Q+A – RFP #819754

**Question 1:** When will the contract commence?

Answer: July 1, 2025.

**Question 2:** Do we need to provide all of the parts of the product description? For example the Processor, Ram, and Model Name or can we just provide the primary drive and storage part of the bids?

Answer: We would like to see all components of each build – manufacturer and model/model number.

**Question 3:** Can you please describe the deployment steps you take on a new PC, all the way up to hand off to the user?

Answer:

1. Delivery to Admin location, check in/unbox, asset update, image preload task process
2. All updates loaded and applied to new imaged PC
3. Test for functionality, booking link sent to customer
4. Deployment scheduled/confirmed, assignment to technician for install
5. Delivery to location, Installation with supported client. Backup/move all files for transfer to new device
6. Printers, custom settings, configurations, testing

**Question 4:** What technology is your existing image built on?

Answer: We use Microsoft Configuration Manager for imaging Windows devices.

**Question 5:** What ITSM platform do you use?

Answer: We are using TeamDynamix for our ITSM platform.

**Question 6:** Is there an expectation around timeline from initial purchase/request to when the device arrives?

Answer: Typical request expectation is one to two weeks from time of request to implementation.

The MSU Tech Store plans to have just-in-time inventory expectations for the agreed upon line up. Hardware supply chain difficulties withstanding, the expectation would be that the standardization models ship within two business days from the supply partner to aid in staging inventory needs for the brick & mortar campus experience.

**Question 7:** Are you subscribed to an M365 plan?

Answer: Yes, most users of these devices will be on an A3 license.

We are currently testing Intune on a very limited scale with no roadmap for a large-scale deployment.

No other M365 products are being planned to implement in the near future that could affect how our PCs are deployed.

**Question 8:** Does the University anticipate an AI implementation in near future that may affect PC workloads?

Answer: Nothing in the immediate future which should impact individual workstations.

**Question 9:** Can you please describe the storefront experience you envision?

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If you have any questions, please contact MSU Procurement at (517) 355-0357.
Answer: The MSU Tech Store plans on offering a just-in-time inventory experience that supports both brick & mortar buying and web ordering experience. The MSU Tech Store also supports both personal sales and the important departmental direct billing experience for departments to effectively allocate funds towards technology. The new point-of-sale and inventory/customer management system implemented in November 2023 was designed to further assist in reducing shrink opportunities, especially surrounding human error for both customers/end users and MSU Tech Store staff.

**Question 10: Please explain what level of support or consulting you expect related to development of the storefront solution?**

Answer: The MSU Tech expects appropriate online learning opportunities from the hardware supply vendor to educate on new technologies, as well as annual roadmap meetings at least three months before rollouts of new line ups for effective change overs. Quarterly meetings surrounding failure rates or warranty claims to address repair and experience concerns for campus end users are also expected.

**Question 11: Will you please provide an estimated spend on client computing devices over the 3 to 5 year term?**

Answer: Currently, the MSU Tech Store has an annual spend on Effortless PC hardware devices, accessories, and peripherals. We anticipate an increase in department sales with any changes to standardization, especially if that change has a dramatic change or impact on e-procurement solutions on campus. A fair estimation with the current information that we have on hand would be an increase to $6 million annually for the next several years with further scaling based on product quality and positive supply chain experience.

**Question 12: Tab 1b Definitions and Specs. What is the resolution & NITS rating needed for the Core & Power laptop?**

Answer: Currently, our Core laptop features 250 nit @ 1920x1080 while the Power laptop features 250 nit @ 1920x1200. Resolution does not have to be exactly as stated here but should be 1920x1080 or better.