

Questions and Answers

RFI 6100057326-A Device-as-a Service Managed Service Provider (DaaS MSP)

No.	Question	Who to Review	Answer
1.	The RFI references 85,000 existing devices. Can you please provide more detail on what kind of devices these are?	OA	This question is not applicable for this RFI. The intent is for vendors to provide their recommendations on Device as a Service.
2.	Please confirm that DGS is using the industry definition of Device-as-a-Service Managed Service Provider (DaaS) which is "The device as a service (DaaS) model offers PCs, smartphones and other mobile computing devices as a paid service. Device as a service eases the IT needs of a company by outsourcing the hardware, software and device management to an external provider. Subscribing to a provider would allow an organization to update its equipment at the end of the lease period without incurring the costs that would normally be associated with a device refresh". -- TechTalk. If not, please provide the definition as the Commonwealth is using it.	OA	The Device as a Service (DaaS) model offers PCs, smartphones and other end user computing devices through a subscription-based hardware model with the ability to scale up and down as needed while also providing options to bundle additional services and support into a price per seat through a single consolidated contract.

3.	<p>For the Device as a Service RFI, can you be more specific on devices and quantities of devices? The DaaS model changes based on hardware, services, device management and connection requirements. It would help to understand the context and the inventory.</p>	OA	<p>This question is not applicable for this RFI. The intent is for vendors to provide their recommendations on Device as a Service.</p>
4.	<p>It is an industry standard practice to have separation of duties between Device management and Cyber Security Management Services. Is the Commonwealth also considering an additional RFP for a security vendor to secure the 8,500 devices that would be procured and maintained by the MSP?</p>	OA	<p>This question is not applicable for this RFI. The intent is for vendors to provide their recommendations on Device as a Service.</p>