

Appendix C to DIR Contract No. DIR-SDD-1922
Pricing Index

NOTE: Services pricing and/or desktop/laptop pricing may change from what is listed in this Appendix C based on customer requirements and changes to desktop and laptop configurations as set forth below.

DESKTOP SPECIFICATIONS – Low End User:

GROUP: 1	QUANTITY: 1	
Base Unit:		OptiPlex 7010 Small Form Factor EPA Base (225-2813)
Processor:		3rd Gen Intel Core i5-3550 Processor (6MB, 3.3GHz) w/HD2500 Graphics, Dell Optiplex 7010 (318-2163)
Memory:		8GB, NON-ECC, 1600MHZ DDR3,2DIMM,OptiPlex (317-8987)
Keyboard:		No Keyboard Selected, OptiPlex (331-1958)
Monitor:		Dell Professional P2212H, Wide screen, 21.5in Viewable Image Size, HAS, VGA, DVI, Opti/FPWS (320-2939)
Video Card:		Intel Integrated Graphics, w/o Adapter OptiPlex (320-3184)
Hard Drive:		250GB 3.5 6.0Gb/s SATA with 8MB DataBurst Cache, OptiPlex (342-3902)
Operating System:		Windows 7 Professional, No Media, 64-bit, Optiplex, English (421-5606)
Operating System:		Windows 7 Label, OptiPlex, Fixed Precision, Vostro Desktop (330-6228)
Operating System:		Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps), OptiPlex (421-5334)
Mouse:		Dell MS111 USB Optical Mouse, OptiPlex and Fixed Precision (330-9458)
TBU:		Intel Standard Manageability, Dell OptiPlex 7010 (331-6245)
CD-ROM or DVD-ROM Drive:		8X DVD+/-RW, Slimline, Data Only, OptiPlex 790/990 Small Form Factor (318-0620)
CD-ROM or DVD-ROM Drive:		Thank you for Choosing Dell (318-2231)
Sound Card:		Heat Sink, Perf/Mstrm, SFF, OptiPlex (331-8318)
Speakers:		Internal Speaker, Optiplex (318-0319)
Cable:		OptiPlex 7010 Small Form Factory, Up to 90 Percent Efficient Power Supply (331-6586)
Cable:		Enable Low Power Mode for EUP Compliance, Dell OptiPlex (330-7422)
Cable:		Regulatory label, Mexico, for OptiPlex 7010 Small Form Factor (331-7359)
Documentation Diskette:		Documentation, English and French, Dell OptiPlex (331-2030)
Documentation Diskette:		Power Cord, 125V, 2M, C13, Dell OptiPlex (330-1711)
Bundled Software:		No Productivity Software, Dell OptiPlex, Precision and Latitude (421-3872)
Factory Installed Software:		No ESTAR Settings, OptiPlex (331-8325)
Feature		No Resource DVD for Dell Optiplex, Latitude, Precision (313-3673)
Service:		Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (995-2463)
Service:		Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis Initial Year (995-0903)
Service:		Dell Limited Hardware Warranty Plus Service Extended Year(s) (995-4303)
Service:		Dell Limited Hardware Warranty Plus Service Initial Year (995-4093)
Misc:		Chassis Intrusion Switch, OptiPlex SFF (317-6625)
Misc:		1 W ready mode - exceeds FEMP 3W recommendation. Mode can be disabled in BIOS. OptiPlex (310-1959)
Misc:		No Quick Reference Guide, Dell OptiPlex (310-9444)
Misc:		Shipping Material for System, Small Form Factor, Dell OptiPlex 990 (331-1270)
		Intel Core i5 Desktop Sticker (331-1566)
		Americas Merge Center Service (490-0000)
		CFI, Information, MIAS, Post Burn, Factory Install (362-7806)
		CFI Routing SKU (365-0257)
		CFI, Fee, Integrated, ID3, Image, Factory Install (366-0075)
		CFI, Rollup, Asset Report (366-1040)
		CFI, Rollup, Custom Project, Fee for ESLH (366-1551)

	CFI,Rollup,Integration Services,BIOS Setting (366-1556)
	CFI,Rollup,Integration ServiceTag or Label (366-1557)
	CFI,Information,Optiplex, Only,Factory Install (371-0950)
	CFI,Software,Image,Generic, Domesti,Factory Install (372-9739)
	CFI,BIOS,Across Line Of Business,Wakeup-on-lan, Enable,Factory Install (374-4558)
	CFI,Information,CSRouting,Eligible,Factory Install (375-3088)
	CFI,Information,WIN7,VLA,ONLY,Factory Install (375-4258)
	CFI,Information,BIOS,DT,TPM,ACT,Factory Install (375-5900)
	CFI,Information,ID3,WIN7,64BIT,Factory Install (375-9043)
	CFI,Information,Label,Medium,BGDW,Factory Install (376-8466)
	Custom Operations PM Support (987-1419)
	AMC, CUSTOM SERVICES, SYSTEM (490-0697)
	Americas Merge Center, Purchase Order Consolidation, Peripheral (490-0241)

DESKTOP SPECIFICATIONS – High End User:

GROUP: 1	QUANTITY: 1	
Base Unit:		OptiPlex 7010 Small Form Factor EPA Base (225-2813)
Processor:		3rd Gen Intel Core i7-3770 Processor (8MB, 3.4GHz) w/HD4000 Graphics, Dell Optiplex 7010 (318-2164)
Memory:		16GB, NON-ECC, 1600MHZ DDR3,4DIMM,OptiPlex (317-8989)
Keyboard:		No Keyboard Selected, OptiPlex (331-1958)
Monitor:		Dell Professional P2212H,Wide screen,21.5in Viewable Image Size,HAS,VGA,DVI,Opti/FPWS (320-2939)
Video Card:		Intel Integrated Graphics, w/o Adapter OptiPlex (320-3184)
Hard Drive:		500GB 2.5 3.0Gb/s SATA with 16MB DataBurst Cache,OptiPlex DT/SFF (320-3016)
Operating System:		Windows 7 Professional,No Media, 64-bit, Optiplex, English (421-5606)
Operating System:		Windows 7 Label, OptiPlex, Fixed Precision, Vostro Desktop (330-6228)
Operating System:		Dell Client System Update (Updates latest Dell Recommended BIOS, Drivers, Firmware and Apps),OptiPlex (421-5334)
Mouse:		Dell MS111 USB Optical Mouse,OptiPlex and Fixed Precision (330-9458)
TBU:		Intel vPro Technology Enabled, Dell OptiPlex 7010 (331-6244)
CD-ROM or DVD-ROM Drive:		8X DVD+-RW,Slimline,Data Only,OptiPlex 790/990 Small Form Factor (318-0620)
CD-ROM or DVD-ROM Drive:		Thank you for Choosing Dell (318-2231)
Sound Card:		Heat Sink, Perf/Mstrm, SFF, OptiPlex (331-8318)
Speakers:		Internal Speaker, OPTiplex (318-0319)
Cable:		OptiPlex 7010 Small From Factory,Up to 90 Percent Efficient Power Supply (331-6586)
Cable:		Enable Low Power Mode for EUP Compliance,Dell OptiPlex (330-7422)
Cable:		Regulatory label, Mexico, for OptiPlex 7010 Small Form Factor (331-7359)
Documentation Diskette:		Documentation,English and French,Dell OptiPlex (331-2030)
Documentation Diskette:		Power Cord,125V,2M,C13,Dell OptiPlex (330-1711)
Bundled Software:		No Productivity Software,Dell OptiPlex,Precision and Latitude (421-3872)
Additional Storage Products:		500GB 2.5 3Gb/s SATA with 16MB DataBurst Cache,Additional,OptiPlex MT (342-3907)
Factory Installed Software:		Energy Star 5.2 Category D (less than 234kWh TEC), EPEAT Gold, Dell Settings, OPTIPLEX 7010 (331-7363)
Feature		No Resource DVD for Dell Optiplex, Latitude, Precision (313-3673)
Service:		Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (995-2463)
Service:		Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis Initial Year (995-0903)
Service:		Dell Limited Hardware Warranty Plus Service Extended Year(s) (995-4303)
Service:		Dell Limited Hardware Warranty Plus Service Initial Year (995-4093)
Misc:		Dell Professional P2212H,Wide screen,21.5in Viewable Image Size,HAS,VGA,DVI,Opti/FPWS (320-2939)

Misc:	Chassis Intrusion Switch,Optiplex SFF (317-6625)
Misc:	1 W ready mode - exceeds FEMP 3W recommendation. Mode can be disabled in BIOS. OptiPlex (310-1959)
Misc:	No Quick Reference Guide,Dell OptiPlex (310-9444)
Misc:	Shipping Material for System,Small Form Factor,Dell OptiPlex 990 (331-1270)
	Core i7 vPro Sticker (331-1563)
	Americas Merge Center Service (490-0000)
	AMC, CUSTOM SERVICES, SYSTEM (490-0697)
	Americas Merge Center, Purchase Order Consolidation, Peripheral (490-0241) - Quantity 2
	CFI,Information,MIAS, Post Burn,Factory Install (362-7806)
	CFI Routing SKU (365-0257)
	CFI,Fee,Integrated,ID3,Image,Factory Install (366-0075)
	CFI,Rollup,Asset Report (366-1040)
	CFI,Rollup,Custom Project,Fee for ESLH (366-1551)
	CFI,Rollup,Integration Services,BIOS Setting (366-1556)
	CFI,Rollup,Integration ServiceTag or Label (366-1557)
	CFI,Information,Optiplex, Only,Factory Install (371-0950)
	CFI,Software,Image,Generic, Domesti,Factory Install (372-9739)
	CFI,BIOS,Across Line Of Business,Wakeup-on-lan, Enable,Factory Install (374-4558)
	CFI,Information,CSRouting,Eligible,Factory Install (375-3088)
	CFI,Information,WIN7,VLA,ONLY,Factory Install (375-4258)
	CFI,Information,BIOS,DT,TPM,ACT,Factory Install (375-5900)
	CFI,Information,ID3,WIN7,64BIT,Factory Install (375-9043)
	CFI,Information,Label,Medium,BGDW,Factory Install (376-8466)
	Custom Operations PM Support (987-1419)

NOTEBOOK SPECIFICATIONS – Low End User:

GROUP: 1	QUANTITY: 1	
Base Unit:		Dell Latitude E6430 (225-2655)
Processor:		3rd gen Intel Core i5-3320M Processor (2.6GHz, 3M cache, Upgradable to Intel vPro technology), Dell Latitude E (317-9439)
Memory:		8.0GB, DDR3-1600MHz SDRAM, 2 DIMMS, Dell Latitude (319-0038)
Keyboard:		Internal Backlit Dual Pointing English Keyboard, Dell Latitude E (331-1201)
Keyboard:		Documentation (English/French), Dell Latitude E-Family/Mobile Precision (331-2169)
Keyboard:		Tech Setup Guide, English, Dell Latitude E6X30 (331-5825)
Video Card:		Intel HD Graphics 4000, Dell Latitude E6430 (318-1890)
Hard Drive:		320GB 7200rpm Hard Drive 9.5mm, Dell Latitude E6X30 (342-4222)
Hard Drive Controller:		No Dell ControlVault, No Fingerprint Reader, No Smartcard Reader and No Contactless Smartcard Reader, Dual Poi (331-5841)
Hard Drive Controller:		Software, DDPA (Dell Data Protection Access), version 2.2, Dell Latitude E6X30 (421-8718)
Floppy Disk Drive:		14.0" HD (1366x768) Anti-Glare LED-backlit, Dell Latitude E6430 (320-3062)
Operating System:		Genuine Windows 7 Professional, 64-bit, with Media, Latitude, English (421-8068)
Operating System:		Windows 7 Label, Latitude, Vostro and Mobile Precision Notebooks (330-6322)
Modem:		No Modem, Dell Latitude E4 (331-5834)
Modem:		No Modem for Latitude E-Family (313-9606)
TBU:		US - 3 foot Flat Power Cord, Dell Latitude (330-4016)
TBU:		90W 3-Pin, AC Adapter, Dell Latitude EXX30 (331-5829)
CD-ROM or DVD-ROM Drive:		8X DVD+/-RW, Dell Latitude E4 (318-1732)
CD-ROM or DVD-ROM Drive:		8X DVD+/-RW Bezel, Dell Latitude E63X0/E64X0/E65X0/ATG (318-0466)
CD-ROM or DVD-ROM Drive:		Thank you for Choosing Dell (318-2231)
Sound Card:		Dell Webcam Central Software Dell Latitude/Mobile Precision (421-1201)

Sound Card:	Light Sensitive Webcam and Noise Cancelling Digital Array Mic, Dell Latitude E6430/ATG (318-1720)
Processor Cable:	Intel Centrino Advanced-N 6205 802.11n 2x2 Half Mini Card, Dell Latitude E4/Mobile Precision (430-4632)
Documentation Diskette:	No Intel vPro Technology Advanced Management Features, Dell Latitude E6430/S/ATG (331-5836)
Bundled Software:	No Productivity Software requested (412-1397)
Feature	9-Cell (97WH) Primary Lithium Ion Battery, (3.0Ah) ExpressCharge Capable for Latitude E4 (312-1319)
Feature	Dell Professional 16in Business Case for your Dell Notebook (318-1406)
Service:	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (993-9491)
Service:	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis Initial Year (993-8341)
Service:	Dell Limited Hardware Warranty Plus Service Extended Year(s) (994-0921)
Service:	Dell Limited Hardware Warranty Plus Service Initial Year (994-0681)
Misc:	Resource DVD with Drivers, Dell Latitude E6430/ATG/6530 (331-5835)
	Intel Core i5 Processor (331-1633)
	CFI,ACTC,Information, Software,3YR,SLG (365-1045)
	CFI,Information,Boot Order,Hard drive First,Factory Install (364-7655)
	CFI,Information,Notebook, Computrace,Active,Factory Install (372-1509)
	Americas Merge Center Service (490-0000)
	AMC, CUSTOM SERVICES, SYSTEM (490-0697)
	CFI,Information,MIAS, Post Burn,Factory Install (362-7806)
	CFI Routing SKU (365-0257)
	CFI,Fee,Integrated,ID3,Image,Factory Install (366-0075)
	CFI,Rollup,Asset Report (366-1040)
	CFI,Rollup,Custom Project,Fee for ESLH (366-1551)
	CFI,Rollup,Integration Services,BIOS Setting (366-1556) - Quantity 2
	CFI,Rollup,Integration ServiceTag or Label (366-1557)
	CFI,Information Latitude,Notebook,Only (371-0940)
	CFI,Information,Bios,Notebook,TPM,ACTVT,Factory Install (371-5873)
	CFI,Bios,WakeUP-On-Lan,Local Area Network,Or,Wireless LocalArea Network Card (372-0025)
	CFI,Software,Image,Generic, Domesti,Factory Install (372-9739)
	CFI,Information,CSRouting,Eligible,Factory Install (375-3088)
	CFI,Information,WIN7,VLA,ONLY,Factory Install (375-4258)
	CFI,Information,ID3,WIN7,64BIT,Factory Install (375-9043)
	CFI,Information,Label,Medium,BGDW,Factory Install (376-8466)
	Custom Operations PM Support (987-1419)

NOTEBOOK SPECIFICATIONS – High End User:

GROUP: 1	QUANTITY: 1	
Base Unit:		Dell Latitude E6430 (225-2655)
Processor:		3rd gen Intel Core i5-3320M Processor (2.6GHz, 3M cache, Upgradable to Intel vPro technology), Dell Latitude E (317-9439)
Memory:		8.0GB, DDR3-1600MHz SDRAM, 2 DIMMS, Dell Latitude (319-0038)
Keyboard:		Internal Backlit Dual Pointing English Keyboard, Dell Latitude E (331-1201)
Keyboard:		Documentation (English/French), Dell Latitude E-Family/Mobile Precision (331-2169)
Keyboard:		Tech Setup Guide, English, Dell Latitude E6X30 (331-5825)
Monitor:		Dell 22 Inch Flat Panel Display,P2213,Black,OptiPlex,Precision,Latitude and Enterprise (320-3807)
Video Card:		Intel HD Graphics 4000, Dell Latitude E6430 (318-1890)
Hard Drive:		320GB 7200rpm Hard Drive 9.5mm, Dell Latitude E6X30 (342-4222)
Hard Drive Controller:		No Dell ControlVault, No Fingerprint Reader, No Smartcard Reader and No Contactless Smartcard Reader, Dual Poi (331-5841)
Hard Drive Controller:		Software, DDPA (Dell Data Protection Access), version 2.2, Dell Latitude E6X30 (421-8718)
Floppy Disk Drive:		14.0" HD (1366x768) Anti-Glare LED-backlit, Dell Latitude E6430 (320-3062)

Operating System:	Genuine Windows 7 Professional, 64-bit, with Media, Latitude, English (421-8068)
Operating System:	Windows 7 Label, Latitude, Vostro and Mobile Precision Notebooks (330-6322)
Modem:	No Modem, Dell Latitude E4 (331-5834)
Modem:	No Modem for Latitude E-Family (313-9606)
TBU:	US - 3 foot Flat Power Cord, Dell Latitude (330-4016)
TBU:	90W 3-Pin, AC Adapter, Dell Latitude EXX30 (331-5829)
CD-ROM or DVD-ROM Drive:	8X DVD+-RW, Dell Latitude E4 (318-1732)
CD-ROM or DVD-ROM Drive:	8X DVD+-RW Bezel, Dell Latitude E63X0/E64X0/E65X0/ATG (318-0466)
CD-ROM or DVD-ROM Drive:	Thank you for Choosing Dell (318-2231)
Sound Card:	Dell Webcam Central Software Dell Latitude/Mobile Precision (421-1201)
Sound Card:	Light Sensitive Webcam and Noise Cancelling Digital Array Mic, Dell Latitude E6430/ATG (318-1720)
Processor Cable:	Intel Centrino Advanced-N 6205 802.11n 2x2 Half Mini Card, Dell Latitude E4/Mobile Precision (430-4632)
Documentation Diskette:	No Intel vPro Technology Advanced Management Features, Dell Latitude E6430/S/ATG (331-5836)
Bundled Software:	No Productivity Software requested (412-1397)
Feature	9-Cell (97WH) Primary Lithium Ion Battery, (3.0Ah) ExpressCharge Capable for Latitude E4 (312-1319)
Feature	Dell Professional 16in Business Case for your Dell Notebook (318-1406)
Service:	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis 3 Year Extended (993-9491)
Service:	Basic Hardware Service: Next Business Day Onsite Service After Remote Diagnosis Initial Year (993-8341)
Service:	Dell Limited Hardware Warranty Plus Service Extended Year(s) (994-0921)
Service:	Dell Limited Hardware Warranty Plus Service Initial Year (994-0681)
Misc:	E-Port Plus, 130W Advanced Port Replicator, USB 3.0 for Latitude E-Family (331-6310)
Misc:	E/Monitor, Flat Panel Monitor Stand for Latitude E-Family/Mobile Precision (311-8844)
Misc:	Resource DVD with Drivers, Dell Latitude E6430/ATG/6530 (331-5835)
	Intel Core i5 Processor (331-1633)
	CFI,ACTC,Information, Software,3YR,SLG (365-1045)
	CFI,Information,Boot Order,Hard drive First,Factory Install (364-7655)
	CFI,Information,Notebook, Computrace,Active,Factory Install (372-1509)
	Americas Merge Center Service (490-0000)
	AMC, CUSTOM SERVICES, SYSTEM (490-0697)
	CFI,Information,MIAS, Post Burn,Factory Install (362-7806)
	CFI Routing SKU (365-0257)
	CFI,Fee,Integrated,ID3,Image,Factory Install (366-0075)
	CFI,Rollup,Asset Report (366-1040)
	CFI,Rollup,Custom Project,Fee for ESLH (366-1551)
	CFI,Rollup,Integration Services,BIOS Setting (366-1556) - Quantity 2
	CFI,Rollup,Integration ServiceTag or Label (366-1557)
	CFI,Information Latitude,Notebook,Only (371-0940)
	CFI,Information,Bios,Notebook,TPM,ACTVT,Factory Install (371-5873)
	CFI,Bios,WakeUP-On-Lan,Local Area Network,Or,Wireless LocalArea Network Card (372-0025)
	CFI,Software,Image,Generic, Domesti,Factory Install (372-9739)
	CFI,Information,CSRouting,Eligible,Factory Install (375-3088)
	CFI,Information,WIN7,VLA,ONLY,Factory Install (375-4258)
	CFI,Information,ID3,WIN7,64BIT,Factory Install (375-9043)
	CFI,Information,Label,Medium,BGDW,Factory Install (376-8466)
	Custom Operations PM Support (987-1419)
	Americas Merge Center, Purchase Order Consolidation, Peripheral (490-0241) - Quantity 2

Assumptions		
Term of Agreement	4 years	4 years
Payment Terms	Net 30	Net 30

Minimum Quantity Needed	500	500
Pricing		
Pricing Per Seat – Standard Desktop -- Monthly	\$25	*Based on customer signing the Master Operating Lease Agreement
Pricing Per Seat – Additional LCD Monitor - Monthly	\$7	*Based on customer signing the Master Operating Lease Agreement
Pricing Per Seat High End Desktop System - Monthly	\$35	*Based on customer signing the Master Operating Lease Agreement
Pricing Per Seat – Notebook - Monthly	\$30	*Based on customer signing the Master Operating Lease Agreement

Help Desk Services				
SHI Help Desk Services	<p>SHI's 24x77365 helpdesk function as an integrated part of SHI's Seat Management Services. SHI provides telephone support through our Solutions Center for inbound callers. Our cost efficient solution enables support personnel to shadow client workstations providing instant support just as if we were there in person. This phone based support will remediate user issues in the following areas:</p> <ul style="list-style-type: none"> ▪ Workstation Hardware Support. ▪ Operating System Support. ▪ Supported Application Support <p>Once a call is identified as requiring advanced support or is escalated to Level II, the analysts follow additional call-logging and troubleshooting scripts to ensure a smooth transition for the caller. The Level II analyst will apply advanced troubleshooting including remote connection to achieve resolution of the issue.</p> <p>Typical second-level escalation causes:</p> <ul style="list-style-type: none"> ▪ Incidents related to a network such as log in and response issues ▪ Server based Password resets ▪ Server Diagnostic ▪ Server Troubleshooting (OS only) <p>SHI's frontline support technicians offer a central point of contact for reporting faults. They manage each issue through resolution, following the client's documented service agreement.</p> <p>The Helpdesk supports: Level 1: Application Issues Level 2: Operating System Issues</p>			
SLAs	BASIC	STANDARD	ENHANCED	
AVERAGE SPEED TO ANSWER	90 Seconds	60 Seconds	30 Seconds	
AVERAGE ABANDON RATE:	20%	15%	10%	
FIRST CALL RESOLUTIONS	70%	70%	70%	

PRICING	\$17/seat/month	\$20/seat/month	\$22/seat/month	
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On-Site Support and Moves/Adds/Changes (MACs) Services			
SHI Technical Field Support Services	SHI has established a team of desk-side support technicians dedicated solely to our Texas Public Sector Seat Management Programs. Our technicians provide SLA-based onsite Support and Break-fix services to ensure that end users received professional, courteous resolution to their desktop or laptop hardware issues. Our field technical teams are distributed strategically across Texas to reach any and every Texas Agency office within a 3 hour drive or less.		
SLAs	BASIC	STANDARD	ENHANCED
ON-SITE CERTIFIED TECH M-F 8-5 CST	Yes	Yes	Yes
SINGLE BLDG (MULTI FLOOR)	Yes	Yes	Yes
ONE BLDG TO ANOTHER	-	Yes	Yes
5 MILE RADIUS	-	-	Yes
SLA – MOVES & CHANGES	\$2.99/seat/month	\$4.99/seat/month	\$6.99/seat/month
ON-SITE SUPPORT SERVICES	\$70/hour		

Remote Support Services		
SHI Help Desk Services	<p>The ability to take over a desktop provides increased efficiency in the troubleshoot and repair process as well as an improved customer experience. The audit feature that records all activity during.</p> <p>SHI uses Logmein, a thin client, agent-less remote take over tool that records all activity during the session and leaves no footprint. End users are directed to open website in their browser. Once online, a Solution Center engineer supplies a session id code that the end user enters. The engineer is then able to view the end user's desktop, review errors, or navigate to the control panel. The end user can disconnect the session at any time.</p>	Included in Help Desk Services

Asset Tracking Services		
SHIPS	SHI includes our proprietary self-service, work flow and asset management portal called SHIPS to all Seat Management customers at no cost. SHIPS provides the following services: reporting, License Allocation System, License Redeployment Management, asset tagging, serial number capture, asset disposal and redeployment, leasing options, and much more.	No Cost

Standard and Ad Hoc Reporting		
SHIPS	SHI's Program Managers communicate regularly with Seat Management IT Leadership and stakeholders to provide data, such as SLA reports, metrics and knowledge transfer sessions. The SHI Program Manager's top priority is to proactively work with the customer in order to deliver the highest value in service and ensure that the customer receives the greatest	Included with Program Management Services; No Cost

	benefits from working with the SHI Project Team. The SHI Program Manager conducts regular SLA sessions, Quarterly business review sessions and annual performance review sessions with the customer to present and discuss progress reports, SLA performance, knowledge transfer, Gain-Sharing and/or cost improvements and implementation of changes and their effects.	
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Unwind/End of Engagement Services		
SHI Transition Services	Standard Transition or Unwind services are handled by the dedicated Program Manager. If the customer's situation is more complex, SHI will work with the customer to create a custom Scope Of Work (SOW) and the appropriate team to deliver the necessary transition and/or unwind services.	No Cost to Customer SOW

Break-Fix Vendor Owned Equipment			
By leveraging our team of State-wide field technicians dedicated only to Texas Public Sector Seat Management programs, SHI is able to offer standard Service Level Agreements (SLA's) as well as customized SLA's to meet each customer's needs. These break fix services are offered as part of a Seat Management program and on new equipment within that program. As an extension to a Seat Management program, SHI can offer break-fix services on legacy customer owned equipment; pricing and SLA's for that equipment is negotiated between the customer and SHI and not represented below.			
SERVICE LEVEL AGREEMENTS	BASIC LEVEL	STANDARD LEVEL	ENHANCED LEVEL
On-site certified technician M-F, 8-5 CST	Yes	Yes	Yes
Coverage of entire state of Texas	Yes	Yes	Yes
Response Time (contact user)	Same Business Day (90%)	Same Business Day (93%)	3 Business Hours (95%)
Return Equipment to Service	Next Business Day (90%)	Next Business Day (93%)	10 Business Hours (95%)
SLA – MOVES & CHANGES	\$7.00/seat/month	\$9.00/seat/month	\$12.00/seat/month
ON-SITE SUPPORT SERVICES	\$70/hour		