND WILL RESULT IN DISQUALIFICATION OF THE OFFEROR'S RESPONSE. THE GENERAL TERMS AND CONDITIONS ON THE REVERSE SIDE OF CNM'S PURCHASE ORDER ARE AN EQUAL AND INTEGRAL PART OF THIS REQUEST FOR PROPOSALS (RFP) AND ARE NOTED IN SECTION C. THE TERMS, CONDITIONS AND SPECIFICATIONS CONTAINED IN THIS RFP ALONG WITH ANY ATTACHMENTS AND THE OFFEROR'S RESPONSE ARE HEREBY INCORPORATED INTO ALL PURCHASE ORDERS ISSUED AS A RESULT OF THIS RFP, INCLUDING ANY ADDENDA. CNM RESERVES THE RIGHT TO NEGOTIATE WITH A SUCCESSFUL OFFEROR (CONTRACTOR) PROVISIONS IN ADDITION TO THOSE STIPULATED IN THIS RFP. THE CONTENTS OF THIS RFP, AS REVISED AND/OR SUPPLEMENTED, AND THE SUCCESSFUL OFFEROR'S PROPOSAL WILL BE INCORPORATED INTO THE CONTRACT. SHOULD AN OFFEROR OBJECT TO ANY OF THE CNM STANDARD TERMS AND CONDITIONS THAT OFFEROR MUST PROPOSE SPECIFIC ALTERNATIVE LANGUAGE THAT WOULD BE ACCEPTABLE TO CNM. GENERAL REFERENCES TO THE OFFEROR'S TERMS AND CONDITIONS OR ATTEMPTS AT COMPLETE SUBSTITUTIONS ARE NOT ACCEPTABLE TO CNM AND WILL RESULT IN DISQUALIFICATION OF THE OFFEROR'S PROPOSAL. OFFERORS MUST PROVIDE A BRIEF STATEMENT OF THE PURPOSE AND IMPACT, IF ANY, OF EACH PROPOSED CHANGE FOLLOWED BY THE SPECIFIC PROPOSED ALTERNATE WORDING.

3.3.2.4.1 MANDATORY: Describe the firm’s ability to identify user access methods and define agreed upon approach. Define profile infrastructure and security policies. Develop design for the POC environment to provide the functional components needed to evaluate the VDI infrastructure products.

3.3.2.5 MANDATORY: Describe the firm’s ability to assist with defining testing scenario for assuring the project goals are met.

3.3.2.6 MANDATORY: Describe the firm’s ability to assist with the configuration of the VDI infrastructure to include the following: VDI provisioning server architecture implementation, Define DHCP scope for PXE boot to Provisioning Servers. Install Provisioning Server vDisk tools and create master vDisks. Verify boot to vDisk from virtual machines.

3.3.2.6.1 MANDATORY: Describe the firm’s ability to assist with the planning, installation and configuration of VMware Servers to support of VDI infrastructure. Assist with the planning and installation of management servers, composers and application provisioning servers as needed.

3.3.2.6.2 MANDATORY: Describe the firm’s ability to develop SAN storage and disk configuration to support VDI infrastructure. To describe and plan known issues with storage I/O and optimization of IOPS for the storage infrastructure.

3.3.2.6.3 MANDATORY: Describe the firm’s ability to select the best fit security and client protocol for VDI deployment within the CNM network.

3.3.2.7 MANDATORY: Describe the firm’s ability to assist with planning AD users and groups, GPO and template design. Review and implement network and connection security requirements for successful client deployment.

3.3.2.8 MANDATORY: Describe the firm’s ability to assist will all initial configuration requirement of selected VDI architecture and the following components. Create one or more virtual machines that can be used as templates for full-clone desktop pools or as a parent for linked-clone desktop pools. Install the desired application(s) or streaming provisioned applications as needed. Install all VDI agents on virtual and physical machines to be used as desktop sources.

3.3.2.9 MANDATORY: Describe the firm’s ability to create VDI desktops or a VDI Desktop Pool as needed. Entitle users or user groups of both to desktops. Set desktop policies. Install VDI client on end users’ machines or direct them to the user of Portal to install the required components as needed.

3.3.2.10 MANDATORY: Describe the firm’s ability to assist with the initial management and monitoring of users and desktops. Assist with break fix during initial launch and performance tuning in the launch phase of the POC project.

3.3.3 SECTION III. DESIRED REQUIREMENTS - 5 POINTS POSSIBLE FOR 3.3.3.1 - 3.3.3.2

3.3.3.1 DESIRED: Complete planning and design of remaining phases of the project.

3.3.3.2 DESIRED: If respondent feels there are components missing in this requirement document please elaborate in your response and provide supporting documentation.
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3.3.4 SECTION IV. TECHNICAL REQUIREMENTS - 15 POINTS POSSIBLE FOR 3.3.4.1 – 3.3.4.7

3.3.4.1 Assessment – Assessment implies a thorough understanding of the requirements as well as physical constraints and product limitations. Describe the approach the firm will use to accomplish the assessment portion of CNM’s business offices, Labs and classrooms to define the requirements to Virtualize Desktop and applications as well as assessment of future engineering and implementation solutions and projects. List the criteria that must be addressed to achieve a meaningful assessment and how that criteria will be determined.

3.3.4.2 Design - The respondent shall comment on the criterion that is essential to achieve solutions design that successfully addresses the requirements determined in the assessment portion of a project. Describe the firm’s recommended approach to achieve a successful design as well as the firm’s approach to mitigating differences of technical opinion with the client.

3.3.4.3 Integration – Solution and project implementation must provide for seamless integration with CNM’s existing network and data center environments as well as management software and the capabilities of CNM/ITS staff to assume operational support. Describe the firm’s approach to ensuring successful integration in CNM’s environment. List similar solutions and projects of similar size and scope that were recently completed by the firm in which the firm considers 100% seamless integration was achieved. Describe how the firm achieved successful integration in the projects listed.

3.3.4.4 Security – Solutions, projects and ongoing support must provide for ease of end-user access while ensuring the integrity of CNM’s data and network security. Educational institutions typically present a complex security environment based on the diverse requirements of students, faculty and administrative staff as well as the various levels of data sensitivity and access required by different roles within the institution. Describe the firm’s experience ensuring data security in supporting organizations of similar scope.

3.3.4.5 Project Management – Describe the firm’s experience successfully managing projects. Describe the essential criteria that the firm feels would be necessary for successful completion of future projects.

3.3.4.6 Implementation – Describe what the firm considers successful implementation and how the firm will achieve successful implementation of future CNM solutions and projects. Describe solutions and projects completed recently that the firm considers successful. Describe the unique challenges of each of the listed projects and how these challenges were overcome to assure success.

3.3.4.7 Technology Innovation - Respondent shall comment on their ability to respond to innovation in new technology in the industry with respect to Desktop and Software Virtualization specifically. Respondent shall also comment on their ability to adopt any open standards embraced by the industry.

3.3.5 SECTION V. SUPPORT & SERVICE REQUIREMENTS - 10 POINTS POSSIBLE FOR 3.3.5.1 – 3.3.5.4

3.3.5.1 Industry Affiliation - As described in Exhibit F, “Current Technology Environment” maintenance and support of CNM’s data center and network environments as well as future projects success is dependent on the successful vendor’s in depth knowledge of the manufacturer’s equipment and software. Describe the firm’s affiliation and
current relationship with the Primary Systems manufacturer’s as a solutions provider and as a support partner. Provide supporting documentation to verify the stated affiliation.

3.3.5.2 Describe other industry affiliations the firm may have that would contribute to the successful outcome of the support and maintenance of CNM’s network infrastructure and the success future projects. Provide supporting documentation to verify each stated affiliation.

3.3.5.3 Support Services – Respondent shall comment on their ability to provide ongoing support once awarded the contract. Describe the mechanisms and resources the firm has in place to provide ongoing support. Include local, regional and national resources as well as the firm’s ability to sustain multiple simultaneous projects and multiple concurrent incidents. List and provide references for customers that the firm currently provides similar ongoing support.

3.3.5.4 Training - At a minimum, the proposed solution must have training available before and after any solution or project implementation. Respondent shall comment on the approach that would be used to enable CNM staff to assume operational management of all current and future software, hardware, equipment and services as part of this RFP. Describe the firm’s capacity for delivering training that is directly related to CNM’s VDI Desktop and Software Virtualization environment. List the training qualifications of any staff that would participate in the delivery of any training that is provided. In addition describe future training and ongoing that would be available to CNM support personnel.

3.3.6 SECTION VI. ECONOMY AND PRICE - 20 POINTS POSSIBLE

Proposals should include all charges associated for services requested. Offerors shall provide a not-to-exceed (NTE) lump sum for providing all goods and services required to satisfy Phase I. This lump sum shall be broken down to identify all hardware, software, labor, travel, etc. as detailed in the below example table. The offeror’s table shall include the item number, part number/model number, description, unit price, quantity, minimum percent discount from list price, net price and extended price. The awarded Offeror must provide an electronic search capable price list(s) for all hardware, software and maintenance offered.

<table>
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<tr>
<th>Item</th>
<th>Part number/Model</th>
<th>Description</th>
<th>Unit price</th>
<th>QTY</th>
<th>Min % discount from list</th>
<th>NET Price</th>
<th>Extended price</th>
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<td>Software / Hardware Virtualization Licenses</td>
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<td>6 Software maintenance (describe price structure in detail)</td>
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Subtotal, all SW & SW Maintenance (1 year)
P-350 EVALUATION CRITERIA

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| Accelerator hardware or Applications | 6 | Fusion i/o |  |
| 7 | Atlantis | Other, as proposed |  |

Subtotal, all SW & SW Maintenance (1 year)

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<tr>
<th>Vendor Hourly rates for VDI implementation and support</th>
<th>Design</th>
<th>Implementation</th>
<th>Project Management</th>
<th>Support</th>
<th>Maintenance</th>
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Subtotal, all Labor (Phase I)

Subtotal travel per CNM’s Travel Policy:

GRAND TOTAL, NOT-TO-EXCEED AMOUNT FOR PHASE I:

Provide rates of all individuals who may work on the services identified in this proposal. Additional charges, if required, for various types of help (telephone support, on-site-support) should also be included.

If the price or hourly rates are to change in subsequent yearly contract renewals, indicate the maximum annual increase per year, expressed as a percentage. Cost increase/adjustments will only be reviewed once a year at time of renewal. If contractor requests a price adjustment/increase supporting documentation must accompany the request.

NOTE: All pricing shall be valid at all current and future CNM campus locations.

The quoted hourly rates offered in response to this RFP may be decreased for future projects on a project-by-project basis upon written mutual agreement between the awarded Price Agreement holder and CNM.

Costs for Services required for which the successful Offeror does not identify shall be borne by the Offeror and will shall not be charged to CNM. Indicate for what period of time these costs will be effective.

CNM may at CNM’s sole discretion award the successful vendor to Phase I, award to Phases II & III. Offerors shall include the minimum percent discount from list on all hardware, software, maintenance, training, labor rates etc., that may be required for phases II & III. CNM may request the Awardee to Phase I to submit a proposal based on CNM’s Scope of Work. The Awardee’s proposal shall be provided with not-to-exceed pricing.