

Addendum # 1

for

Mobile Device Lifecycle Management

(Solicitation # 5066)

Date of Addendum # 1: May 16, 2018

The Solicitation for the above named project is amended as noted in this Addendum. This Addendum consists of 2 page(s). This Addendum lists questions received and SHA's responses (see Item 1 below), and extends the due date to **June 5, 2018** (see Item 2 below).

ITEM 1. The following is a list of questions received and SHA's responses to those questions.

Question 1. Statement/Request: Equipment should arrive at SHA configured and ready to be functional in the SHA environment (MDM, email, calendar, etc.). Are you requesting that the devices be shipped from the wireless carrier(s) to the selected mobile management company, configured with (MDM, email, calendar, etc.) and then shipped to the SHA location?

Response: ***Our desire is that a fully functional and configured device is shipped to the SHA location. Inform us of any issues you foresee this requirement might create.***

Question 2. Statement/Request: SHA currently owns 242 mobile devices for employees. Are there any devices that will be included in the scope that are owned by employees/Bring Your Own Device?

Response: ***Some employees use their personal devices at SHA but these would not be included in this process. SHA would be responsible for installation/enrollment of MDM software on these devices.***

Question 3. Statement/Request: Equipment should arrive at SHA configured and ready to be functional in the SHA environment (MDM, email, calendar, etc.). What is the email/calendar service that is used (Exchange 2010, 2016, Office 365, Google Apps, Locust, etc...)?

Response: ***We currently use IBM MaaS360 but are open to other options if applicable. We also use MS Office365 for our email transport.***

Question 4. Have you already purchased an MDM solution, or are you looking for one as well?

Response: ***We currently use IBM MaaS 360 but are open to other options if applicable***

Question 5. Are these devices enrolled in Apple Device Enrollment Program (DEP)?

Response: *No, but we have been talking to apple about this program.*

Question 6. Are the devices under Supervision using DEP or Apple Configurator?

Response: *No, but we have been talking to apple about this program.*

Question 7. Do you have an Apple Volume Purchase Program (VPP) account?

Response: *We currently do not order directly through Apple.*

Question 8. For device acquisition does the SHA anticipate the winning bidder to procure through existing city/state/SHA contracts? Or would the winning bidder procure through our own sources?

Response: *SHA currently utilizes government contracts already in place to purchase our mobile devices. We would want to procure through any process that would be most advantageous to SHA.*

Question 9. Since this is a device lifecycle management engagement, are we responsible for disposal of expired devices?

Response: *This is not a requirement, include in your response if this service is proposed.*

Question 10. What is their average turnover rate for devices (how long between getting new devices)?

Response: *We currently average about 2 years to replace the smartphones*

Question 11. Is account consolidation within carriers available as part of optimization (not consolidate to a single carrier, rather consolidate individual carrier accounts into a single account for invoicing)?

Response: *We are open to a process that is most financially advantageous to SHA.*

Question 12. Are all of the devices phones or are there additional aircards, mifi's, embedded, IoT, or data-only devices as well?

Response: *We have some tablets and some aircards, although we have been phasing these out.*

ITEM 2: The Due Date for Informal Solicitation No. 5066 is extended to **3:00 PM June 5, 2018.**

END OF ADDENDUM # 1

Revised 01-29-16