

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF GENERAL SERVICES

**Request for Information 6100057326-A**

Device-as-a-Service Managed Service Provider (DaaS MSP)

***Summary.***

The Commonwealth of Pennsylvania (Commonwealth) issues this Request for Information (RFI) to solicit information that may be used to assist with the development of a solicitation for Device-as-a-Service Managed Service Provider (DaaS MSP), which may be released by the Commonwealth in the near future.

Specifically, this request seeks information from which the Commonwealth can formulate specifications and requirements, realistic timeframes and cost structures that may be used to develop a solicitation for DaaS MSP. The Commonwealth is open to any and all ideas in relation to this RFI and encourages alternative ideas that will help the Commonwealth better define its requirements. This RFI is an earnest attempt to become aware of and knowledgeable about current solutions to support the project requirements of the Commonwealth.

***Background.***

The Commonwealth is soliciting information from external stakeholders for a Device-as-a-Service (DaaS) through a Managed Service Provider (MSP). If a solicitation results from this RFI, the resulting solicitation will replace our existing user device services providers (Contract Numbers 4400017907, 4400017908, 4400017977, 4400018036, 4400023989, 4400023990 and 4400023991).

As provided above, the Commonwealth through this RFI is looking for information from our Business Partner community regarding DaaS through a MSP. As you draft your responses to the questions below, the scope of your response should include all agencies under the Governor's jurisdiction and independent Commonwealth agencies that are able to purchase under Commonwealth contract, which consist of approximately 85,000 devices. We would like greater emphasis placed on the services you are able to provide in addition to being able to procure end user computing equipment.

***Issues to Be Addressed.***

The Commonwealth is requesting feedback from our Business Partner community with expertise in DaaS MSP, as set forth below:

- 1) Include a cover letter, with the RFI responses, on Company Letterhead, which includes a point of contact name, phone number and email address.
- 2) Complete Attachment A, Device-as-a-Service Managed Service Provider Questionnaire. Please respond to the questions in the questionnaire and limit the responses to these questions only.

## **Question and Answers Submittal Timeframe**

Deadline to submit questions via email is December 09, 2022, by 4:00 PM EST to: [RA-GSITPROCUREMENT@pa.gov](mailto:RA-GSITPROCUREMENT@pa.gov) with the subject line “RFI 610007326-A Question”. The Commonwealth will post the questions and answers via addendum to the commonwealth’s emarketplace website by 3:00 PM EST on December 16, 2022.

### ***Point of Contact:***

The sole point of contact for this RFI shall be Raymond Jaime (RA-GSITPROCUREMENT@pa.gov).

### ***Due Date.***

The Commonwealth is requesting that all responses to this RFI be submitted via email to Raymond A. Jaime (RA-GSITPROCUREMENT@pa.gov) by 3:00pm EST on December 29, 2022, with the subject line of Device-as-a-Service Managed Service Provider – 6100057326.

### ***Disclaimer.***

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement or any other type of current or future procurement or contractual action and is only intended to gather input. The Commonwealth will not award a contract on the basis of this RFI, nor will it pay for information it receives. Responses to this notice are not offers and cannot be accepted by the Commonwealth to form a binding contract. No party is bound by the information provided in response to this RFI.

Respondents are solely responsible for all expenses associated with responding to this RFI. The Commonwealth is not liable for any costs or expenses incurred by the Respondent in the preparation of its responses.

Respondents needing confidential treatment for any proprietary information they furnish must clearly identify that in their respective Responses. All information received in response to this RFI that is marked Proprietary will be handled in accordance with applicable law including the Right To Know Law, as amended.

All material submitted shall be considered the property of the Commonwealth and may be returned only at the Commonwealth’s option. Notwithstanding any Respondents copyright designations contained on responses, the Commonwealth shall have the right to make copies and distribute responses internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

Respondents to this RFI shall not provide recommendations as to specific courses of action and shall not be deemed to be an advisor or consultant to the Commonwealth. The Commonwealth will evaluate the information presented and determine any subsequent course of action, which

may consist of contracting for implementation of Commonwealth-determined work. Such work may be procured through any procurement method available, and respondents to this RFI may be considered for selection to perform such work.

Responses to this RFI will not be returned. Respondents will not be notified of the result of the review, nor will they be provided copies of it.

***Commonwealth Reservation of Rights.***

The Commonwealth reserves the right to consider or reject any and all responses to this RFI, to amend and/or reissue this RFI and to abandon and then recommence at any time, or not recommence, this process. All costs of any response to this RFI and participation in any presentations to the Commonwealth are solely the responsibility of the Respondent and the Commonwealth shall not be liable for payment of any such costs.

REQUEST FOR INFORMATION  
ATTACHMENT A  
Device-as-a-Service Managed Service Provider (DaaS MSP) QUESTIONNAIRE

***General Overview***

1. What is the industry standard for a Device-as-a-Service Managed Service Provider?
2. What requirements should the Commonwealth consider for the vendor serving as a lifecycle replacement solution responsible for receipt, imaging, configuration, asset tracking, deployment, retirement to surplus and other support services?
3. Identify any vendor qualifications (i.e., years of experience, certifications, etc.) that the Commonwealth should consider if a solicitation is developed.
4. How much time is needed for a transition and why?
  - a. What type of information is needed from the Commonwealth to provide our vendor community with the necessary data to respond to the future release of an RFP and ensure a smooth transition?
5. Are there any other recommendations, best practices, lessons learned, or value-add services that have not already been mentioned but that the Commonwealth should consider when developing a new solicitation? Please describe.

***Scalability and Coverage***

6. What is the industry standard regarding flexible service scalability?
7. What is the industry standard for Managed Service Provider geographic coverage across the Commonwealth?
8. What requirements should the Commonwealth consider for strategically located equipment depots? How else could providers ensure quick turnaround on fulfillment requests?
9. Identify the capabilities the Commonwealth should consider in an increasingly hybrid and remote workforce.

***Service Capabilities***

10. What are some key considerations while discerning whether to include smart devices and associated support services?
11. Identify the pros and cons of adopting a desktop virtualization approach.
12. How much of the initial configuration and distribution can be automated for this service?

13. Describe any automated Omni-channel user support capabilities that are associated with this service.
14. Describe the expected device lifecycle and end user experience from the initial device ordering, setup, and ongoing support to the replacement and/or decommissioning of the device.

***Financial-Related***

15. Describe the various procurement models for the Commonwealth to consider as part of our cost structure and the pros and cons of each approach.
16. What factors should the Commonwealth consider when assessing the fair market value of all existing end user computer hardware assets?
17. What cost-saving opportunities are available in the industry by bundling services?
18. What are the costs and benefits associated with requesting device configuration based upon agency user roles?

***Performance Metrics***

19. What are the key performance indicators and service levels in this industry that are specific to the government sector?
20. What are the key considerations to improve End User Experience around this service offering?

***Technology Integrations***

21. Describe the capabilities that can be delivered through an integration with our ServiceNow platform in alignment with the scope of services in your recommended model.
22. Describe the self-service capabilities pertaining to this service in the marketplace today and how they can be embedded into a service practice.
23. Describe other capabilities that can be integrated as part of this service offering with existing Commonwealth platforms?

***Other Considerations***

24. Provide any additional information that the Commonwealth may have not considered in the questions above pertaining to procuring and implementing a Device-as-a-Service.