


Notice of Intent to Certify Sole Source

To: Interested Parties
From: David C. Johnson 
CC: ITS Project Number 45570
Date: February 16, 2021
Re: Sole Source Certification Number 4367 for Citrix software and hardware maintenance renewals for the State of Mississippi
Contact Name: Kimberly Parker
Contact Phone Number: 601-432-8049
Contact E-mail Address: kimberly.parker@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4367 for the State of Mississippi, please be advised that ITS intends to award Citrix Systems, Inc. as the sole source provider of Citrix software and hardware renewals through December 31, 2024, as needed for state agencies and public universities under ITS' procurement purview. Should Citrix Systems, Inc. change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment C: Sole Source Procurement Overview.

Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exist:

Over the years multiple state agencies have purchased Citrix appliances and software to use in their agencies' networking environments. Citrix XenApp allows agencies to install applications on a server and then access those applications without having to install anything on the client apart from the Citrix client software. All processing is done by the server. All that passes between the client and the server is mouse clicks, movement, and keystrokes; and all that passes between the server and the client is screen refreshes. This is done over Citrix's proprietary remote display protocol called Independent Computing Architecture (ICA). To the users it looks and feels like the application is running locally on the client operating system. Citrix Appliance Hardware Maintenance helps mitigate risk and protect the Citrix environment. Comprehensive support services are essential to ensure high availability and top performance of all Citrix infrastructure components throughout their lifecycle. The customer's sole source certification request is included as Attachment A.

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

The advantages of Session Virtualization / Hosted Shared Desktops is that agencies are able to centrally manage the Operating System and Applications and quickly deploy applications to many thousands of users without having to "touch" each client device. Agencies install the Citrix client software once and then can deploy any application to any machine without having to return to the site. Because all the processing is done on the XenApp servers, agencies can deploy apps that would potentially not run on older desktops. Citrix Appliance Hardware Maintenance enables an agency to effectively and efficiently deploy and administer the Citrix Networking environment. The customer's sole source certification request is included as Attachment A.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

Citrix Systems, Inc. has certified they are the sole manufacturer and source of renewal offerings of available Citrix Customer Success Services and Appliance Maintenance in North America. Such offerings must be ordered directly from Citrix Systems, Inc. The Vendor's sole source certification letter is included as Attachment B.

Schedule

Task	Date
First Advertisement Date	02/16/21
Second Advertisement Date	02/23/21
Response Deadline From Objectors	03/02/21 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 03/03/21

Project Details

Citrix XenApp is a product that extends Microsoft Remote Desktop Session Host (formerly known as Terminal Services) desktop sessions and applications to users through the Citrix HDX protocol. XenApp and Remote Desktop Services allow IT departments to centrally manage Windows applications and computing resources in a secure data center. Citrix Appliance Hardware Maintenance enables state agencies to effectively and efficiently deploy and administer the Citrix Networking environment.

Citrix no longer allows software and hardware maintenance renewals to be purchased through a reseller. Accordingly, ITS published Notice of Intent to Certify Sole Source Number 4147 on November 13, 2018. With no objections received, Sole Source Certification Number 4147 was awarded to Citrix Systems, Inc. through December 31, 2021. To date, multiple state agencies continue to use Citrix hardware and software that requires maintenance renewals.

ITS is certifying the Citrix software and hardware maintenance renewals on behalf of Mississippi State government agencies and public universities. This certification can be used by state government agencies and public universities during the 3-year period as needed without the need for recertification.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the Citrix software and hardware maintenance renewals should not be certified as a sole source should provide information in the following

format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to Citrix Systems, Inc.

1.1 Interested Party Information

1.1.1 Contact Name, Phone Number and email address

1.1.2 Company Website URL, if applicable

1.2 Objection to Sole Source Certification

1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.

1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.

1.3 Comments will be accepted at any time prior to Tuesday, March 2, at 3:00 p.m. (Central Time) to Kimberly Parker at kimberly.parker@its.ms.gov or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Kimberly Parker to verify the receipt of their Responses. Responses received after the deadline will be rejected.

1.4 Interested Party responses should include the following information:

<p style="text-align: center;">SUBMITTED IN RESPONSE TO Sole Source Certification No. 4367-45570 Accepted until March 2, 2021 @ 3:00 p.m., ATTENTION: Kimberly Parker</p>

If you have any questions concerning the information above or if we can be of further assistance, please contact Kimberly Parker at 601-432-8049 or via email at kimberly.parker@its.ms.gov.

Attachment A: Customer Sole Source Certification Request

Attachment B: Vendor Correspondence

Attachment C: Sole Source Procurement Overview



3771 Eastwood Drive
Jackson, Mississippi 39211
Phone 601-432-8000 Fax 601-713-6380

Sole Source Certification Request

Project Title: Citrix Software and Hardware Maintenance Renewals Stimulus (ARRA) Funds? Yes No <u>X</u>			
Customer Contact Information			
Agency/Public University: Mississippi Department of Information Technology Services Address: 3771 Eastwood Drive, Jackson, MS 39211		Contact Person: Sheila Kearney Phone: 601-432-8138 Email Address: sheila.kearney@its.ms.gov	
MAGIC Customer Number (only required from state agencies):		Division/Dept.: Handmail: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Project Summary Narrative Description of Project (include details of original acquisition if applicable): Citrix XenApp is a product that extends Microsoft Remote Desktop Session Host (formerly known as Terminal Services) desktop sessions and applications to users through the Citrix HDX protocol. XenApp and Remote Desktop Services allow IT departments to centrally manage Windows applications and computing resources in a secure data center. Citrix Appliance Hardware Maintenance enables ITS to effectively and efficiently deploy and administer the Citrix Networking environment. Citrix no longer allows software and hardware maintenance renewals to be purchased through a reseller. This certification can be used by state government agencies and public universities for Citrix software and hardware maintenance renewals during the 3-year period as needed without the need for recertification.			
ITS Acquisition Approval (CP-1) should be effective through this date (Please allow time for all vendor invoices to be paid): 12/31/2024			
Cost Estimates Fiscal Year	Initial Costs	Ongoing Costs	Time Constraints Item Needed by: 03/31/2021 Funds Expire: 12/31/2021
2021	\$0.00		Anticipated Lifecycle of Products/System (i.e. estimated years of effective use): 3 years
Total	\$0.00		
Discuss Funding (e.g. how much of needed funding is definite; total project budget; any matching or other non state funds). Funding will come from the various state government agencies.			
Acquisition Details			
Items Requested	Quantity	Description	Building Location(s)
Citrix software and hardware maintenance renewals			Mississippi State Agencies
Describe platform & infrastructure (connectivity; software/hardware platforms; utilization of State Data Center resources: mainframe, eGovernment portal, payment engine, document management, hosting). For equipment or hosting outside the State Data Center, attach justification: Mainframe hardware located in the State Data Center.			
Progress to Date: What has been done related to this project, including any communication with ITS staff (data/voice/procurement/other)? A sole source letter has been obtained from the vendor.			
Sole Source Certification Note: Certification must be renewed for each revision or continuation of previous Sole Source Approvals.			
Specific business requirements to be met by the requested products or services: The advantages of Session Virtualization / Hosted Shared Desktops is agencies can centrally manage the Operating System and Applications and quickly deploy applications to many thousands of users without having to "touch" each client device. Agencies install the Citrix client software once and then can deploy any application to any machine without having to return to the site. Because all the processing is done on the XenApp servers, agencies can deploy apps that would potentially not run on older desktops. Citrix Appliance Hardware Maintenance enables agencies to effectively and efficiently deploy and administer the Citrix Networking environment.			
Explain why these products or services are the only ones that can meet your needs (include unique features/special functionality): Over the years multiple state agencies have purchased Citrix appliances and software to use in their agencies' networking environments. Citrix XenApp allows agencies to install applications on a server and then access those applications without having to install anything on the client apart from the Citrix client software. All processing is done by the server. All that passes between the client and the server is mouse clicks, movement, and keystrokes; and all that passes between the server and the client is screen refreshes. This is done over Citrix's proprietary remote display protocol called Independent Computing Architecture (ICA). To the users it looks and feels like the application is running locally on the client operating system. Citrix Appliance Hardware Maintenance helps mitigate risk and protect the Citrix environment. Comprehensive support services are essential to ensure high availability and top performance of all Citrix infrastructure components throughout their lifecycle.			
Explain why the source is the only entity that can provide the products or services (Include other products/vendors researched or evaluated): Citrix Systems, Inc. has certified they are the sole manufacturer and source of renewal offerings of available Citrix Customer Success Services, and Appliance Maintenance, in North America. Such offerings must be ordered directly from Citrix Systems, Inc.			
Vendor's Certification of Sole Source attached: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Vendor's proposal submitted: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
MAGIC Vendor Code(s) Vendor must be in MAGIC before a CP-1 can be issued.			
Place Order To Vendor Name: Citrix Systems, Inc. Vendor Address: 851 West Cypress Creek Road Fort Lauderdale, FL 33309		Remit To Vendor Name: Citrix Systems, Inc. Vendor Address: Post Office Box 931686 Atlanta, GA 31193-2841	

By my signature, I certify that, to the best of my professional knowledge: the requested product or services are a sole source as outlined in the ITS Procurement Handbook, Rule 207.2:013-030 Procurement Types: Sole Source, and as outlined in Mississippi Code annotated Section 31-7-13. In addition, I acknowledge that there is a charge for ITS procurement services associated with this request which will be billed to the requestor by ITS and that my agency/public university is responsible for these charges/costs.

Name (Agency Head or Public University CIO)/Title

David C. Johnson
Signature

02/16/2021
Date



December 1, 2020

To Whom It May Concern:

This letter is to certify that Citrix Systems, Inc. ("Citrix"), is the sole manufacturer and source of renewal offerings of available Citrix Customer Success Services (CSS), and Appliance Maintenance, in North America. Such offerings must be ordered directly from Citrix Systems, Inc. For Government orders, immixGroup, Inc.'s wholly owned subsidiary EC America is Citrix Systems, Inc., sole letter of Supply Holder for a GSA IT 70 Schedule and such offerings can be ordered directly from immixGroup/EC America.

Sincerely,

Esthel Brennan

Esthel Brennan
USPS & SLG Contracts Manager
Legal Department, Americas
Esthel.Brennan@citrix.com | 954.689.9020

Attachment C

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website (www.its.ms.gov).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment B.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$50,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification

above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS. The customer's Sole Source Certification Request for this project is included as Attachment A.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.