

Device Leasing (PCs, Laptops)

December 31, 2014

1. Rate

Package Type	Rate/Month	New Microsoft EA Users	Life Cycle
Standard Desktop Leasing Package	\$75.00	New EA users incur additional one-time cost	4 Years
Performance Desktop Leasing Package	\$85.00	New EA users incur additional one-time cost	4 Years
Standard Portable Leasing Package	\$105	New EA users incur additional one-time cost	3 Years
Performance Portable Leasing Package	\$115	New EA users incur additional one-time cost	3.25 Years

2. General Overview:

Desktop

- Intel® Core™ i5 Dual Processor 650 (3.0GHz)
- 4GB DDR2 Non-ECC SDRAM
- 256MB ATI Radeon HD 3450 Video Card
- 160GB Hard Drive
- 16X DVD+/-RW with Roxio Creator™ and CyberlinkPowerDVD™
- 19" Flat Panel or 24" Widescreen Flat Panel Monitor with Sound Bar
- USB Enhanced Multimedia Keyboard and USB 6-button Laser Mouse
- Additional monitor and/or other upgrades available at cost

Laptop

- Intel® Core™ i7-620M Duo Processor (2.66GHz)
- 4GB DDR2-800 SDRAM
- 512MB NVIDIA® NVS 3100M Graphics
- 250GB Hard Drive
- 8X DVD+/-RW with Roxio Creator™ and CyberlinkPowerDVD™
- Light Sensitive Webcam and Noise Cancelling Digital Array (Mic)
- 15.6" WXGA (1280x800) or 17.3" HD (1366x768) Anti-Glare LED Display
- Primary 6-cell battery, plus additional 9-cell battery

- Wireless 802.11/a/b/g/n
- Wireless® 375 Bluetooth Module
- Fingerprint Reader and Contactless Smartcard Reader
- Accessories
- E-port dock for charging, digital video and USB/eSATA port support
- 19" Flat Panel or 24" Widescreen Flat Panel Monitor with AX510 Sound Bar
- USB Enhanced Multimedia PRO Keyboard and USB 2-button Laser Mouse
- Deluxe Nylon Case (2 pocket)
- Accidental Damage Protection

3. Service Description:

Managed Domain Service

- User home directory and/or agency shared storage, including backup and restore services
- Workstation patch management and deployment
- Managed AntiVirus service
- One (1) endpoint license
- Software deployment and configuration
- Centralized management of definitions
- Monitoring of infections and threats
- SMS deployment services, including standard packages for the Microsoft Office suite and others. (Development/testing of specialized packages will be billed at the Server Support rate, deployment of final package to workstation is included in the Domain Managed Service rate.)
- Print server support from a hardware, software, and administrator perspective

Unlimited Desktop Support

- Initial setup and configuration
- Surplus of equipment at end of life, including "wiping" of all data from the hard drive and physical removal
- Technical support for hardware, operating system and standard applications
- Microsoft Office Suite
- Acrobat Reader
- Live Meeting and Office Communicator
- Many others
- No "unplanned bills" due to hardware or standard software problems
- Should your equipment require repair, we can provide a loaner workstation or laptop while parts are being shipped from the manufacturer.

Software

- Microsoft Windows 7 Professional or higher
- Microsoft Office Professional Plus

4. Roles and Responsibilities:

The service is managed and monitored by the Office of the CIO.

5. Requesting Service

Requests are made using the Help Desk Ticketing system. Contact the OCIO Help Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or reject a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

Customers may contact the help desk 24 X 7. Help can be obtained by calling 402-471-4636 or, for less urgent problems, directing e-mail to cio.help@nebraska.gov. Customers can also open tickets by visiting <https://ciohelpdesk.nebraska.gov/user/>.

The help desk web site can be accessed at http://www.cio.nebraska.gov/tech_serv/help_desk. The service is supported by the Open Systems team and generally is available 24x7.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468