

# Commonwealth Office of Technology Rated Service Description

## Monitor Hardware Rate (24" monitor rate)

### CM20 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 CM20 service model accommodates a standard desktop 24" monitor. Agencies may incur additional costs associated with bringing existing hardware and software into compliance with Enterprise Standards.

### CM20 Includes the following HARDWARE

The CM20 service rate includes the following hardware configurations:

#### 24" 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.*

### CM20 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.