

Commonwealth Office of Technology Rated Service Description

Monitor Hardware Rate (20" monitor rate)

CM10 Per standard monitor per month

This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed client support services. The CM10 service model accommodates a standard desktop 20" monitor. Agencies may incur additional costs associated with bringing existing hardware and software into compliance with Enterprise Standards.

CM10 Includes the following HARDWARE

The CM10 service rate includes the following hardware configurations:

20" monitor

*** NOTE:** Monitors have a much longer life span than CPUs. As such, monitors will be used and remain deployed *until end-of-life at which time they will be replaced under standard configuration guidelines. Monitors that meet the standard specifications (new or used) will be leveraged for this service.*

Non-standard monitors will not enter this service rate and costs will be passed-through to the agencies. The appropriate hourly rate will apply to any troubleshooting measures with such devices.

CM10 Additional Service Clarifications

Clarification on billing related to CMxx service:

1) Devices previously purchased by agencies become the property of COT.

2) When does the CMxx service rate begin? CMxx services will begin upon any CPU refresh or new installation that occurs beginning in Fiscal Year 2017, or any new monitor request fulfilled.

3) Monitors that fail to meet enterprise standards (smaller than 20"): COT will upgrade smaller monitors to meet the standard of this service description when the CPU is refreshed. At this time monthly rates will apply.

4) Multiple Monitors for one CPU: Situations where users require the use of dual monitors or multiple monitors, will result in multiple monthly CMxx charges for those users.

5) Non-standard monitors: The request for non-standard monitors must be justified and will be placed in the appropriate CMxx rate. The customer will incur pass-thru charges for the difference between the rate and the cost of the monitor. Out-of-warranty failure of these devices result in a standard display from this rate being installed to replace the defective device. Requests for approval of non-standard devices begin with submitting justification via the Commonwealth Service Desk.

Agencies will incur a cost for equipment replacement under the following conditions:

1) **New Device:** COT will cover the cost of the standard device configurations under this service when a device is procured and installed. At that point, the monthly service rate will start for the device. (special orders may incur additional upfront cost.)

2) **Refresh:** When a system is refreshed as part of the refresh cycle, the items listed above apply. When the device is acquired and installed, the monthly rate will continue.

3) **Upgrade or Exchange:** When a COT approved system upgrade or exchange is requested before a planned refresh maybe subject to a buyout of the device.

4) **Lost or Stolen Equipment:** It is the agency's responsibility to report lost or stolen equipment immediately to the Commonwealth Service Desk. In cases of theft, a valid police report is required. Replacement fees will apply.

5) **Damaged Equipment:** It is the agency's responsibility to report equipment damage immediately to the Commonwealth Service Desk. Equipment damage not covered under warranty (ie water damage, cracked screens or cases) will result in repair/replacement fees charged directly to the agency.