

Varian Medical Systems

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Request for Proposal for Thin Client Endpoints

Supporting VMware Workspace One Horizon Platform

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Document Version: **VIT2019011801**

Date: **3/25/2019**

Varian Medical Systems, Inc.

**Request for Proposal for Thin Client Endpoints
Supporting VMware Workspace One Horizon Platform**

March 25, 2019

RFI No.:	VIT2019011801
Deadline to Submit Questions:	Apr 05, 2019 12PM US Pacific Time
Responses to Questions:	Apr 12, 2019 12PM US Pacific Time
Proposal Due Date: 12:00pm US Eastern Time	Apr 19, 2019 12PM US Pacific Time
Contact/Submit To:	Sridhar Gonaguntla Varian Medical Systems, Inc. 3100 Hansen Way Palo Alto CA 94034 www.Varian.com Phone: (408) 390-6330 Email: Sridhar.gonaguntla@varian.com

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Statement of Interest

Purpose

The purpose of this Request for Interest (RFI) is to invite prospective vendors to submit a proposal to supply endpoint Thin client solution to Varian Medical Systems, Inc. also known as Varian. The RFI provides vendors with the relevant operational, performance, application, and architectural requirements of the system.

Preference will be given to suppliers who have demonstrated a clear understanding of the requirements, overcome technical challenges presented by the requirements, and have a proven track record providing industry leading solutions, and supporting proposed solutions. Varian Medical Systems, Inc. is seeking a supplier capable of providing a comprehensive, cost-effective solution based on all the requirements encompassed within this RFI, a solution with a well-defined architecture, and a solution that includes a comprehensive plan for continuing service and support. Suppliers are required to architect/propose a solution that best meets Varian's stated requirements using industry best practices.

Coverage & Participation

The intended coverage of this RFI, and any agreement resulting from this solicitation, shall be for the use of all departments at Varian Medical Systems, Inc. along with any satellite offices. Varian reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

General Information

Original RFI Document

Varian shall retain the RFI, and all related terms and conditions, exhibits, and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

The Organization

Varian's Oncology Systems business is the world's leading manufacturer of medical devices and software for treating cancer and other medical conditions with radiotherapy, radiosurgery, proton therapy, and brachytherapy. Our products include linear accelerators, simulators, after loaders, and a broad range of accessories and interconnected software tools for planning, verifying, and delivering leading edge treatments in the fight against cancer and other diseases. We partner with physicians, scientists, researchers, and others around the world to offer the most advanced and cost-effective treatment technologies available.

Thin clients will be leveraged as endpoints for a VMware Workspace One Horizon environment across the globe.

This solution should provide a single management "pane-of-glass" interface/dashboard for administrating the solution. The solution shall comply with industry and Varian security and governance best practices.

It is expected that initially there will be approximately 120 primary users and administrators of the system across the globe, and this may increase over time.

Our primary goal is to provide visibility to governance compliance of our Cloud and On-Premises VIT solutions and systems.

Industry: Life Sciences

Products/Services offered: Oncology Radiation Treatment Devices, hardware and software.

Customer types: B2B, B2C

Sector: Private

Major drivers for requiring a thin client: centralized management, governance, security and compliance validation and enforcement.

Geographic presence: Global

Existing Technology Environment

GEOs	Type	Count
AMER	Thin client / laptop	200+
EMEIA	Thin client / laptop	200+
APAC	Thin client / laptop	20+

Current Thin client Use Case

Varian currently leverages thin and zero clients in manufacturing and customer education departments. Varian has multiple vendors and solutions.

Schedule of Events

The following is a tentative schedule that will apply to this RFI but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by email to all invited bidders.

Deadline to Submit Questions:	Apr 06, 2019 12PM US Pacific Time
Responses to Questions:	Apr 12, 2019 12PM US Pacific Time
Proposal Due Date: 12:00pm US Pacific Time	Apr 19, 2019 12PM US Pacific Time

Issuance of RFI	March 25, 2019 12PM US Pacific Time
Technical Questions/Inquiries Due	Apr 06, 2019 12PM US Pacific Time
Responses to Questions:	Apr 12, 2019 06PM US Pacific Time
RFI Closes – Proposals Due	Apr 19, 2019 12PM US Pacific Time
Complete Initial Evaluation	May 29, 2019
Next Steps Notification	June 19, 2019

Proposal Preparation Instruction

Vendor's Understanding of the RFI

In responding to this RFI, the vendor fully accepts the responsibility to understand the RFI in its entirety, and in detail, including making any inquiries to Varian as necessary to gain such understanding. Varian reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Varian reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Varian.

Good Faith Statement

All information provided by Varian in this RFI is offered in good faith. Individual items are subject to change at any time. Varian makes no certification that any item is without error. Varian is not responsible or liable for any use of the information or for any claims asserted therefrom.

Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified Varian representative in charge of managing this RFI process. In no case shall verbal communication govern over acknowledged written and/or email communication.

Vendors' Inquiries

Applicable terms and conditions herein shall govern communications and inquiries between Varian and vendors as they relate to this RFI. Inquiries, questions, and requests for clarification related to this RFI are to be directed in writing or email to:

Sridhar Gonaguntla
Varian Medical Systems
3100 Hansen Way Palo Alto CA 94303
www.varian.com

Attention: Sridhar Gonaguntla
Telephone: 408-390-6330
Email: sridhar.gonaguntla@varian.com (Preferred method of contact)

Informational Communications

Shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any Varian employee or representative of any kind or capacity with the exception of Shawn Saunders for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

Formal Communication

Shall include, but are not limited to:

- 1 Questions concerning this RFI must be submitted in writing/email and be received prior to Technical Questions/Inquiries Due Date.
- 2 Errors and omissions in this RFI and enhancements. Vendors shall recommend to Varian any discrepancies, errors, or omissions that may exist within this RFI. With respect to this RFI, vendors shall recommend to Varian any enhancements that might be in Varian's best interests. These must be submitted in writing/email and be received prior to Technical Questions/Inquiries Due Date.
- 3 Inquiries about technical interpretations must be submitted in writing and be received prior to Technical Questions/Inquiries Due Date. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- 4 Verbal and/or written presentations and pre-award discussions under this RFI.
- 5 Addenda to this RFI.

Addenda

Varian will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 10 business days. All addenda will be posted to our Shared resource site provided to applicants accepted for participation.

Varian will not respond to any questions/requests for clarification that require addenda, if received by Varian after the date which Technical Questions/Inquires Due is set.

Proposal Preparation Submission

Proposals must be delivered to:

Sridhar Gonaguntla
Varian Medical Systems
3100 Hansen Way Palo Alto CA 94303
www.varian.com

On or prior to the RFI Close Date and Time. Varian shall not accept proposals received by fax. Preferably submissions should be made by email in PDF, Word, Excel, and/or PowerPoint to

Sridhar.gonaguntla@varian.com

Vendors may submit via mail but must comply with the following requirements: two original copies of proposal marked "Original" and five, marked "Copy." Each original and copy must be individually bound.

Method of Progression

The evaluation of each response to this RFI will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFI is to identify those suppliers that have the interest, capability, and financial strength to supply Varian with an end-point solution identified in the Scope of Work.

Evaluation Criteria

- 1 Requirements. Evaluation of the supplier's overall solution with regard to how well it satisfies our requirements. Areas evaluated include planning, scheduling, designing, implementing, and managing a comprehensive solution incorporating the latest technology and industry best practices.
- 2 Experience. Evaluation of the supplier's experience implementing proposed solution. Supplier must demonstrate that they are capable of providing a solution that meets the requirements of this RFI and encompass flexibility, scalability, performance, management, security, and usability while leveraging our existing system components where feasible. Evaluation of the supplier's track record of product service, support, and customer satisfaction. Supplier commitment to developing, enhancing, and maintaining systems and flexibility of systems to meet future changing business needs.
- 3 Security. The proposed solution must clearly demonstrate that it will introduce no unacceptable business risk to the integrity, confidentiality, and availability of Varian information assets or resources.
- 4 Architecture. The proposed solution must meet or exceed all Varian architecture standards outlined within this RFI. The solution must be scalable, flexible, robust, and perform well across our WAN.
- 5 System administration. The solution must provide comprehensive system administration and management that is flexible for rapid, efficient, and cost-effective configuration changes.
- 6 Integration. The solution must demonstrate the capability of integrating with existing solutions as well as permit incorporation of future technological advances.
- 7 Capability of vendor to meet or exceed requirements set forth in the Scope of Work.
- 8 Expressed interest in working with Varian and ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.

Selection and Notification

Vendors determined by Varian to possess the capacity to compete for this contract will be selected to move into the POC phase of this process. If passing the POC phase, may be invited to the negotiation phase of this process. Written notification will be sent to these vendors via email. Those vendors not selected for the negotiation phase will not be notified.

Scope of Work, Specification & Requirements

In all cases below, please describe in Vendors response how the solution/product delivers the to the requirements.

Use Cases

We have a few use cases which may vary from the below stated requirements, which are for the largest use case.

Use Case	Criteria
General use case (largest)	Replacement of current Desktop/Laptops. See requirements in following sections.
Factory Floor	Require most of below to handle skype offloading and possible video training offloading. May not require as-much compute resources.
Education	No offloading requirements, 100% internal use only to a very specific access to a training environment. Compute resources minimal.

Functional Requirements

Functional Requirement	Criteria
Management	Must have a single management platform to administer end-point devices, perform updates/upgrades remotely and act as a dashboard to thin client devices.

Technical Specifications

Technical Requirement	Criteria
Operating System	Windows (Due to requirement for Offloading URL and Skype)
Displays	Must support two (2) 4k displays up to 43" each. Resolution: 3840x2160 (4k or Ultra HD)
Interfaces	2 USB 3.0 4 USB 2.0 2 DisplayPort 1 RJ-45 Network port (copper) Bluetooth 4.x 3.5mm Headphone/Line-out 3.5mm Microphone/Line-in Cable lock slot
Compute	Dual Core CPU 3GHz or better 8GB RAM
VMware Workspace One Horizon	Must be compatible with VMware Workspace One Horizon. Must have VMware Horizon Client installed and support upgrades of same.
VMware Workspace One VIDM	(for General Use Case) Must be compatible with VMware Workspace One VIDM and URL based MFA authentication redirection with same.
Citrix	Must support Citrix Receiver Version Current to N-2. Must be installable and upgradable.
Protocols (Remote)	VMware Blast Extreme VMware PCoIP Microsoft RDP Citrix ICA Citrix HDX Citrix PCoIP
Active Directory	Must integrate with Active Directory for login credentials. Solution must provide support for APIs hooking with Active Directory.
Remote	Must have ability to work remotely without authentication to initially utilize device.

Technical Requirement	Criteria
Integration	Solution must provide support for API hooking into ServiceNow (SNOW).
PC Repurposing	Solution which provide imaging capability to repurpose current desktop, laptop and/or thin client inventory under new paradigm and manage it from common platform will be given preference.
Security	TPM 2.x support given preference. Support for two factor authentications.
Management	DHCP Support Fixed IP Support SNMP v2.x & v3.x VNC Client
Client Software Support	SUN JVM Flash Player Windows Media Player Adobe Reader Citrix Receiver VMware Horizon Client 4.x+ Internet Explorer (for URL offloading) Skype for Business (for Skype Offloading)
Antivirus / Security	Symantec AV

Operations & Support

Ops/Support Requirement	Requirements Criteria
Implementation Support	Provides complete turnkey on-site implementation and project management support.
Customer Support	Provides toll-free customer support 24 hours per day, seven days per week.
Training	Provides onsite training to technicians.
Software Updates	Provides future software releases and updates to all applications as part of regular software maintenance fees.
Technical Documentation	The Vendor must establish and maintain a website providing technical specifications of products, product pictures, part numbers, details specific to product components and upgrade options, and any other pertinent information, as well as contract pricing for use by Varian staff and assignees. Website Link/portal must be operational

Ops/Support Requirement	Requirements Criteria
	before contract execution and maintain operations throughout the support period.
User Manuals	Provides complete set of user manuals for all software applications to document and explain system features and functions.
Service Support	4 Years parts 4 Years labor Response/Repair turnaround: Three (3) business days of incident report (globally) Advanced Exchange
Stability and Support	If a buyer experiences significant defects or incidents (greater than 10% of an order or install base) during the warranty period, the buyer has the option to have the Vendor, at no expense to the buyer, perform an audit of said equipment. Based on the outcome of the audit the buyer and Vendor will agree to one or more of the following options: <ul style="list-style-type: none"> • continued normal warranty repairs • replace all or a portion of said equipment with equivalent or better equipment (as determined by the buyer) • refund the original purchase
Updates	Vendor must notify Varian IT, End User Computing, of any product changes (additions, upgrades, retirements, etc.) a minimum of sixty (60) days prior to implementation.
Delivery	Vendor must deliver ordered equipment to Varian specified delivery location within 20 working days from receipt of order unless otherwise agreed to by Varian. Prior to delivery of ordered computer hardware, vendor must contact buyer to confirm delivery date, time and location to ensure Warehouse/Receiving readiness. (Example locations: North Americas, South Americas, Europe, Russia, Asia, India, Algeria, South Africa, etc.)
Designation	Vendor must be able to provide equipment asset tagging services in compliance with Varian requirements and specifications.

Vendor Qualifications & References

All vendors must provide the following information in order for their proposal to be considered:

A brief outline of the vendor company and services offered, including:

- 1 Full legal name of the company.
 - a) Year business was established.
 - b) Number of people currently employed.
- 2 An outline of the product line-up they currently support.
- 3 A description of their geographic reach and market penetration.
- 4 An outline of their partnerships and relationships to date.
- 5 An outline of their current and future strategies in the marketplace.
- 6 Information on current clients, including:
 - a) Total number of current clients.
 - b) A list of clients with similar needs using the same software.
 - c) Evidence of successful completion of a project of a similar size and complexity.
- 7 References: Contact information for three references (if possible) from projects similar in size, application, and scope, and a brief description of their implementation.

Relevant Client List

Reference 1	
Organization Name	
Industry	
Contact Name and Title	
Phone Number	
Email Address	
Number of Users	
Product Name and Version Number	
Installation Timeframe	
Go-live Date	
Number of Client Business Staff Involved	
Number of Client IT Staff Involved	
Number of Supplier Staff	

Reference 2	
Organization Name	
Industry	
Contact Name and Title	

Reference 2	
Phone Number	
Email Address	
Number of Users	
Product Name and Version Number	
Installation Timeframe	
Go-Live Date	
Number of Client Business Staff Involved	
Number of Client IT Staff Involved	
Number of Supplier Staff	

Reference 3	
Organization Name	
Industry	
Contact Name and Title	
Phone Number	
Email Address	
Number of Users	
Product Name and Version Number	
Installation Timeframe	
Go-live Date	
Number of Client Business Staff Involved	
Number of Client IT Staff Involved	
Number of Supplier Staff	

Estimated Pricing

All vendors must fill out the following cost breakdown for the implementation of their thin client solution for Varian’s project as described in this RFI. Costs should be identified as either capital (CAPEX) or non-capital (OPEX) in nature. The vendor must agree to keep these prices valid for 120 days as of RFI Close Date.

Five-Year Total Costs Summary

Five-Year Total Cost Summary (USD)						
Costs	Total	Year 1	Year 2	Year 3	Year 4	Year 5

Five-Year Total Cost Summary (USD)						
Server Hardware or SaaS Service Cost						
Other Hardware (e.g. SAN)						
Windows Server OS Licensing						
Other Server Licensing (if applicable)						
Per VM/Server Licensing						
Documentation & Training						
Maintenance						
Installation						
Integration						
Project Management						
Miscellaneous						
Other (specify)						
Total:						

Descriptions:

Server Hardware or SaaS Service Cost: Cost of server capacity based on virtual machine density (number of virtual machines per core) extrapolated to total servers required or the SaaS Service cost to support the solution.

Other Hardware: Estimated cost of additional hardware required to enable proposed solution, based on the current environment.

Software Licensing: Total per seat licensing multiplied by number of seats.

Windows Server OS Licensing: Cost of Windows OS licensing plus virtualization rights if necessary.

Other Server Licensing (if applicable): Server licensing fees associated with the proposed software.

Server Virtualization Licensing: Licensing fees associated with licensing for hypervisors and management software.

Installation: Describe any labor, equipment, supplies, or other costs associated with installing the proposed software.

Integration: Describe any labor, equipment, supplies, or other costs associated with integrating the proposed software into our current architecture and back-end systems.

Maintenance: Describe and cost out any other ongoing costs associated with the operation and maintenance associated with the proposed software.

Documentation & Training: Any documentation and/or training fees associated with the proposed software.

Project Management: If there are project management fees associated with the proposed software, list and describe them here.

Miscellaneous: List and describe any other costs associated with the proposed solution.

Vendor Certification

This certification attests to the vendor’s awareness and agreement to the content of this RFI and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Interest for Collaboration Solution(s) issued by Varian Medical Systems, Inc. also referred to as Varian herein.

The undersigned is a duly authorized officer, hereby certifies that:

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFI and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFI. The proposal shall remain in effect for a period of Number of Days 120 calendar days as of the RFI Close Date.

The undersigned further certify that their firm (check one):

IS

IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Varian of any change in this status, should one occur, until such time as an award has been made to proceed to Proof-of-Concept under this process.

Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFI are:

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____

Signature: _____ Date: _____