

End-User IT Outsourcing
Contract Number DIR-TSO-3666

CATEGORY	DESCRIPTION
Management Services	The management of customer owned equipment or vendor provided equipment.
Provisioning of Equipment	This category includes any information technology equipment that may be made commercially available within the current and future technology marketplace that addresses a business need of a Customer. Equipment includes, but is not limited to: desktops/workstations, notebooks/portables, mobility devices, end-user support servers, storage area networks, networking, software, and peripherals. Services shall include, but not be limited to: management of equipment procurement, equipment configuration management, and provisioning of equipment. Vendor must be capable of provisioning equipment using standard configurations developed by Customer. Vendor shall be responsible for bearing the cost of acquisition or lease costs that may be applicable in the procurement process and for IT equipment that may be required by a Customer.

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Desktop Outsourcing Services	<p>This category includes services related to desktop computers (or laptops acting in the role of desktops), desktop hosting servers, the underlying network infrastructure, the processes and the organization.</p> <p>Desktop support services include:</p> <ul style="list-style-type: none">> Deskside dispatch> Hardware break/fix> Installations, moves, adds and changes (IMAC)> Remote server> LAN/WAN (where applicable)> Shrink-wrapped software (dispatched efforts)> First-level application (dispatched efforts)> Enterprise-specific (where required)> IT asset inventory maintenance and process controls> Backup and recovery processes> Patch management> Output management> Hardware standards establishment> Service desk (often included)
Asset Tracking Services	<p>Maintain a central asset management system to maintain tracking of Vendor owned equipment to include, but not be limited to: physical location, user, software licenses, maintenance records, and end of Agreement term dates. Information should be updated as necessary to account for IMAC, maintenance, and deskside support. The system should also be used for tracking any services that are provided on Customer owned equipment that may be applicable to a Supplemental Agreement.</p>

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Support Services	Services provided in the course of providing Management Services.
Service Desk	<p>Manage and supply a toll-free telephone number, email address, or web-based application for a Customer to report maintenance issues, trouble-tickets, and request other how-to assistance as necessary. Process must include a timely confirmation of receipt of all Customer reports and a resolution status of all service requests submitted.</p> <p>IT service desk is defined as the provision of internal end-user support for all IT services and includes:</p> <ul style="list-style-type: none"> > Labor, facilities, systems, processes, management and connectivity for service desk support > First-level and second-level support > Problem categorization and logging > Problem tracking and escalation > Problem resolution > Remote access and resolution
On Site Support & Moves/Adds/Changes (MACs) Services	<p>Provide day-to-day technical on-site support services, to include, but not be limited to: option of Vendor staff residing at a Customer location, assisting with complex problem identification, resolving complex issues which cannot be resolved by assistance of the help desk, installation of emergency hardware/software fixes, troubleshooting, physical relocation of equipment, continuing equipment modifications or upgrades, installation/de-installation, packing/unpacking of equipment, and swaps/replacement of equipment. Vendor should be capable of providing the services described for volume-based projects that affect several end-users as may be necessary throughout the term of a Customer's Supplemental Agreement.</p>

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Remote Support Services	Manage and provide Vendor remote support to “take over” and support a piece of equipment from a centralized location by Vendor personnel. Vendor shall provide phone support to assist in resolution of problems from a location that is remote to the end-user Customer.
Standard and Ad Hoc Reporting and Documentation	Produce various types of reports via online or hard copy as may be required by a Customer. These may include, but not be limited to: number of problems/calls logged, number of dispatch calls, and resolution time frames. Vendor shall allow a Customer’s authorized end-user to have electronic access to view and query Vendor’s standard reports.
Break/Fix/Maintenance Services	Manage support services, including bearing any cost, for all equipment owned and provided by the Vendor. This would include, but not be limited to: time and materials maintenance, troubleshooting, on-site support function, and upgrading of equipment as needed to provide any new technology features.
Unwind/End of Engagement Services	Manage the de-installation and packaging of Vendor provided equipment, to include but not be limited to: providing a plan to manage the unwind of the services, and removal of hard drives to be left with a Customer for destruction

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Technology Services	Specific applications or technology centered processes.
Mobility	<p>This category defines mobility as the provision of internal end-user support for all mobile functionality.</p> <p>The mobile services include:</p> <ul style="list-style-type: none"> > Labor, facilities, systems, processes, management and connectivity > Managing mobile devices, including bring your own device (BYOD) to securely work with the customer's network and base systems > Managing mobile device connectivity service > Problem categorization and logging > Problem tracking and escalation > Problem resolution
Hosted Virtual Desktop (HVD) Services	<p>HVD service that can access applications from a centralized server, combined with a lower-cost desktop solution as the thin client.</p>
Network Management Services	<p>Manage and provide services for network related issues, to include, but not be limited to: connectivity troubleshooting, eliminating bottlenecks, and monitoring. For DIR eligible telecom Customers, telecommunications connectivity services will be achieved through the DIR consolidated telecommunications system, TEX-AN.</p>
Software Services	<p>Manage services for software to include, but not be limited to: software configuration management, patches, automated distribution, imaging creation, and imaging implementations</p>
Security Services	<p>Manage security services as applicable to the equipment as described within Item 1, Provisioning of Equipment and Procurement Services, that may be provided. To include, but not be limited to: firewalls, passwords, and data protection, equipment shipped in a default secure configuration, and option to keep a hard drive is required within the applicable equipment configuration. DIR reserves the right to promulgate standards in relation to security services and such standards will be discussed with vendors selected for negotiation.</p>