



**Request for Information**  
**Virtual Desktop Infrastructure (VDI) Solution**  
**DUE DATE: 3:00 p.m. March 3, 2022**

Respondents to this Request for Information (RFI) are invited to respond to any or all of the questions in this document. Responses to this RFI shall serve solely to assist the Cumberland County Schools in understanding the current state of the marketplace with regards to the solicited information or to inform the development of a possible solicitation for a Request for Proposal (RFP) or Request for Quotes (RFQ) in the future. This RFI does not in any way obligate the Cumberland County Schools to issue or amend a solicitation or to include any of the RFI provisions or responses in any solicitation. Responding to this RFI is entirely voluntary, and will in no way affect Cumberland County Schools' consideration of any proposal submitted in response to any subsequent solicitation, nor will it serve as an advantage or disadvantage to the respondent in the course of any RFP or RFQ that may be subsequently issued or amended.

### 1. Introduction

The purpose of this RFI is to obtain the advice and best analysis of knowledgeable persons in the vendor community to enable Cumberland County Schools to craft a potential future solicitation for a virtual desktop infrastructure (VDI) solution that focuses on virtualization, standardization and manageability of user desktops for student computer labs. Responses to this RFI should include information that will be useful to CCS in subsequently drafting more detailed procurement solicitation(s) related to the virtual desktop infrastructure solution.

### 2. Purpose of RFI

The purpose of the virtual desktop infrastructure is to streamline the way in which we deploy, manage, support and update student Windows based desktops. This RFI solicitation seeks responses from vendors who can offer information on virtual desktop infrastructure which meets the criteria and objectives detailed below.

- Infrastructure can support the Windows 10 and Windows 11 operating systems.
- Infrastructure can accommodate up to 700 concurrent users.
- Infrastructure can support the use of the following applications; AutoCAD 2020, AutoDesign 123D, Inventor Pro, REVIT, Adobe Creative Cloud Suite, Microsoft Office.

### 3. Information Solicited

The following items should be addressed in the presentation of a solution:

- Please identify and describe all software and hardware necessary to implement a solution as identified by this RFI.
- Identify and describe all the professional services that would support the goals detailed in this RFI.
- Describe any current known implementations of your product/service/solution and note any business partners involved with that implementation.
- Please describe similar projects that have been successfully completed and describe the success factors for such projects.
- Describe any third-party relationships or dependencies that would be relied upon for the solution described in response to this RFI.
- Provide recommended approaches regarding the use of thin clients, repurposed desktops or other solutions.
- Define the steps and processes involved in testing a proposed VDI solution through a proof of concept.

#### 4. General Instructions

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of Cumberland County Schools to enter a contract with any respondent or to make any procurement.

- a. This RFI has been posted on the Cumberland County Schools website. The web address is <https://www.ccs.k12.nc.us/Page/5102>.
- b. Respondent Questions. Potential respondents who have questions regarding this RFI may e-mail them to the contact listed in (e) below by **3:00 p.m. February 24, 2022**. Respondents may only make inquiries and request clarification concerning this RFI by written questions via email.
- c. Response Submission. All interested parties will be asked to present a 30-45 minute presentation if chosen to be a viable solution from Cumberland County Schools. Respondents should submit one (1) electronic copy of a letter of interest via email and may, if they choose, also submit a hard copy to the contact listed in (e) below. Any company that does not submit a letter of interest will not be considered. By submitting the letter of interest, respondents agree to present product offerings to Cumberland County Schools. All informational material should be provided to Cumberland County Schools' representatives at the time of the scheduled presentation.
- d. Response Format. Cumberland County Schools requests that all responses be provided with a point-by-point response to each numbered subsection set forth in Section 3 above. These point-by-point responses should be provided in written form in addition to the presentation. The copy should be provided at the time of the presentation. If a respondent opts not to respond to any item(s) in that subsection, please note and if possible include an explanation for the lack of response.
- e. Cumberland County Contact Information: Please direct all communications, questions, and responses to the following contact:

Kevin Coleman  
Executive Director of Technology, Cumberland County Schools  
810 Gillespie St.  
Fayetteville, NC 28306  
E-mail: [kevincoleman@ccs.k12.nc.us](mailto:kevincoleman@ccs.k12.nc.us)

#### 5. Additional Information.

Cumberland County Schools retains the right to request additional information from respondents. Cumberland County Schools may, at its sole discretion, elect to request formal presentations from certain vendors and/or create an RFP or RFQ which will include the detailed requirements and key success criteria for the procurement and be based, at least in part, on the responses received from this RFI. Cumberland County Schools may request further explanation or clarification from any and all respondents during the review process.

#### 6. Costs.

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of the respondent. Cumberland County Schools shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

#### 7. Review Rights.

Responses to this RFI may be reviewed and evaluated by any person(s) at the discretion of Cumberland County Schools, including independent consultants retained now or in the future.