

Windows 11 Deployment RFQ Addendum #1

Below are the questions we have received and the HDC response to each question.

[HDC is extending the due date for proposals by one week to March 8, 2024.](#)

Project Management

- Your scope mentions the need for a project manager. Does HDC want two resources? One consultant on-site and a project manager that is remote? Or will the consultant be both the Engineer and Project Manager. Please elaborate.
 - HDC Response: Correct, we would like two resources with one being a consultant on-site and the other being a project manager that could either be on-site, remote, or a combination.
- What requirements are needed for the project manager?
 - HDC Response: HDC expects the project manager to manage the consultant's time and schedule to complete the project, and be available to address any issues that need escalating from a technical or personnel perspective. Typically the project manager will be involved with the project kick-off, creating the project plan, monitoring progress, organizing resources, including scheduling meetings, and ensure the project is going smoothly.

Networking

- What types of network connections are currently utilized for the currently managed devices in the office?
 - HDC Response: Desktops are connected to the network via ethernet cables and laptops are connected through our wi-fi.
- Is there an on-prem Domain Controller?
 - HDC Response: Yes
- Is NYC HDC using on premises Active Directory, Microsoft Entra ID, or hybrid?
 - HDC Response: We are hybrid, with on-prem and cloud domain controllers. We use AD Connect to sync changes from on-prem to Entra ID.

Hardware

- Is there a specific hardware vendor ecosystem standard in use by NYC HDC today for their endpoint hardware today?
 - HDC Response: All our desktops and laptops are made by HP. Most desktops are HP Z series workstations. All laptops are HP Elitebooks.
- What are the model type of these desktops and monitors?
 - HDC Response: All our desktops and laptops are made by HP. Most desktops are HP Z series workstations. All laptops are HP Elitebooks. The monitors are also HP Elite Displays and are a mix of 20", 22" and 24" sizes. Most users have two monitors and we are planning to start offering three monitors to users who would like them. New desktops are setup with supplemental video card with three ports that provides five ports total on the machine.
- Please describe the process for provisioning and providing laptops to current end users.

- HDC Response: Currently laptops are imaged one at a time, followed by manual configuration of any custom software. A meeting is setup with the user to go over how to use the laptop.
- Are users working from home with NYC HDC provided hardware? Are there currently ways to manage these devices if so?
 - HDC Response: Laptops are used offsite by users for remote work, including at home. We use management software to push software to these laptops when they are connected to our corporate VPN.
- Are the majority of devices single user or multiuser devices?
 - HDC Response: Single user.
- Can you provide detail into the process for replacing endpoint hardware that has a hardware failure and needs to be replaced today?
 - HDC Response: We replace the whole machine as a unit, and then copy the user profile onto the new machine. We later evaluate the machine and the hardware issue to see if it is an issue that we can easily fix, for example, by replacing the power supply. It also depends on the availability of parts. However, most machines are under a three year warranty.
- If HDC plans to utilize Windows Hello for authentication, do you currently have compatible hardware available, or will it need to be procured?
 - HDC Response: We are interested in using this feature for laptops, and the laptops are equipped with biometrics and cameras.

Software

- What software will HDC plan to use to build the image?
 - HDC Response: This information is being provided separately to keep it confidential.
- How will the imaged be pushed? I.e. USB?
 - HDC Response: We are expecting the vendor to propose an efficient way to distribute the image. We would prefer a low-touch method that does not require loading the image manually onto each machine one at a time.
- Is the expectation to build the image and then create an imaging script?
 - HDC Response: Our expectation is that the vendor will build the image, and then propose an efficient way to distribute the image to the corporate devices. Ideally this would be done over the network without the technician having to manually upgrade each machine one at a time.
- Is NYC HDC using virtualized hardware? Can you describe the current the imaging station/work area as it stands today?
 - HDC Response: No, we are not using virtualized hardware. We do have virtualized applications accessed through Azure Virtual Desktop (Remote Apps) and we do have a pool of Windows multi-user machines that are used for Azure Virtual Desktop. However, the vast majority of machines are physical hardware.
- Is NYC HDC open to using open source applications and programs? Third party? (management software, endpoint central/syxsense/manage engine etc.)
 - HDC Response: We do use third party software. We would be fine with using Manage Engine tools. For open source, it depends on the program.
- NYC HDC wants to retain the look and feel of Win 10 as much as possible, can you elaborate beyond Start Button and Taskbar? Is there anything else?

- HDC Response: These are the two main items we are aware of, but there could be others. We would like additional technical guidance and recommendations on additional items to consider to keep the look and feel of Windows 10 as much as possible.
- From the technology stack mentioned, will there be a need for ad-hoc installation of any software?
 - HDC Response: Yes, for a handful of users. This will be handled by HDC helpdesk staff.
- If there is an issue for software installation, will the consultant need to resolve or will a ticket be opened with the manufacturer or will it be escalated internally with HDC IT?
 - HDC Response: HDC IT will be available to work with the consultant. If HDC cannot resolve it, we will open a ticket with the vendor / support and will expect the consultant to work with all involved parties to troubleshoot and resolve.
- Could you please provide further details regarding the Security Agents? Specifically, could you specify which Security agents are currently present on the system, including their respective names and versions?
 - HDC Response: This information is being provided separately to keep it confidential.
- Please provide a list of the business applications which will help us assess their compatibility with Windows 11 and various web browsers.
 - HDC Response: This information is being provided separately to keep it confidential.
- Could you please provide the names and current versions of the eight programs used by a smaller number of users? We require this information to assess compatibility and determine the upgrade path, if necessary.
 - HDC Response: This information is being provided separately to keep it confidential.
- Could you please share the name and details for the external IPSEC VPN client that loads upon start-up?
 - HDC Response: This information is being provided separately to keep it confidential.
- Which antivirus is in place?
 - HDC Response: This information is being provided separately to keep it confidential.
- Kindly specify the business application that requires the .NET framework. This information will facilitate our assessment to determine whether the application necessitates the current or higher version of .NET, or if it requires backward compatibility.
 - HDC Response: This information is being provided separately to keep it confidential.
- What are the current operating system versions installed on the tablets? Specifically, we need to know the versions for Windows, Android, and iOS.
 - HDC Response: We have a small of number of Surface Pros that are running Windows 10 Enterprise 22H2. Our Android and iOS tablets are out of scope for this project.
- Could you please provide us with details regarding the Office license? Specifically, we need to confirm whether it is Office 365 G3 or Microsoft Office 365 G3. Additionally, it is important to note that Microsoft Office includes additional applications such as Visio and Publisher.
 - HDC Response: We are using Microsoft 365 G3 (includes Windows license). Only a handful of users are licensed separately for Visio and no one is using Publisher.
- Is BitLocker Deployed on Desktops and VDM?
 - HDC Response: Yes.
- What is the current backup strategy, and is it sufficient for a major upgrade?
 - HDC Response: We are not backing up desktops other than components that are synced to Office 365 One Drive.
- After the upgrade of business applications, who will be responsible for conducting the testing?

- HDC Response: HDC will test and identify superusers to validate the business applications.
- Is there a GPO deployed?
 - HDC Response: Yes. An important task before building the image will be to review all the current GPOs with HDC IT and the consultant for Windows 11 compatibility.
- On Prem and VDM are Domain Joined?
 - HDC Response: Yes.
- Is there support available for applications in the event that we need a patch or a new compatible version?
 - HDC Response: Yes.
- Utilizing AI with MS Copilot. Is it for Machine learning or Power BI or Cognitive Services?
 - HDC Response: We have recently learned that Copilot for Office 365 for GCC will not be released until summer, and the SKU will need to be added to the NYS OGS contract for purchase. However, we would like to better understand potential use cases and configuration recommendations for Copilot in Windows 11.

Deployment & Training

- Will NYC HDC provide dollies and carts to move and replace equipment throughout the building?
 - HDC Response: Yes, we have several carts and dollies onsite that can be used for this project.
- Do we need to transport equipment throughout different floors due to the equipment storage is at the different floor?
 - HDC Response: Yes, we are located on floors 2 and 3. The freight elevator will need to be used to travel with equipment from the 3rd floor where our main equipment storage room is located, to the 2nd floor. For small items the internal staircase or passenger elevators can be used.
- Do we need to mount any monitors onto monitor arm?
 - HDC Response: No.
- Will asset tagging be a part of deployment?
 - HDC Response: We track assets by model and serial number and which user it is assigned to in our helpdesk system. For users receiving new equipment, yes, the serial number will need to be recorded as assigned to the user. We are not placing physical tags or stickers on the equipment.
- Will the consultant need to record asset information as equipment is re-imaged or new equipment is deployed?
 - HDC Response: We track assets by model and serial number and which user it is assigned to in our helpdesk system. For users receiving new equipment, yes, the serial number will need to be recorded as assigned to the user. We are not placing physical tags or stickers on the equipment.
- For the equipment that will be replaced, will there be a need for hard drive removal of the old asset or any data wipes?
 - HDC Response: No, equipment will be placed in storage for later processing and disposal by HDC IT.
- Are there specific timeframes or business cycles during which the upgrade should be avoided?
 - HDC Response: Various HDC departments do have busy periods. Once the image is ready for deployment, HDC IT will coordinate with the business departments to determine an acceptable schedule. The current concept is that the deployment will be done in waves

by department, which will allow for some flexibility in working around busy business cycles. If the project is able to start in May as described in the RFP, then we would like to have all the deployments complete by the end of October.

- What is the acceptable downtime for the upgrade process?
 - HDC Response: We would like the vendor to propose a way to upgrade users with minimal downtime. We plan to schedule upgrades for one business department at a time (approximately 20-40 users). Ideally there would be no downtime for users, or very limited downtime of just a few hours.
- For post-support deployment, can HDC elaborate on what “training questions” would be related to? Would it be standard use of the using the new profile? Such as routine Desktop support or would it involve something more technical?
 - HDC Response: We anticipate these will be typical desktop support questions from users about how to use the new profile, navigate Windows 11, confirmation of how to do their normal tasks (in the case that icons or start menu items have moved, where to access their files, etc). Essentially how to orient themselves and get started using Windows 11.
- Who will be responsible for Training users on Windows 11?
 - HDC Response: HDC would prefer the vendor to provide training materials or a list of common questions received by users new to Windows 11. With guidance from the consultant, HDC IT can setup training sessions for users to get some exposure to how Windows 11 will work and answer any questions they have. HDC IT will conduct the actual training sessions.
- What level of support or assistance do users expect during the transition?
 - HDC Response: We anticipate these will be typical desktop support questions from users about how to use the new profile, navigate Windows 11, confirmation of how to do their normal tasks (in the case that icons or start menu items have moved, where to access their files, etc). Essentially how to orient themselves and get started using Windows 11.
- Is there a plan for user communication before and after the upgrade?
 - HDC Response: We do not currently have a communications plan for the Windows 11 upgrade. Typically for a project like this the IT helpdesk staff will put together informational emails and announcements to be sent to users to keep them informed of the schedule, process, and training tips. We would like to hear the vendor’s experience and take their advice on key information to highlight.
- Is there a rollback plan in case any issues arise during or after the upgrade?
 - HDC Response: We do not currently have a rollback plan but are definitely open to suggestions. We hope that by deploying Windows 11 in multiple waves by business department that most issues will be discovered quickly and affect a limited number of users. We could also start with users that are receiving new machines so that the Windows 10 machine could be used as a rollback plan.

Other

- What types of work style are currently utilized by NYC HDC? Fully in office, Hybrid, or full remote?
 - HDC Response: HDC has office and hybrid workers.
- How does the upgrade align with the organization's security policies and compliance requirements?
 - HDC Response: The project needs to be complete for Windows 10 end of life. HDC will be expecting the vendor to advise on best security practices for configuring Windows 11.

- Is there a documentation plan for the entire upgrade process?
 - HDC Response: HDC expects standard project documentation showing the completion of deliverables and milestones. In addition, we need technical documentation for the image (for example, configuration settings, registry changes, GPOs, etc) that we can use in the future as a baseline when the next major Windows version is released.
- Are there any budget constraints or financial considerations that need to be addressed?
 - HDC Response: HDC is looking for a cost-effective way to upgrade 225 users and 500 devices to Windows 11. There are budget constraints that will be addressed at the appropriate time during the vendor selection and contract negotiation process.