

## New York City Housing Development Corporation Windows 11 Deployment RFQ

### HDC overview

The New York City Housing Development Corporation (HDC) is a public benefit corporation created in pursuant to Article XII of the New York State Private Housing Finance Law for the purpose of financing affordable multi-family housing in the City of New York, both for construction and rehabilitation. HDC has a multi-family mortgage portfolio of over 600 properties containing close to 300,000 units. For more information about HDC, see our website: [nychdc.com](http://nychdc.com).

### Project overview

HDC is soliciting pricing quotations for services to deploy Windows 11 to all corporate devices. Services will include advisement and assistance in building an image with respect to the requirements and features detailed in this document. **The deployment solution must be as low touch as possible. HDC would also like to include project management services as part of the engagement.**

HDC also requests that the vendor provide pricing to execute the image deployment on all devices. Note that this is an optional service and HDC may elect not to award this option. The optional deployment and support service includes, but is not limited to:

- Windows 11 image deployment to devices that will be upgraded in situ
- Deployment of Windows 11 image to new machines for users that require equipment upgrades
- Deployment of Windows 11 to devices used remotely, primarily laptops
- Post-deployment support such as logon and start-up issues, and training questions
- The items above are required to be performed onsite

HDC anticipates that one consultant should suffice for the optional service detailed above, being onsite two days per week for a duration of four months. The consultant will work onsite in collaboration with HDC Helpdesk staff as Windows 11 is rolled out to small groups of HDC users in waves. Invoices will be based on actual hours worked.

To summarize, the quote must contain the primary services of building a Windows 11 image, providing technical advice on how to best configure the image with respect to Windows 11 features, and devise a low-touch deployment solution that is appropriate for HDC's environment. It should also contain an optional component of providing hands-on assistance with the work of deploying Windows 11 to users and addressing support issues.

## Current state

### **Devices**

HDC has approximately 500 devices. This estimate includes desktops, laptops, conference room computers and tablets. To deploy Windows 11, 40% of these would need to be replaced with new hardware; the remaining 60% would be software upgrades to existing machines. HDC is currently on Windows 10 Enterprise 22H2.

HDC uses a hybrid cloud/on-premise environment. Desktops are on-premise while WVD is used for remote access/applications. The images used for each are different.

### **Technology stack**

Below is a summary of the programs currently installed on Windows 10. A more detailed list may be requested from HDC by submitting a written request.

#### *Programs Installed on Machines*

HDC has approximately 10 programs or program suites installed on Windows 10 that will need to be included in the Windows 11 image. This includes standard office productivity software such as Adobe Acrobat, Office 365, web browsers, and security agents.

#### *Programs via Chrome/Edge, Servers in Cloud*

HDC has five business applications that are web applications that run in a browser. Shortcuts to the login pages will need to be included in the Windows 11 image.

#### *Programs via Shortcut, Maps to Virtual Cloud Server*

HDC has one business application that requires .NET to be installed as part of the image. In addition, HDC has a second business application that has machine level DLL dependencies.

#### *Third- Party Software (small number of users)*

HDC has eight programs that are used by a small number of users. These include GIS related programs and utilities, development tools used by IT staff, and statistical packages used by data analysts.

### **Licensing/Windows 11 readiness**

HDC already has the necessary licensing to deploy Windows 11. HDC has also verified being Windows 11 ready from a hardware perspective.

## Requirements and Features

### Windows 11 version

Devices should be deployed with/upgraded to the Windows 11 23H2 version.

### Timeline

**Project start date should be no later than May 1, 2024.** HDC anticipates the discovery, planning and image build/creation phases of this project to be completed within two months. The optional deployment/implementation phase is estimated to be an additional four months (see Project Overview section).

### Features

- Deployment/upgrades: HDC uses MDT and PDQ Deploy but is open to using and/or augmenting with other tools such as Autopilot (ability to deploy upgrade remotely)
- Device management: HDC currently uses Intune to manage Android and iOS devices, but laptops are currently not part of this ecosystem. HDC would like to integrate laptop devices into Intune and need guidance on what this integration and implementation would entail.
- Authentication: HDC currently utilizes MFA but would also like to consider using Windows Hello for Business at least for remotely connected machines.
- OS protection and application security: HDC would like to explore the possibility of using Endpoint Privilege Management (EPM) and its "admin user on demand" capabilities.
- Collaboration: HDC has adopted Teams for conference rooms and online meetings and would like guidance on using Teams Rooms capabilities with Windows 11 devices such as proximity join and any other recommended Windows 11 features.
- VPN: HDC is using an external IPSEC VPN client that loads upon start-up and would like guidance with the most streamlined way of installing and updating this client within Windows 11.
- Office 365: HDC is using Office 365 G3. We would like guidance on which default Windows 11 apps need to be uninstalled and replaced with the enterprise Office 365 versions, e.g., Teams, OneNote. HDC also uses Windows Files-On-Demand and require its continued use.
- AI functionality/capability: HDC does not currently utilize any AI functions but would like the possibility of using it with MS Copilot.
- Windows UI: HDC would like to retain the look-and-feel of Windows 10 as much as possible such as the Windows 10 Start button and Taskbar.

## Submission requirements and guidelines

For your pricing quotation to be considered, the following conditions must be met:

1. The RFQ response is received **on or before Friday, March 1, 2024**, via email to [HDCITBIDS@NYCHDC.COM](mailto:HDCITBIDS@NYCHDC.COM). Quotations received after this date will not be considered and evaluated. This RFQ does not commit HDC to pay for the preparation and submission of a quotation.
2. The **W-9 form** is submitted (if the company has not done business with HDC).
3. The **NYC Doing Business Data Form**, pursuant to Local Law 34 is filled out (attached).
4. Include the additional items detailed in Appendix 1.
5. If the vendor is selected: The **Certificate of Insurance** with HDC and 120 Broadway listed as insured parties, the cost of which would be incurred by the vendor.

In addition to the above requirements, the vendor is encouraged to also submit the following:

- A cover letter summarizing the company's ability to provide the solution and services as described in the RFQ, company's primary contact details for this RFQ, physical address, number of employees, most recent audited financial statement and brief company history
- Information on relevant experience, case studies, projects and references for the company's consultants/technicians that demonstrate their qualifications for the RFQ

## Questions

The deadline to submit questions is **Thursday, February 22**. Questions and responses will be compiled and posted on the HDC website as an addendum. Questions should be submitted via email to [HDCITBIDS@NYCHDC.COM](mailto:HDCITBIDS@NYCHDC.COM).

## Evaluation Criteria

HDC plans to evaluate the quality of submissions as well as respondents' experience and ability to perform all required services. In addition, HDC reserves the right to request interviews with respondents and additional documentation to aid in the evaluation process, and reject any or all submissions in its sole and absolute discretion. The final selection of the vendor is anticipated to be in **late March/early April 2024**.

## Appendix 1

### 1. Equal Employment

If any, provide a copy of the firm's most recent Employer Information Report EEO-1 and include as Attachment to the Proposal. Please state how many women and minorities work in your firm.

### 2. Minority and Women Owned Business Enterprise (MWBE)

NYC HDC is dedicated to furthering the participation of minority and women-owned businesses in its work. All respondents are urged to include in their proposals methods for facilitating the participation in the project of businesses that have been certified by the New York City Department of Small Business Services ("SBS") as women or minority owned. This can take any form a Respondent considers appropriate including, but not limited to, proposals intended to ensure the utilization of certified minority and women-owned businesses as subcontractors or as joint-venture partners. In addition, proposals from minority and women-owned respondents are encouraged.

### 3. New York City Location

- a) State whether the firm maintains its headquarters, or other offices, in New York City, and the number of the firm's employees who are employed in New York City. Describe the firm's commitment to its location in New York City. Since January 1, 2017, has the firm relocated any employees from offices in New York City to locations outside New York City? Does the firm have any plans to relocate any employees or offices outside of New York City in the next two years?
- b) Describe the firm's corporate citizenship and commitment to The City of New York, including local procurement of goods and services, development or participation in internship programs or scholarships, corporate philanthropy, specifically in the areas of housing and community development, and policies with regards to the use of women-owned, minority-owned and small business enterprises.

### 4. Local Law 34 Compliance

Pursuant to Local Law 34 of 2007, amending the City's Campaign Finance Law, the City is required to establish a computerized database containing the names of any "Person" that has business dealings with the "City" as such terms are defined in the Local Law. In order for the City to obtain necessary information to establish the required database, your response to this RFP is required to include a completed Doing Business Data Form (the "Data Form"), which is attached hereto. The Data Form will be submitted to the Mayor's Office of the City of New York (the "City"). If the City determines that your Data Form is not complete, you will be notified by the City and given four (4) calendar days to cure the specified deficiencies. Failure to do so will result in your proposal being deemed incomplete and therefore non-responsive.

## Appendix 2

The issuance of this Request for Proposal ("RFP"), and the submission of a proposal by the firm or the acceptance of such proposal by HDC, does not obligate HDC in any manner whatsoever. Legal obligations will only arise upon the execution of formal agreements by HDC and the firm selected to render services described herein.

HDC reserves the right to amend, modify, postpone or withdraw this RFP; to waive any requirement of this RFP; to require supplemental statements and information from proposing entities, to accept or reject any or all proposals received as a result of this RFP; to extend the deadline for submission of proposals; to negotiate with any proposing entity which responds to this RFP; to hold discussions with any proposing entity; and to correct deficient proposals which do not completely conform to the instructions given in this RFP. HDC may exercise such rights at any time without notice and without liability to any proposing entity or other parties for their expenses incurred in preparation of the proposal. In its review, HDC may accept a proposal but require modification or negotiation of scope. Although discussions may be conducted with proposing entities submitting acceptable proposals, awards may be made without discussion.

The scope of services described in this RFP provide the most current and accurate descriptions of services sought by HDC. However, at the time contracts are executed, programmatic changes may result in changes to the scope of services.

All documents presented in response to this RFP will become the property of HDC. The Corporation is subject to the New York State Freedom of Information Laws ("FOIL") and as such HDC shall release all records subject to FOIL without notice or consent of responder.

The proposal must disclose any other employment or situation which may create a conflict of interest if your firm were to be selected, including any relationship that the firm or any of its employees may have with HDC. Please describe any such relationship in your proposal, or affirmatively state that no such relationship exists.

### **Fees and Commissions:**

HDC will not pay any fees or commissions for the proposal requested in this RFP.

All resources required for implementation efforts must originate within the United States.