End User Computing Service Rates and Configuration Options – July 2017

END USER COMPUTING SERVICES CATALOG

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SERVICE – IP07	DESCRIPTION	MONTHLY RATE
ENTERPRISE DESKTOP SUPPORT	This service provides management and support of Windows based PC devices including desktops, laptops and tablets. This service applies to existing actively used devices that have already been purchased and may be owned by the customer or OTS. Software included in this service is owned by the Office of Technology Services and provided to customers. The monthly rate includes full device management and support services on a per device basis. Hardware Included: Agency existing devices (*Additional new hardware not included) Software Included: Endpoint Antivirus, Threat protection and Data Encryption Endpoint configuration management User profile management Services Included: Access to the OTS Service Desk phone support and customer portal Onsite and remote technical support Imaging, software installation, and upgrades Ongoing maintenance and security patching	**$52** (Per Device)

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SERVICE – IDCS	DESCRIPTION	MONTHLY RATE
STANDARD DESKTOP COMPUTER	This model desktop computer is appropriate for most staff who primarily need standard Email, Microsoft Office, Internet and common agency applications without the need for mobility. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Standard Desktop computer i5 Quad Core processor, 8GB RAM, 256GB SS Drive) Keyboard Mouse (*Monitors are not included) Software Included: Endpoint CompuTrack User profile management	**$21** (Per Device)
Memory Upgrade:	Additional 8 GB RAM ($75.00 one-time cost)	

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SERVICE - IDCE	DESCRIPTION	MONTHLY RATE
ENHANCED DESKTOP COMPUTER	This model desktop computer is appropriate for Engineering, Statistical, Programming or other power users who need to run advanced applications in addition to standard Email, Microsoft Office, Internet and standard agency applications without the need for mobility. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Enhanced Desktop computer i7 Quad Core processor, 16GB RAM, 256GB SS Drive Keyboard Mouse (*Monitors are not included) Software Included: Endpoint CompuTrack User profile management	**$26** (Per Device)
Memory Upgrade:	Additional 16 GB RAM ($150.00 one-time cost)	

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SERVICE - ILCS	DESCRIPTION	MONTHLY RATE
STANDARD LAPTOP 14" Screen	This model laptop computer is appropriate for most staff who primarily need standard Email, Microsoft Office, Internet and common agency applications and with the need for mobility. This laptop device can be used at the office with addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Standard Laptop computer i5 Dual Core processor, 8GB RAM, 256GB SS Drive Carrying Case (*Monitors and Docking Station are not included) (*Desktop Keyboard and Mouse is not included) Software Included: Endpoint CompuTrace User profile management	**$28** (Per Device)
Memory Upgrade:	Additional 8 GB RAM ($150.00 one-time cost)	

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SERVICE - ILCE	DESCRIPTION	MONTHLY RATE
ENHANCED LAPTOP 14" Screen	This model computer is appropriate for Executive, Engineering, Statistical, Programming or other power users who need advanced applications in addition to standard Email, Microsoft Office, Internet along with the need for mobility. This laptop device can be used at the office with addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Enhanced Laptop computer Core i7 processor, 16GB RAM, 256 GB SS Drive Carrying Case (*Monitors and Docking Station are not included) (*Desktop Keyboard and Mouse is not included) Software Included: Endpoint CompuTrace User profile management	**$33** (Per Device)

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SERVICE - ITCS	DESCRIPTION	MONTHLY RATE
STANDARD ULTRABOOK with 13" TOUCHSCREEN	This model computer is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Tablet computer Core M5 processor, 8GB RAM, 256GB SS Drive 13" Touchscreen monitor Carrying Case (*Monitors and Docking Station are not included) (*Desktop Keyboard and Mouse is not included) Software Included: Endpoint CompuTrace User profile management	**$35** (Per Device)

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SERVICE - ITCE	DESCRIPTION	MONTHLY RATE
ENHANCED ULTRABOOK with 13" CONVERTIBLE TOUCHSCREEN	This model computer is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. Computers and software included in this service are owned by the Office of Technology Services and provided to customers for a fixed monthly rate per device for 48 months. Hardware Included: Tablet computer Core i7 processor, 16GB RAM, 256GB SS Drive 13" Touchscreen monitor Carrying Case (*Monitors and Enhanced Docking Station are not included) (*Desktop Keyboard and Mouse is not included) Software Included: Endpoint CompuTrace User profile management	**$43** (Per Device)

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SERVICE - Peripherals	DESCRIPTION	MONTHLY RATE
Accessories and Peripherals	The accessories and peripherals listed can be leased for 48 months.	
IMTR - Standard Monitor	Standard 23" Monitor	**$4.00**
IDSS – Standard Docking Station	Laptop Docking Station (Includes Keyboard and Mouse)	**$4.00**
IDSE – Enhanced Docking Station	Enhanced Ultrabook Docking Station (Includes Keyboard and Mouse)	**$5.50**

SERVICE - Personnel	DESCRIPTION	HOURLY RATE
Additional Support and Special Projects	Technical support services that are not included in the Enterprise Desktop Support services can be provided at an hourly rate. These services include support for non-standard needs such as desktop printer or scanner support and special agency-specific projects.	
	1 End User Technical Support Specialist	**$60**