

Windows 11 Deployment RFQ Addendum #2

Based on the submissions received there appears to be some misunderstandings as to what we are looking for. We are reopening this RFP for an additional week for those entities that wish to respond or modify their submissions.

The new deadline is Friday, March 22 at 6pm. Materials should be submitted to hdcitbids@nychdc.com.

To summarize the RFQ, HDC is requesting the following services:

- Vendor should build a Windows 11 image, including providing technical advice to HDC on how to best configure the image with respect to Windows 11 features and security settings.
- Vendor should work with HDC to propose and implement a low-touch deployment solution as part of the project. We would prefer to push out Windows 11 as an upgrade if possible, rather than have to manually image each device one at a time. Keep in mind the details in the RFQ regarding the mix of machines that are ready to upgrade versus the older hardware that will require replacing with a new machine.
- Vendor should also quote an optional service for deploying the Windows 11 image to devices. This includes post-deployment support such as logon and start-up issues, and answering basic training questions from users. HDC anticipates that one consultant should suffice, being onsite two days per week for a duration of four months. The consultant will work alongside HDC Helpdesk staff as Windows 11 is rolled out to small group of HDC users in waves. Invoices will be based on the actual hours worked.

The pricing portion of your response should use the template below.

Phase 1 Milestones:

- Project kickoff
- Discovery and technical review of HDC current environment
- Review Windows 11 recommended settings with HDC and finalize image configuration
- Creation of Windows 11 image
- Testing of Windows 11 image in collaboration with HDC and resolving any issues
- Review of low-touch deployment options and creation of deployment plan
- Test selected deployment method(s)
- Phase 1 services may be delivered remotely, on-site, or in combination as appropriate
- Phase 1 should include the appropriate project management services needed to successfully complete the phase.

Phase 1 Price: \$ _____

Phase 2 Milestones (Optional – HDC may elect not to award this option):

- Deploy Windows 11 image to user devices to be upgraded in place
- Deploy Windows 11 image to new machines for users that require new equipment

- Deploy Windows 11 image to laptops
- Provide post-deployment support and answer general training questions from users
- HDC anticipates that one technical consultant should suffice for Phase 2, being onsite two days per week for a duration of four months. Invoices will be based on the actual hours worked.
- Phase 2 should also include the services of a project manager as appropriate (see Q&A in Addendum #1); the project manager could either be on-site, remote, or a combination.

Phase 2 Price Estimate \$ _____