



REQUEST FOR PROPOSAL # WF1ED0C

VMWARE FOUNDATION SOFTWARE RENEWAL

QUESTIONS & ANSWERS

OCTOBER 02, 2026

1. **Q: Please clarify whether the requirement for comprehensive production-level support and 24x7 support for critical incidents is expected to be provided directly by the selected partner, by Broadcom as part of the VMware subscription, or through a coordinated partner/Broadcom support model.**

A: Critical support is to be provided by Broadcom, the partner needs to help with escalations.

2. **Q: For the requested dedicated contacts and service-level commitments, does WMCH Health expect the respondent to provide defined partner-managed response/resolution SLAs in addition to Broadcom's software support?**

A: No

3. **Q: Please clarify the anticipated scope of "upgrades, testing, and production cutover activities." Is WMCH Health seeking the selected partner to perform the VCF upgrade/implementation activities, or to provide advisory assistance to WMCH Health personnel performing those activities.**

A: The partner is expected provide advisory services to the WMC IT team.

4. **Q: Is WMCH Health expecting a transition to a specific VCF version/architecture as part of this RFP, or should respondents recommend the target-state architecture?**

A: WMC needs to be on the latest long-term supported branch of VCF. The partner needs to provide guidance on upgrade services; the technical upgrade will be done by the WMC IT team.

5. **Q: Does WMCH Health currently have Broadcom Service Entitlements associated with the proposed VCF subscription, and if so, should respondents identify which RFP activities can be delivered using those entitlements?**

A: No, WMC currently do not own Service Entitlements or a VCF subscription.

6. **Q: Please clarify the current Horizon licensing model, version, approximate concurrent-user count and whether WMCH Health expects Horizon licensing to be included in the commercial response or only assessed for compatibility/dependency purposes.**

A: WMC leverage concurrent licensing using Horizon version 8 with 1550 concurrent users.

- 7. Q: Are health assessments, capacity planning, cluster optimization, DR readiness and security reviews intended as one-time implementation activities or recurring services during the 36-month contract term?**

A: The partner needs to support annual health assessments, capacity planning, cluster optimization, DR readiness and security reviews.

Please Note: All answers represent the most current information available as of the date first set forth above. Any previously distributed information should be disregarded.