Clarification Questions – Tender for Microsoft Surface hardware and deployment services

1. If devices are only available with Windows 11, would this be an issue?
   a. Windows 11 would be fine for the Surface tablets

2. For the USB Hub, how many ports are required?
   a. 3 x USB-A is the minimum to accommodate a USB keyboard/mouse receiver, headset, and "yubikey" encryption token. 4x USB-A would allow for a spare connection. Our in-office hotdesk "docking" is provided over USB-C connection.
   b. An HDMI connection would be needed either via the USB hub or the device to allow a home monitor to be connected.

3. Do TCHG have an up to date Gold Image or will we be required to create a new one with TCHG?
   a. Yes, gold image has been built

4. If TCHG have a Gold Image, has it been tested on the in-scope devices?
   a. The current gold image was built for the 7+

5. What is the current deployment method for Windows devices in TCHG?
   a. Macrium

6. How do TCHG maintain Windows devices?
   a. Please explain the question further.

7. What is the size of the gold image in GB?
   a. ~75Gb

8. During testing, how long did it take to deploy the image to the devices? Were there any issues?
   a. 10mins

9. Have TCHG deployed InTune & Autopilot and successfully deployed a Surface device using these tools?
   a. No, it is expected that the vendor is proficient in those tools and can provide the necessary implementation into **our** Intune environment.

10. In order for "white glove" deployment using InTune & Autopilot, a relationship will need to be established between your Microsoft tenant and ours, can TCHG confirm they have admin credentials to their 365 tenant?
    a. We do hold global admin credentials. However please explain further, if Community Housing have their own fully licenced Intune platform for MDM, why do the tenancies need to be linked? We can provide a temporary login account which has the required Endpoint Admin right s to perform configuration in our tenancy.

11. Is end user training to be included in the "handover briefing" or is this just for handing over the devices and recording who has what?
    a. The hand-over briefing would need to be agreed with the successful tenderer, but expected to cover areas such as:
       · Initial login,

12. The value of the contract states £35,000. Is this a rough ball point figure including all hardware and services for this project? Is it excluding VAT?

    £35K was just an figure. In reality looking at the current unit cost and some Professional Services then really, I think we are going to be nearer £45-50K.

13. The imaging of the hardware states a "gold" image will be provided, can you please elaborate on this and is this supplied on a USB?

    Community Housing have an existing "Macrium" image from previous batch of Surface 7+ devices. The file size is 75Gb. Unless we are advised adversely (functionality or cost) our preference would be to use the exercise as a means to roll-out Autopilot via Intune. The "gold" image option is a failsafe solution.

14. Are there specific applications to be installed separately (manually or via a company portal)?

    Machine renames, domain joins, and Antivirus software needs to be installed after imaging.

15. What are the intended payment terms for this project?

    Payment terms are open to negotiation. Depending on the project and plan and roll-out timescales, then payment milestones could be consider for example part-invoicing after each hand-over session.

16. Delivery – you mention 'deployment', but no further instructions for delivery? From the document we are thinking that these will need delivering to each individual 'Neighbourhood Coordinator' so in essence 40 delivery points is this correct or can you advise how many deliveries will be required?

    We propose using the 'hub' area at Community Housing head office which is a spacious, Covid safe environment for handover rather than home delivery & handover.
    Deployment from here will enable all handovers to be conducted from a single location.

17. Can Community housing please confirm that the handover can be done over the phone and remotely via "Teams ", especially given the covid risks going to individual households?

    Handovers are really expected to be in person, potentially using our Head Office "hub" area which is an open space with covid measures in place.

18. *How long are you expecting or requiring the roll out of these devices with a gold image on to take please?*

    We'd expect completion of the project (ie Rolled out) in line with dates in the tender document

19. *How long do you require the devices to remain in the bonded warehouse for please?*

    Until the roll-out is completed to all users.

20. *How many addressees will these devices need delivering to please?*

    Potentially 1 address per device. However COVID restrictions permitting there may be some opportunity for multiple staff to collect from our HQ rather than delivering to the residence.

21. Can Community Housing please confirm that their contract end date of 18.02.22 indicates that you expect goods to be held securely for a 1-month rollout only?

    This is an estimate date that we would expect all devices to have been built and issued to their users by – it has some potential for negotiation if needed.

22. Can Community Housing please expand on what level of briefing, training or detail otherwise they would like to be delivered during the physical deployment so that we can cost appropriately?

    From my perspective, it will be a device handover which confirms:
    1. the use of the bitlocker with yubikey encryption,
    2. logging into the device,
    3. making sure OneDrive is synchronising,
    4. joining home wifi,
    5. how 4G LTE connection works,
    6. connecting VPN over 4G
    7. physical differences from Dell laptop – removable keyboard, charging port, etc.

23. Can Community Housing confirm that when they refer to the sharing of personal data, that we correctly understand this to mean Community Housing employee home addresses due to a remote working policy? If not, what additional personal data do you expect to be shared? Do you expect it to be processed in any way beyond being provided to the individuals responsible for delivery and deployment?

    1. The primary personal data processed as part of this contract will include employee address, contact details if the device is delivered to site.
    2. We would also need to consider during contract negotiation if the process of synchronising OneDrive happens during the build process offsite or is led by our employee during handover. Personal data held in OneDrive could then also have the potential to be considered as being processed by the tenderer.

24. You refer in answers to previous CQs about the requirement to activate BitLocker using Yubikeys. Please clarify that the Yubikeys are being provisioned separately to this tender?
    - Yes we can supply a pre-configured Yubikey per device

25. Please confirm whether TCHG would accept BitLocker via PIN/Passowrd only during initial rollout with Yubikey registration being conducted after issue to users?
    - We would expect the laptop at the point of hand-over to be correctly set with users 4 digit PIN and code from Yubikey

26. Please confirm that the golden image which will be provided already includes the Yubikey configuration tool?
    - Yubikeys can be pre-configured before issue, so no personalisation of the key is needed.