

# Los Angeles Unified School District

## Master Services Agreement



**To:** Master Services Agreement (MSA) Contractors

**Subject:** MSA Work Order Solicitation No. 202118  
Title: LAUSD SAP AppStream GUI Proof-of-Concept

This **MSA Work Order Solicitation** is issued to interested proposers under the assumptions that (1) Any resulting contract will not exceed the hourly rates set forth under the Master Services Agreement; and (2) The final contractual terms and conditions will have no additions, changes, or deletions from the Master Services Agreement. Proposals are due, via email to [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net), no later than 5:00 PM (PDT), **March 11, 2021**. NO TIME EXTENSIONS WILL BE GIVEN.

**Period of Performance:** **Five Months**  
March 2021 – July 2021  
(Upon full execution of work order. The District will follow up with a formal work order and purchase order indicating the firm project start date.)

**Location:** Remote

<b>Evaluation Criteria:</b>	• Experience and Qualifications	30 points
	• Technical Solution/Project Approach	70 points
	<b>Total:</b>	<b>100 points</b>

### **Minimum Qualifications:**

Proposers shall meet each of the minimum qualification requirements at the time of proposal submittal:

1. Prospective firms must have a minimum of two years of experience in developing, installing, configuring, migrating and supporting desktop or application virtualization in a public cloud service provider.
2. Prospective firms must have a minimum of one year of experience in developing, installing, configuring, migrating and supporting SAP GUI in a desktop or application virtualization environment in a public cloud service provider.

### **Statement of Work:**

- Refer to Appendix A for the Statement of Work and performance requirements.

Proposals omitting any of the required submittal items may be deemed nonresponsive and may be removed from any further consideration.

Subject to the provisions herein, Contract award will be made to the “highest

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scored” proposal, with the appropriate consideration given to the evaluation factors stated herein. Any and all costs associated with or arising from this MSA Solicitation and resulting work order processes incurred by the Contractor shall be borne by the Contractor, without reimbursement by the District.

The District reserves the right to reject a firm, as non-responsive, regardless of the stage of the procurement process, if there is a failure to successfully negotiate price/ fees, statement of work, or a failure of the firm to satisfy any of the final requirements necessary to do business with the District.

All communications regarding this solicitation between potential Proposers and DISTRICT staff and consultants engaged by the DISTRICT shall be addressed only to the undersigned. All proposer questions shall be in writing and submitted via email at [ITD-Bids@lausd.net](mailto:ITD-Bids@lausd.net) with the subject heading of “**MSA Work Order Solicitation No. 202118**”. The deadline to submit questions is by close of business on **March 1, 2021**.

At no time “PRIOR” to the DISTRICT’S Notice of Award shall Proposer(s) contact other DISTRICT officials or personnel regarding this MSA Work Order Solicitation or any contract(s) to be awarded in response hereto. To do so may subject the Proposer to disqualification.

All requests for information related to this MSA Work Order Solicitation shall be directed to:

Department: IT Support Services (Finance and Administration)  
Address: 333 S. Beaudry Avenue 10<sup>th</sup> Floor  
Los Angeles, CA 90017  
E-mail: [\*\*ITD-Bids@lausd.net\*\*](mailto:ITD-Bids@lausd.net)

Appendices A – Statement of Work

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### APPENDIX A - MSA WORK ORDER STATEMENT OF WORK

#### A. GENERAL

The Los Angeles Unified School District seeks qualified proposers with expertise in a cloud-based application or desktop virtualization delivery of SAP GUI. This proof-of-concept may be used subsequently by the District in the event a Request for Proposal (RFP) shall be issued for the acquisition of a cloud-based application or desktop virtualization delivery of SAP GUI. LAUSD intends to use the results of this solicitation process to award a \$0-cost work order to the responsive/responsible proposer/s. Any and all costs associated with or arising from this MSA Solicitation and resulting work order processes incurred by the Contractor shall be borne by the Contractor, without reimbursement by the District.

This MSA Solicitation is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP), an Invitation for Bid (IFB) or a promise to issue an RFP or IFB in the future. This MSA Solicitation does not commit the District to contract for any supply or service whatsoever.

#### Background

The vendor will establish a Cloud environment for LAUSD to test the feasibility of running SAP GUI from a cloud service to access the District's on-prem SAP environment. This proof of concept will allow the District to test performance and security of the solution and introduce the District to Cost Management functions within the cloud service to ensure LAUSD is comfortable with migrating its SAP GUI application to the cloud. At a minimum, LAUSD is researching solutions that support the following:

#### GOALS

1. Acceptable performance for the end-users accessing SAP GUI in a cloud service.
2. Security function will be performed in accordance to LAUSD's Security and Governance requirements

#### SUMMARY OF WORK TO BE PERFORMED

The below work will be done in coordination with LAUSD team and include but not be limited to the following:

##### Assess LAUSD Current environment

1. Active Directory and Azure Directory Service
  - a. Review current configuration to prep and identify requirements for cloud service integration
2. Networking
  - a. IP Addressing and CIDR Blocks

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- b. Cisco ASA 5500X Firewall & VPN Configurations
- 3. SAP GUI Applications
  - a. Review configuration and installed applications for the following existing use cases:
    - i. SAP GUI for Windows (WinGUI)
    - ii. Internet Explorer
    - iii. Doro PDF Printing
    - iv. MS Word
    - v. MS Excel
    - vi. Adobe Acrobat Reader

### Networking & Security Tasks

- 1. VPN creation from On-Prem to Gateway
- 2. CIDR block allocation
- 3. Integration with Azure Directory Services
- 4. Integration with AD Connector and LAUSD on Prem Active Directory
- 5. Two Factor MFA can be included in this architecture

### Budget and Cost Management

- 1. Enable & Configure a Cost Explorer tool
- 2. Enable & Configure a Cloud Budget tool
- 3. Enable & Configure a Cloud Cost and Usage Report tool

### Cloud Service Stand up

- 1. Create a Virtual Network
- 2. Create Cloud Account
  - a. Set up Virtual network for Cloud Services
    - i. Connect cloud service via a Virtual Network to AD Connector using a Gateway
- 3. Create one custom cloud service image for "SAP GUI," in coordination with the customer by installing or assisting in installing customer's applications.
  - a. SAP GUI for Windows (WinGUI)
  - b. Internet Explorer
  - c. Doro PDF Printing
  - d. MS Word
  - e. MS Excel
  - f. Adobe Acrobat Reader
- 4. Deploy Cloud Service Fleet and configure AutoScaling policies based on customer's expected use/user loads
- 5. Associate Cloud Service Fleets with Cloud Stacks
- 6. Create a Cloud Directory config to join streaming instances to Active Directory domain
  - a. Validate Directory services using Cloud Services with Active Directory
- 7. Test Cloud Service image and validate user accessibility

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### Cloud Service User Acceptance Testing

Help the District's users test the cloud service for:

1. *Performance*: Ensure that the SAP GUI meets acceptable performance for LAUSD users
2. *Security*: The process for authenticating and network security meets the requirements of LAUSD's security and compliance team and users.

### REQUIREMENTS

1. LAUSD staff will use the District's Active Directory Service for authentication and authorization.
2. Connectivity will be provided by a cloud service AD Connector and follow the following process:
  - a) A user opens the secure custom sign-in page and supplies their Active Directory username and password.
  - b) The authentication request is sent over SSL to the AD Connector.
  - c) AD Connector performs LDAP authentication to Active Directory. (Note: AD Connector locates the nearest domain controllers by querying the SRV DNS records for the domain.)
  - d) Two Factor Authentication will be performed using Microsoft Multifactor.
  - e) After the user has been authenticated, AD Connector calls the STS AssumeRole method to get temporary security credentials for that user. Using those temporary security credentials, AD Connector constructs a sign-in URL that users use to access the console. (Note: If a user is mapped to multiple roles, the user will be presented with a choice at sign-in as to which role they want to assume. The user session is valid for 1 hour.)
3. Once Authenticated, the user will traverse across a Gateway to the District's environment.
4. Each user will be assigned their own instance of a cloud hosting for the applications in our SAP GUI.
5. Data will traverse back through a Gateway and through a VPN tunnel back to LAUSD's data center to communicate with the District's SAP environment.

### **B. DELIVERABLES**

The resource(s) shall complete and submit the following deliverables:

1. Assess & Assist with Customer's Current Environment
2. Deploy Active Directory & Networking in Cloud Environment
3. Deploy AppStream and SAP
4. Configure Cloud Environment Cost Management
5. Assist with User Acceptance Testing

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### **C. WORK SCHEDULE**

The resource shall be available to begin work upon full execution of the agreement. Standard work hours will be Monday thru Friday between 8:30 AM to 5:00 PM (Pacific Time), unless other arrangements are mutually agreed upon. The actual schedule may be adjusted based on project needs by the sponsor.

### **D. OTHERS**

For the duration of the project, the proposed firm and/or resource are expected to bring their own laptop computer equipped with appropriate tools such as Microsoft Word, Excel, SharePoint, etc.

A performance review will be conducted by the District to ensure services are performed satisfactorily by the Contractor and its resource. Contractor will be notified by the District of their performance. If the review is unsatisfactory, the contractor will be required to submit a corrective action plan to address the deficiencies. If the performance is not improved, the contract will not be renewed, and the option years will not be exercised.