



# End User Computing Service Rates and Configuration Options – January 2019

## END USER COMPUTING SERVICES CATALOG

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SERVICE – LS05	DESCRIPTION	MONTHLY RATE	ANNUAL RATE
<p><b>ENTERPRISE DESKTOP SUPPORT</b></p>	<p>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.</p> <p><u>Hardware Included:</u> Agency existing devices (*Additional new hardware not included)</p> <p><u>Software Included:</u> Endpoint configuration management</p> <p><u>Services Included:</u> 24X7 access to the OTS Service Desk phone support and customer portal Onsite and remote technical support Device Imaging, software installation, and upgrades Hardware deployment Data Sanitization Ongoing device maintenance and security patching Service Management</p>	<p><b>\$52 (Per Device)</b></p>	<p><b>\$624 (Per Device)</b></p>




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SERVICE – LDCS	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>STANDARD DESKTOP COMPUTER</b></p> 	<p>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.</p> <p><u>Hardware Included:</u>            Standard Desktop computer            Intel Core i5-6500 (QC/6MB/4T/3.2GHz/65W)            180W up to 85% efficient Power Supply            Intel Integrated Graphics            8GB 1x8GB 2400MHz DDR4 Memory            256GB 2.5inch SATA Class 20 Solid State Drive            Dell KB216 Wired Multi-Media Keyboard English            Dell MS116 Wired Mouse</p> <p>(*Monitors are not included)</p> <p><u>Software Included:</u>            Endpoint CompuTrack            User profile management</p>	<p><b>\$21</b> (Per Device)</p>	<p><b>\$1,008.00</b> (Per Device)</p>





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SERVICE - LDCE	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p data-bbox="151 394 300 504"><b>ENHANCED DESKTOP COMPUTER</b></p> 	<p data-bbox="367 352 1105 632">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.</p> <p data-bbox="367 674 911 1024"><u>Hardware Included:</u> Enhanced Desktop computer Intel Core i7-7700 (QC/8MB/8T/3.6GHz/65W) 240W up to 85% efficient Power Supply Intel Integrated Graphics 16GB 2x8GB 2400MHz DDR4 Memory 256GB PCIe NVMe Class 40 Solid State Drive Tray load DVD Drive (Reads and Writes to DVD/CD) Dell KB216 Wired Multi-Media Keyboard English Black Dell MS116 Wired Mouse, Black</p> <p data-bbox="375 1066 716 1098">(*Monitors are not included)</p> <p data-bbox="367 1140 675 1241"><u>Software Included:</u> Endpoint CompuTrack User profile management</p>	<p data-bbox="1133 390 1281 453"><b>\$26</b> (Per Device)</p>	<p data-bbox="1310 390 1490 453"><b>\$1,248.00</b> (Per Device)</p>





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SERVICE - LLCS	SERVICE DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>STANDARD LAPTOP</b></p> <p>14" SCREEN</p>  	<p>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.</p> <p><b>Hardware Included:</b>  Standard Laptop computer  Carrying Case  Intel Core i5-8350U Processor (Quad Core, 6M Cache, 1.7GHz)  Integrated UHD Graphics 620  8GB, 1x8GB, DDR4 Memory  256GB SATA Class 20 Solid State Drive  14.0" HD (1366 x 768) Non-Touch LCD display  Non-Touch HD LCD Back Cover with WLAN/WWAN antenna  Non-Touch LCD bezel RGB camera+Mic  Dual Pointing English backlit Keyboard  Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 + Bluetooth 4.2  Primary 3-cell 51W/HR Battery</p> <p>(*Monitors and Docking Station are not included)  (*Desktop Keyboard and Mouse is not included)</p> <p><b>Software Included:</b>  Absolute CompuTrace  User profile management</p>	<p><b>\$28</b> (Per Device)</p>	<p><b>\$1,344.00</b> (Per Device)</p>





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SERVICE - LLCE	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>ENHANCED LAPTOP</b></p> <p>14" SCREEN</p>  	<p>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.</p> <p><u>Hardware Included:</u>            Enhanced Laptop computer            Carrying Case            8th Gen Intel Core i7-8650U (8M Cache, Quad Core, 1.9GHz)            Integrated UHD Graphics 620            16GB, 1x16GB, 2400Mhz DDR4 Memory            256GB SATA Class 20 Solid State Drive            14.0" HD (1366 x 768) Non-Touch LCD display            Non-Touch HD LCD Back Cover with WLAN/WWAN antenna            Non-Touch LCD bezel RGB camera+Mic            Dual Pointing English backlit Keyboard            Intel Dual Band Wireless AC 8265 (802.11ac) 2x2 + Bluetooth 4.2            Primary 3-cell 51W/HR Battery</p> <p>(*Monitors and Docking Station are not included)            (*Desktop Keyboard and Mouse is not included)</p> <p><u>Software Included:</u>            Endpoint CompuTrace            User profile management</p>	<p><b>\$33</b> (Per Device)</p>	<p><b>\$1,584.00</b> (Per Device)</p>






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SERVICE - LLCW	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>MOBILE WORKSTATION</b></p> <p>15" SCREEN</p>  	<p>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.</p> <p><b>*Limited stock - will require additional time for orders to be fulfilled</b></p> <p><u>Hardware Included:</u>            Enhanced Mobile Workstation Carrying Case            Intel Core i7-6820HQ (Quad Core 2.70GHz, 3.60GHz Turbo, 8MB 35W, w/Intel HD Graphics 530)            USB Thunderbolt Type C            Nvidia Quadro M620 w/2GB GDDR5            350-BBIX Non-Touched Bezel with Camera and Microphone            15.6" HD TN Non Touch (1366x768) Anti-Glare LED-backlit display            16GB (1x16GB) 2400MHz DDR4 Non-ECC SDRAM            256GB M.2 SATA Solid State drive Class 20            Dual Pointing, Backlit Keyboard            Dual Point Palmrest with No Security TBT            Intel WiFi Link 8265 2x2 802.11ac + BT 4.2            4 cell, 60WHR Long Life Cycle Primary Battery            130W AC Adapter</p> <p>(*Monitors and Docking Station are not included)            (*Desktop Keyboard and Mouse is not included)</p> <p><u>Software Included:</u>            Endpoint CompuTrace            User profile management</p>	<p><b>\$41</b> (Per Device)</p>	<p><b>\$1,968.00</b> (Per Device)</p>






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SERVICE - LTCS	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>STANDARD ULTRABOOK/TABLET</b></p> <p>13" CONVERTIBLE TOUCHSCREEN</p>   	<p>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. This tablet also has the capability for LTE mobile data service onboard with activation from AT&amp;T. 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.</p> <p><u>Hardware Included:</u>            Tablet computer            Carrying Case            Intel Core i5-8350U Processor (Quad core, 6MB cache, 1.75GHz)            8GB LPDDRS 1866MHz RAM            256GB Solid State Drive            13.3" FHD Touchscreen LCD convertible display with Mic/Camera            Intel Dual-Band wireless-AC 8265 Wi-Fi            Qualcomm Snapdragon X7 LTE-A Onboard (requires data plan for activation)            Primary 4-Cell (60W/hr) battery</p> <p>(*Monitors and Docking Station are not included)            (*Desktop Keyboard and Mouse is not included)</p> <p><u>Software Included:</u>            Endpoint CompuTrace            User profile management</p>	<p><b>\$35</b> (Per Device)</p>	<p><b>\$1,680.00</b> (Per Device)</p>








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SERVICE - LTCE	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p data-bbox="120 464 380 533"><b>ENHANCED ULTRABOOK/TABLET</b></p> <p data-bbox="142 611 357 680">13" CONVERTIBLE TOUCHSCREEN</p>   	<p data-bbox="418 426 1094 877">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.</p> <p data-bbox="418 919 1081 982"><b>*Limited stock – will require additional time for orders to be fulfilled</b></p> <p data-bbox="418 1031 654 1058"><u>Hardware Included:</u></p> <ul data-bbox="418 1064 1086 1556" style="list-style-type: none"> <li>Tablet computer</li> <li>Carrying Case</li> <li>XPS 13 2-in-1</li> <li>7th Generation Intel(R) Core(TM) i7-7Y75 Processor (4M cache, up to 3.6 GHz)</li> <li>16GB LPDDR3 1866MHz</li> <li>13.3inch QHD+ (3200 x 1800) InfinityEdge Touchscreen convertible display</li> <li>Backlit Keyboard, English with Fingerprint Reader</li> <li>256GB M.2 PCIe SSD</li> <li>802.11ac (2x2) + BT4.1</li> <li>Intel(R) UHD Graphics 620</li> <li>Primary 4-Cell (46Whr) battery</li> <li>30W Power Adapter</li> </ul> <p data-bbox="418 1598 1019 1661">(*Monitors and Enhanced Docking Station are not included)</p> <p data-bbox="418 1667 989 1694">(*Desktop Keyboard and Mouse is not included)</p> <p data-bbox="418 1740 646 1768"><u>Software Included:</u></p> <ul data-bbox="418 1774 724 1837" style="list-style-type: none"> <li>Endpoint CompuTrace</li> <li>User profile management</li> </ul>	<p data-bbox="1154 459 1243 558"><b>\$43</b> (Per Device)</p>	<p data-bbox="1333 459 1479 522"><b>\$2,064.00</b> (Per Device)</p>






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SERVICE - LTCC	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p><b>CONVERTIBLE TABLET</b></p> <p>12" 2-1 DETACHABLE TOUCHSCREEN</p>   	<p>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. This tablet also has the capability for LTE mobile data service onboard with activation from AT&amp;T. 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.</p> <p><b>*Limited stock – will require additional time for orders to be fulfilled</b></p> <p><u>Hardware Included:</u>            2-in-1 Travel Keyboard            AT&amp;T LTE Onboard (requires data plan for activation)            Active Pen            Power Bank USB-C Adapter            Carrying Case            Intel Core i5-8350U Processor (Quad Core, 6M Cache, 1.7GHz,15W, vPro)            8G MEMORY 1866MHz LPDDR3            256GB SATA Class 20 Solid State Drive            12.3" Touchscreen display 3:2 WUXGA+ (1920 x 1280)            Integrated HD Webcam            Intel Dual-Band Wireless-AC 8265 Driver            Bluetooth            Qualcomm Snapdragon X7 LTE-A (DW5811e) AT&amp;T Card            Primary 4-cell 42W/HR Battery</p> <p>(*Monitors and Enhanced Docking Station are not included)            (*Desktop Keyboard and Mouse is not included)</p> <p><u>Software Included:</u>            Endpoint CompuTrace            User profile management</p>	<p><b>\$41</b> (Per Device)</p>	<p><b>\$1,968.00</b> (Per Device)</p>



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SERVICE - Peripherals	DESCRIPTION	MONTHLY RATE	48 MONTH LEASE/PURCHASE
<p>LMON - Standard Monitor</p> 	Standard Monitor – up to 23”	\$4.00	\$192.00
<p>LDST – Standard Docking Station</p> 	Laptop Docking Station bundle with Keyboard, Mouse and Video cable Supports 2 standard monitors Two USB 2.0 ports Three USB 3.0 ports Speaker output (rear) Combo audio (front) Gigabit Ethernet Kensington Lock Slot	\$4.50	\$216.00
<p>LDSE – Enhanced Docking Station</p> 	Enhanced Ultrabook Docking Station bundle with Keyboard, Mouse and Video cable <b>*Required for Enhanced Ultrabook and Mobile Workstation Models</b> Supports 3 standard monitors Two USB 2.0 ports Three USB 3.0 ports Thunderbolt 3 (USB-C) port Speaker output (rear) Combo audio (front) Gigabit Ethernet Kensington Lock Slot	\$6.50	\$312.00

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