

## STATEMENT OF WORK #001

(Insight SOW #23777543)

### Transition Services

The following Purchasing Instrument/Statement of Work (“**SOW**”) incorporates the terms and conditions of the State of Iowa Endpoint Managed Services Master Agreement, Contact No. 2018 BUS 0104, (“**Agreement**”) between the State of Iowa, acting by and through the Office of the Chief Information Officer (“**OCIO**”), and Insight Public Sector, Inc., a corporation organized under the laws of Illinois (“**Vendor**”). This Purchasing Instrument is between Vendor and the Governmental Entity identified in the signature block, below, and is effective as of the date of last signature below. Capitalized terms not defined herein are as defined in the Agreement. The applicable Governmental Entity and Vendor may be referred to herein individually as a “**Party**” or collectively as the “**Parties.**”

### 1. PARTIES

**“Insight”**

Insight Public Sector, Inc.  
6820 S. Harl Avenue  
Tempe, AZ 85283

Attn: Peter Gleek

**“OCIO”**

Office of the CIO State of Iowa  
1305 E. Walnut Street Floor 3  
Des Moines, IA 50319-0106

**“Client”**

Means the Governmental Entity executing the applicable Enrollment Agreement under the Agreement

### 2. SERVICES DESCRIPTION

In addition to any Services required by the RFP or Vendor’s Proposal, the Agreement, or any other applicable Purchasing Instrument, or any other attachments, addenda, exhibits, schedules and Special Terms and Conditions of or related to the Agreement, Insight will provide OCIO the transition services (collectively, the “**Transition Services**”) for the following Services described in SOW 23777543.

### 3. SERVICE TERM

#### *3.1 Start Date and Service Term*

The Transition Services will start approximately three (3) weeks from the date of signature by OCIO or on a date the parties mutually agree to in writing. The Transition Services are estimated to be completed within eight (8) weeks after such date or on a date the Parties mutually agree to in writing. This timeframe may increase or decrease depending on OCIO’s ability to allocate resources to the Transition Services project.

### 4. DELIVERABLES AND RESPONSIBILITIES

#### *4.1 Deliverables*

Insight will provide the following Deliverables:

- Pre-kick-off packet, which includes spreadsheets and data needed to perform the Transition Services;
- Contact information for key Vendor personnel;
- Client-specific 800# / DID;
- Monthly Service Desk Metrics Reports;
- Monthly Dispatch Metrics Report;
- Project Plan;

- Performance Dashboard;
- Client Involvement Plan;
- Transition GAP Analysis Report;
- Transition Risk Analysis Report;
- RACI governance tables;
- Communication plan;
- Due Diligence Workbook;
- Any mutually agreed upon Deliverables as determined during Transition.

Any Deliverables otherwise required by the RFP or Vendor's Proposal, the Agreement, the Program Terms, and any other corresponding attachments, addenda, exhibits, schedules and Special Terms and Conditions of or related to the Agreement.

## 5. Transition Services

### *5.1 Endpoint Device Managed Services Program Transition Services*

For the OCIO's managed-service initiative, Insight will execute a detailed assessment of the current OCIO desktop support model. This assessment will allow Insight to gather a detailed understanding of the State of Iowa's current support environment and align with its business goals. Transition execution is a collaborative approach between Insight and the OCIO. There are several methods to the transition plan that are based on the OCIO's tolerance for risk and sensitivity to the employees.

Insight's proposed strategy for an effective implementation involves a 6-phase Startup and Transition Plan.

Commensurate with the requisite care and management demand for the OCIO's client environment, Insight's transition plan will occur over a period of sixty (60) days. Insight appreciates the OCIO's commitment to a high quality of service and the IT team's desire to manage their client's tolerance for risk, stability and change. As such, this transition plan has been tailored to support the OCIO's thoughtfulness in managing the culture, client acceptance, and the concern for transitioning employees and end users. Should Insight and the OCIO determine that in order to meet those demands, the transition duration may need to be increased to accomplish all the goals, Insight and the OCIO will then size and execute accordingly.

#### **Phase I: Transition Start Up**

The startup phase entails developing the draft project plan, kicking off the project and establishing the tracking and reporting requirements. In addition, Insight will work with your stakeholders to manage a communications strategy designed to minimize the impact of this change to your agencies and regional locations.

- Project Plan
  - Develop draft Project Plan
  - "Pre-Kick-Off" meeting with the OCIO
  - Determine Go-Live Date
  - Update Project Plan
- "Kick-Off" Meeting with the OCIO
  - Formal Kickoff with the OCIO
  - Review Program and Expectations
- Project Tracking & Reporting
  - Establish Weekly Status Meeting Day/Time
  - Establish Weekly Status Report Format
  - Establish Monthly and Quarterly Review Format
  - Develop the Performance Dashboard
- Communication Plan
  - Establish Client communications strategy including in-person meetings with a point of contact from each Client

- Establish Client involvement plan
- Ensure all Communications are coordinated with OCIO Technology Account Managers

## **Phase II: Discovery and Due Diligence**

Insight will perform an assessment of the OCIO and Client organizations with a goal of matching our assumptions with your current environment. During this period, Insight will assess the environment, processes, resources, organizational structure, documentation, and support systems and tools. This activity aims to establish the skills and competencies required and how to meet those requirements, including skills audits, gap analysis, job, and role definitions.

- Complete the Due Diligence Workbook
  - Interviews with key team and staff members
  - Review current processes and deviations
  - Identify and document OCIO and Client organizations
  - Identify and document IT support structure
  - Identify current metrics
  - Familiarization with support tools
  - Run staffing analysis
  - Document and schedule current process owner to train Insight staff
  - Develop IMAC process to include Acquisition, Deployments, Transfers, Retirements, Software requests
  - Define and document escalation procedures for outages
  - Define and document change management procedures
  - Define and document patch management procedures and requirements
  - Develop IMAC process to support the Asset Management Process

## **Phase III: Gap Analysis & Detailed Design**

Insight will finalize the design blueprint for the transition based on the assessment data in conjunction with gap analysis outcomes.

- Staffing
  - Define and document staffing skill requirements
- Comparison Process
  - Completion of Transition GAP Analysis Report
  - Completion of Transition Risk Analysis Report
  - Analyze results of Transition Reports
  - Resolve and document all issues identified
- Design Process
  - Modify Solution Documents to reflect changes
  - Process any Change Requests
  - Modify Project Plan
  - Confirm Go-live date

## **Phase IV: Transition Build**

The build phase of the transition will establish the basis for standardization and maturity. Finalizing the service delivery model and completing the organization alignment will begin changing the focus from primarily a transition to a steady state process bringing attention to the following areas:

- Process standardization, testing, and best practices
- Review SOW Requirements
- Build metrics reporting
- User communication plan
- Customer satisfaction survey baseline
- Customer Satisfaction process

#### *Process Standardization, Testing, and Best Practices*

Insight will work with the OCIO to test, review, and finalize business process standards, best practices and efficiencies. Best practices specific to the OCIO and Client environment and the data collected will be added to the process standards and procedure documentation. Insight will establish proper measurement guidelines and trend analysis, which will be used to measure the productivity gains and other benefits achieved. Achieving the goals of all organizations (OCIO, Client, and Insight) is very important. Key factors of this phase include:

- Transition to a common platform of business processes and information systems.
- Addressing areas such as Insight management, staffing, and facilities consolidations.
- Formalizing, revising and finalizing all plans in concert with substantial evaluation are the overriding elements of this phase.

At this point, we have addressed the top three aspects required to make the transition successful, which are: organization structure, performance measures, and alignment of goals. We have taken the time to focus on achieving commonality in the data and information systems.

#### *Review SOW Requirements*

The original SOW requirements are reviewed and involve:

- Review SLAs
- Review reports
- Create continuous improvement log
- Change request authorization list

#### *Build Metrics Reporting*

- Identify Metric Reports needed to meet Program Term requirements
- Document metrics report processes

#### *User Communication Plan*

- Develop End User communication plan
- Establish cultural change program
  - Encourage utilization of Chat support
  - Encourage utilization of Self-service portal

#### *Customer Satisfaction Survey Baseline*

- Develop Survey
- Define survey method
- State sign-off of survey

#### *Create Customer Satisfaction Process*

- Review proposed Customer Survey
- Document Customer Satisfaction process

### **Phase V: Transition Staffing**

The staffing phase entails the screening, selection, and training of the personnel.

- Selection Process
  - Identify candidates for staffing requirements
  - Screen all candidates
  - Present best candidates to the OCIO
  - Make offer to selected candidates
  - Process new hires
- Training Plan
  - Training preparation
  - Develop Support Training Manual
  - Develop Training Outline
  - Develop and coordinate Training Schedule
  - Conduct Training of personnel

### **Phase VI: Transition Complete and Go-Live**

Once the previous phases have been complete, transition is complete, and the managed services will go live and operational. An iterative process of measurement, analysis, adjustment, and documentation will occur.

### **Service Desk Integration Services**

Below is a detailed description of the Service Desk Integration process and the integration tasks which are subject to OCIO's participation in the regularly scheduled integration status meetings and completion of tasks assigned to OCIO. The initial setup and implementation require receiving OCIO information and working with OCIO personnel to document OCIO's business processes so that Insight's Services can be performed.

If OCIO unreasonably withholds necessary information, no Service Levels will be tracked or reported and Insight will not be able to provide the Services as outlined in SOW 23777543.

### *Sales Transition and Billing Assurance*

- **Integration Services Project Manager (IPM) and Integration Project Engineer (IE) engagement and assignment of Service Delivery Manager (SDM) request** – Upon contract signature
- **Billing assurance** – Establishment of billing procedures and requirements between client and Insight

### *Kickoff Meeting*

IPM conducts formal meeting to introduce assigned Insight team and review key components of the integration process with client attendees:

- **Typical Service Desk attendees:**
  - Integration Services Project Manager
  - Integration Project Engineer
  - Assigned Service Desk Delivery Manager

- Service Desk Lead or Technical Supervisor
- **Typical client attendees:**
  - Director of Service Desk
  - Manager of Service Desk
  - Process/Change Control Manager
  - Project Management Liaison
  - Other OCIO representatives
- **Review of service desk integration timeline** – An integration work plan is developed with OCIO to identify critical path items and integration milestones. The IPM communicates the agreed-upon work plan and provides weekly status updates to OCIO throughout the integration project.
- **Implementation of VPN connectivity** – Technical documentation and procedure review for VPN connectivity from OCIO's data center(s) to Insight.
- **Insight Service Desk Integration Template** –
  - Review of supported products list, both standard Insight catalog items and Client and OCIO applications not listed in our standards list. Discuss requirements for applications not in our standards list.
  - Conduct ACD Review – Insight will provide a dedicated 800 number with ACD capabilities. We will review the following:
    - Call script
    - Client current recorded messages
    - Menu options (e.g., press 1 for French Canadian Support)
    - Outage notification message and process
    - Call flows
    - Voicemail options
  - Review Tools –a detailed review of OCIO's current Service Desk tools and Insight Service Desk tools and agreement on go forward tools leverage
    - ITSM (Ticketing System)
    - Knowledge Base
    - Chat
    - Any password reset tools
    - Remote access tool – OCIO is responsible for providing their approved remote access tool and extends the license to Insight
  - Review OCIO current Service Desk
    - SLAs
    - Escalations
    - Process
    - Culture
    - Existing staff
    - Call volume
    - Email volume
    - Chat volume
    - Deskside support – Define who is providing deskside support and ticket escalation process

- Third parties – Define any OCIO or Client’s third parties involved with support

### *Implementation*

- **Discovery / Planning**
  - Integration survey issued to OCIO or Client (data gathering); to be completed by the end of Week 1
  - Ticketing system reference data templates issued; to be completed during Week 1
  - Establish weekly status update cadence (day/time)
  - Verification of scope and review change control process
  - Review of integration schedule and confirm estimated Go Live date
- **Knowledge Transfer**
  - Beginning of knowledge transfer
  - Review of completed survey
  - Review of completed SDM reference data
  - Review of SDM configuration within scope
  - Review of Telephony requirements within scope
  - Review of Connectivity requirements within scope
  - Review of all other support workflows within scope including applicable knowledge base articles (KBA)
  - Proprietary applications/systems/tools/process
  - Standard applications/systems/process
- **Transition Build / Internal Audit**
  - Network Connectivity
  - Verification of connectivity access
  - Final configurations; Terminal Server Application load
  - Testing agent network and application access
- **Telephony Configuration**
  - Order client-specific 800 # / (DID)
  - Review of ACD Process: Call Flow & Phone Scripts
  - Review of standard reporting
  - Validation Agent greeting
  - Verification escalation path & scripts
  - Performance of test calls and scenarios
- **Service Desk Manager (SDM) Configuration (or validate client’s tool if using their tool)**
  - Configuration of ticketing system based on standard requirements
  - Configuration will be validated
  - Creation or updates of Knowledge Base articles
- **Service Desk Agent Training**
  - Testing of agent access for client-owned systems/tools
  - Train agents on client-owned systems/tools

- Review of client KBAs
- **Client SDM Training**
  - Client analyst training session
- **Go Live**
  - Integration project manager will schedule a Go Live meeting with the client to review final Go Live schedule
  - Completion of all Go Live tasks including test calls
  - Service Desk support Go Live (scheduled for the end of a week)

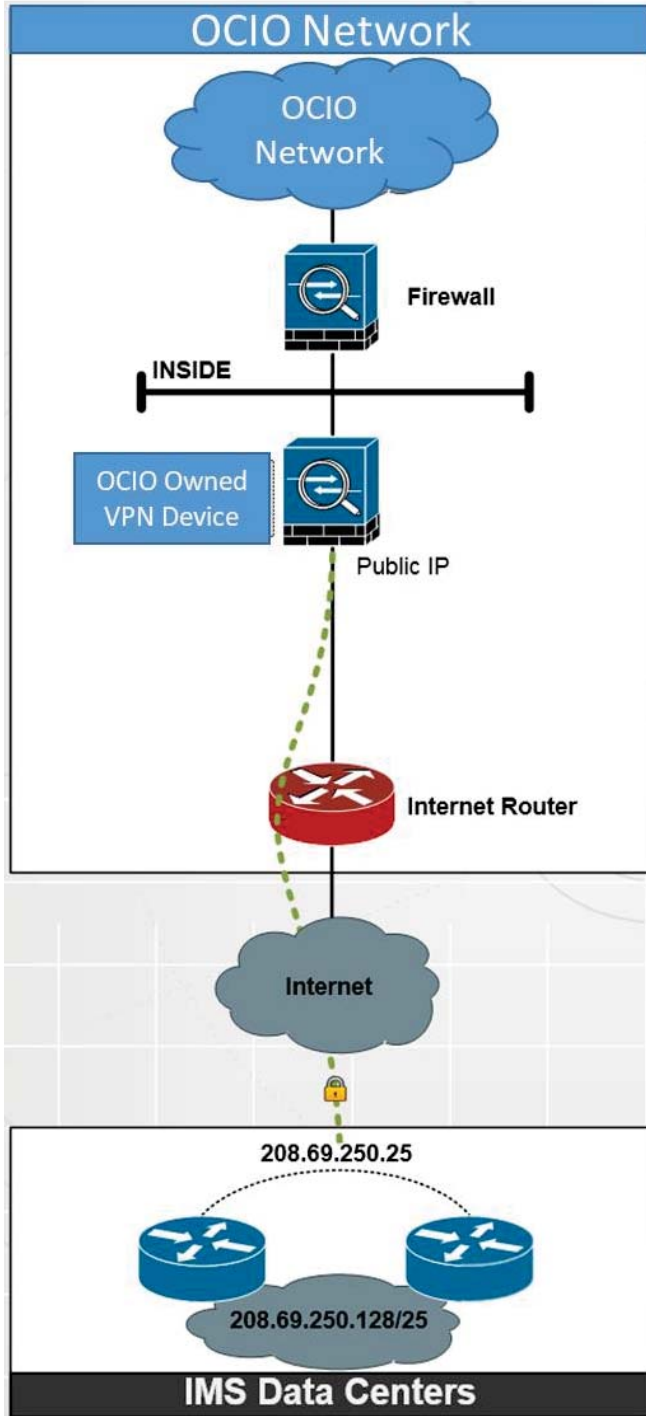
*Service Desk Integration Tasks List*

<i>Integration Tasks</i>	<i>Insight Responsibility</i>	<i>OCIO Responsibility</i>
1. Remotely conduct a kick-off meeting to introduce Client’s team to the Insight Service Delivery Manager and Integration Project Manager. Provide kick-off packet of Client required information.	✓	
2. Participate in kick-off meeting. Assign a primary contact to work with Insight Project Manager and provide OCIO contact list.	✓	✓
3. Define and document all business process workflows within scope.	✓	✓
4. Establish weekly status update (day/time).	✓	✓
5. Verify scope and review change control process.	✓	✓
6. Verify Transition Schedule and determine estimated Go Live date.	✓	✓
7. Complete Integration Survey.		✓
8. Obtain Client email account (if needed).		✓
9. Transfer or order Client-specific 800# / DID	✓	✓
10. Review ACD Process, which includes standard call flow and standard phone scripts.	✓	✓
11. Review standard reporting.		✓
12. Validate Agent greeting.		✓
13. Validate ACD greeting.		✓
14. Provide current VIP list.		✓
15. Provide current ticketing system reference data.		✓
16. Configure ticketing system based on contractual requirements. Using OCIO’s ServiceNow, Insight will provide feedback and direction, client owns any configuration of their tool.	✓	✓
17. Verify ticket escalation path and scripts.	✓	✓
18. Provide applicable Knowledge Base articles.		✓
19. Create or update Knowledge Base articles.	✓	✓
20. Perform VPN configuration, setup and install.	✓	✓
21. Provide Agents training on OCIO and Client’s systems, processes and procedures based on contractual requirements.		✓
22. Perform test calls and scenarios.	✓	✓
23. Validate Go Live Integration Checklist.	✓	
24. Ensure final alignment with contractual Client IT service and business requirements.	✓	✓
25. Provide sign off at Go Live Date.	✓	✓



VPN Connectivity

Figure 1 outlines the network connection needed for the delivery of Services.



In this deployment model, the OCIO must provide a) a site-to-site VPN endpoint, and b) a remote desktop environment (Windows Terminal Server)

## **5.2 Client Responsibilities**

During the Service Term OCIO is responsible for the following:

1. OCIO will perform all of its obligations set forth in this SOW, including making timely (no more than 10 business days) decisions respecting scope, vision, strategy, guiding principles, and future state environment questions to assist in completing the Deliverables. The timely and effective performance of Insight's obligations under this SOW depends on OCIO's timely and effective performance of its obligations to Insight under this SOW. Insight is not responsible for default or delays caused by OCIO's failure to provide accurate instructions, information, access or suitable product or application environment or to comply with any of its obligations under this SOW.
2. OCIO will provide suitable facilities, including workspace, phones, access to the appropriate OCIO systems and Internet access for each Insight Project Team member working on-site at OCIO premises. Unless otherwise agreed in writing, all tools provided to Insight will remain the sole property and responsibility of OCIO.
3. OCIO will cooperate and assist Insight with any reasonable request made by Insight in connection with Insight's performance of the Services. Without limiting the foregoing, OCIO will promptly provide Insight with access to hardware, software, tools and systems, and current copies of all necessary support and instructional documentation, points of contact, etc., needed by Insight to perform the Services.
4. OCIO will identify independently qualified personnel and subject matter experts or SMEs necessary for Insight to provide the Services. Insight will be entitled to rely upon the information provided by OCIO's qualified team members and SMEs, and to assume that any such information is correct in all material respects.
5. OCIO will cooperate with Insight or third parties, whichever the case may be, by making available, as reasonably requested by Insight, management decisions, information, approvals and acceptances so Insight may properly accomplish its obligations and responsibilities.
6. OCIO will obtain and comply with any licensing agreements, third-party consents and security clearances required to enable the Insight Team to access and use any third-party products necessary for the performance of the Services. Where OCIO's agreement with a third party requires Insight to execute a non-disclosure agreement prior to gaining access to information subject to the third-party agreement, Insight will work directly with the third party to execute such non-disclosure agreement.
7. OCIO will designate a primary OCIO representative and a OCIO escalation contact list, including a OCIO Vendor Manager, to ensure required representation and cooperation who will be responsible for handling any matters of governance and administration that may arise in connection with this SOW, including matters involving: (i) monitoring the general progress of the performance of the Services; and (ii) discussing and attempting to resolve problems referred by the Insight Service Delivery Manager. OCIO will collect and provide reference data needed so Insight can perform Services outlined in this SOW.
8. Should OCIO put the Transition on hold for more than thirty (30) business days, Insight may bill OCIO on a pro rata basis for services previously rendered pursuant to this SOW. The proportion of the total fee to be billed in this manner will be calculated in business days beginning at project kick-off, as defined by the project timeline, and concluding the final business day preceding the first day of the hold period. Any fees billed to OCIO pursuant to this provision will be deducted accordingly from the total fees due upon completion of this SOW.

## **5.3 Resource Team:**

Project Sponsor, Office of the Chief Information Officer – Matt Behrens

Services Account Executive, Insight – Peter Gleek

Account Executive, Insight – Shawn Wood

Services Manager, Insight – Paula Temple/David Hostetler

*SOW Prepared by, Insight – Tim Hogan/Greg Pupchik/Jacki Donch*

## **5.4 Change Request Procedure**

The Agreement terms shall apply.

## **6. SERVICE FEES**

### **6.1 Transition Services Fee**

The Transition Services will be provided for the fixed fee set forth in the following table (the "Transition Services Fees"):

One-Time Start-Up Fee	
Transition Services	\$223,098

**6.2 Payment**

The Agreement terms shall apply.

**7. SPECIAL TERMS, CONDITIONS AND ASSUMPTIONS:**

**7.1 Project-Specific Assumptions**

The estimated duration and associated fees presented in this SOW are based on the following assumptions. Should any element(s) of these be lacking during execution of the Services, additional time, associated fees, and expenses may be required.

1. Insight will have no responsibility for the performance of OCIO’s other contractors, subcontractors or vendors or for delays caused by them, in connection with the Services.
2. Any changes to the scope and/or assumptions will require joint written approval, which such changes shall be governed by the Change Order Procedure set forth in the Agreement. This may extend the duration of the engagement and/or require additional resources, resulting in additional cost to OCIO.
3. Each Party agrees that personnel of either Party will not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside scope of Insight’s Proposal and State’s Request for Proposal. Personnel have the right to decline a service request if the request falls outside the scope of the Agreement, RFP, Vendor’s Response, or applicable Special Terms and Conditions or other corresponding attachments, addenda, exhibits, schedules and Special Terms and Conditions of or related to the Agreement.

**IN WITNESS WHEREOF**, the Parties have caused their respective duly authorized representatives to execute this Purchasing Instrument, which is effective as of the date of signature below.

**Office of the Chief Information Officer of the State of Iowa**  
 (“OCIO”)

By:

Name:

Title:

**Robert von  
 Wolfradt**

Digitally signed by Robert von Wolfradt  
 DN: cn=Robert von Wolfradt, o=State of Iowa, ou=Chief Information Officer, email=cio@iowa.gov, c=US  
 Date: 2018.09.19 13:28:05 -05'00'

Insight Public Sector, Inc.  
 (“Vendor”)

By:

Name:

Title:

David Cristal  
 David Cristal (Sep 19, 2018)

David Cristal

VP - General Manager

## Special Terms and Conditions #006

### Program Terms

The following core “**Program Terms**” outline, define, and describe how the program is intended to work for State of Iowa Agencies executing “**Enrollment Agreement(s)**,” or another similarly captioned document, under the State of Iowa Endpoint Managed Services Master Agreement, Contact No. 2018 BUS 0104, (“**Agreement**”) between the State of Iowa, acting by and through the Office of the Chief Information Officer (“**OCIO**”), and Insight Public Sector, Inc., a corporation organized under the laws of Illinois (“**Vendor**”). The Governmental Entity executing the applicable Enrollment Agreement and Vendor may be referred to herein individually as a “**Party**” or collectively as the “**Parties.**” Capitalized terms not defined herein are as defined in the Agreement.

These Program Terms outline the core duties and responsibilities of the Parties and the State of Iowa Agencies choosing to enroll in the program, and key services levels and other key performance metrics applicable to Vendor. The Program Terms establish no minimum purchasing commitments or guarantees for or on behalf of the State of Iowa or any Governmental Entities thereof. State of Iowa agencies electing to enroll in the program must execute “**Enrollment Agreement(s)**,” or another similarly captioned document, a sample of which (which shall be executed in substantially the same form) is attached hereto as Special Terms and Conditions. The Parties have identified and outlined, as set forth in the sample Enrollment Agreement or other similarly captioned document, agreed-upon program areas/aspects individual State of Iowa agencies may customize/configure as it relates to their specific enrollment in the program in order to accommodate unique, agency-specific needs.

### 1. PARTIES

“**Vendor**” or “**Insight**”  
Insight Public Sector, Inc  
.  
6820 S. Harl Avenue  
Tempe, AZ 85283  
Attn: Peter Gleek

“**Client**”  
Means the Governmental Entity executing the applicable  
Enrollment Agreement under the Agreement  
  
Attn: Authorized Agency Contact identified in the Enrollment  
Agreement

### 2. SERVICES DESCRIPTION

In addition to any Services required by the RFP or Vendor’s Proposal, the Agreement, any other applicable Purchasing Instrument, or any other attachments, addenda, exhibits, schedules and Special Terms and Conditions of or related to the Agreement, Insight will provide Client the following services (collectively, the “**Services**”), and which will constitute Services under the Agreement, in accordance with the terms, conditions, requirements, descriptions, service levels, and performance metrics set forth in the corresponding Appendices identified below:

- (a) Definitions as set out in **Appendix A**
- (b) Program Management & Governance Services as described in **Appendix B**.
- (c) Service Desk Services as described in **Appendix C**.
- (d) Level II Services as described in **Appendix D**.
- (e) Image Management and Maintenance as described in **Appendix E**.
- (f) Glossary as set out in **Appendix F**.
- (g) Form Enrollment Agreement/Purchasing Instrument and Change Request Form as set out in **Appendix G**.

- (h) Additional services mutually agreed may be added as Appendices during the course of these Program Terms.

### 3. SERVICE TERM

*Start Date and Service Term.* Following the completion of Transition Services outlined in SOW # 24201314, the initial term for the Endpoint Device Managed Services portion of the Services will start (“**Go Live Date**”) and will end 36 months thereafter (the “**Initial Service Term**”).

#### 3.1 Annual User Count Review

Ninety (90) days prior to Client’s annual anniversary date of its Enrollment Agreement, Client will provide an updated user count by location.

### 4. DELIVERABLES AND RESPONSIBILITIES

#### 4.1 Insight Deliverables

Insight will provide the following Deliverables during the Service Term of these Program Terms and Service Term of individual Enrollments, as applicable, in the frequencies and to the Governmental Entities as identified below:

1. To Client and OCIO: Monthly Service Desk Metrics Reports;
2. To Client and OCIO: Monthly Dispatch Metrics Report;
3. To Client and OCIO: Any mutually agreed upon Deliverables as determined during Transition;
4. To Client and OCIO: Monthly Service Level Agreement (“SLA”) Reports as described in Appendix B;
5. To Client and OCIO: Financial Performance Reporting described in Appendix B;
6. To OCIO: Insight will jointly develop a Governance process (*e.g.*, RACI) with OCIO during transition, which shall be completed and delivered by the end of the transition;
7. Any Deliverables otherwise required by the RFP or otherwise offered or described in Vendor’s Proposal, the Agreement, these Program Terms, any other applicable Purchasing Instrument, or any other attachments, addenda, exhibits, schedules and Special Terms and Conditions of or related to the Agreement.

#### 4.2 Insight Responsibilities

1. Insight will participate in performance reviews, status updates, work planning meetings, and other meetings as required and scheduled by the State of Iowa to monitor and track performance and delivery of Services under these Program Terms.
2. Insight will work collaboratively with OCIO and other State agencies, including the State IT workforce and State IT Vendors supporting existing IT Infrastructure Services, to ensure that Endpoint Devices perform satisfactorily.
3. Insight will work at the direction of the State to manage Endpoint Devices in conformance with State security requirements.
4. Insight will participate in the State’s Continuity of Operation / Continuity of Government planning exercises upon request, to include, but not be limited to, providing information concerning the State’s Endpoint Device fleet, participating in desktop exercises, or otherwise assisting the State in disaster recovery planning activities upon request.
5. Insight will comply with all State of Iowa standards, policies, procedures, processes, and directives concerning the services described herein and further provided at <https://ocio.iowa.gov/standards>.
6. Insight will provide all onsite Vendor Personnel with Insight shirts that will be worn while providing service for any State end users.
7. Insight will conform with the unique requirements of each specific State location as necessary to gain authorized access to their buildings and/or facilities.
8. Insight will ensure all Vendor Personnel assigned to the State of Iowa complete the State of Iowa Security Awareness Training and sign all confidentiality agreements provided by the State of Iowa on a schedule required by the State of Iowa.

9. Insight will provide its own facilities for Service Desk and Level II Support. Insight will provide limited inventory storage for active service requests.

### ***4.3 Client Responsibilities***

During the Service Term Client is responsible for the following:

1. Client will perform all of its obligations set forth in these Program Terms, including making timely (no more than ten (10) business days) decisions respecting scope, vision, strategy, guiding principles, and future state environment questions to assist in completing the Deliverables. The timely and effective performance of Insight's obligations under these Program Terms depends on Client's timely and effective performance of its obligations to Insight under these Program Terms. Insight is not responsible for default or delays caused by Client's failure to provide accurate instructions, information, access or suitable product or application environment or to comply with any of its obligations under these Program Terms.
2. Client will provide to Insight a "Letter of Authorization" or substantially similar documentation authorizing Insight to act on behalf of Client to the extent necessary for Insight to provide the Services when dealing with Third Parties.
3. If Client requests that Insight's Vendor Personnel work on-site, then the Client will provide suitable facilities, including workspace, phones, access to the appropriate Client systems and Internet access for each Insight Project Team member working on-site at Client premises. Unless otherwise agreed in writing, all tools provided to Insight will remain the sole property and responsibility of Client.
4. Client will cooperate and assist Insight with any reasonable request made by Insight in connection with Insight's performance of the Services. Without limiting the foregoing, and to the extent consistent with the RFP documents, the Agreement, and mutually agreed upon access during Transition, Client will promptly provide Insight with access to hardware, software, tools and systems, and current copies of all necessary support and instructional documentation, points of contact, etc., needed by Insight to perform the Services.
5. Client will identify independently qualified personnel and subject matter experts, or "SMEs," necessary for Insight to provide the Services. Insight will be entitled to rely upon the information provided by Client's qualified team members and SMEs, and to assume that any such information is correct in all material respects.
6. Client will obtain and comply with any licensing agreements, Third-Party consents and security clearances required to enable the Insight Team to access and use any Third-Party products necessary for the performance of the Services. Where Client's agreement with a Third Party requires Insight to execute a non-disclosure agreement prior to gaining access to information or systems subject to the Third-Party agreement, Insight will work directly with the Third Party to execute such non-disclosure agreement.
7. Client will promptly notify Insight of and take timely and appropriate measures to terminate the access of individuals who leave Client's employ or engagement.
8. Client will designate a primary Client representative and a Client escalation contact list to ensure required representation and cooperation and who will be responsible for handling any matters of governance and administration that may arise in connection with these Program Terms, including matters involving: (i) monitoring the general progress of the performance of the Services; and (ii) discussing and attempting to resolve problems referred by the Insight Service Delivery Manager. Client may, upon reasonable written notice to Insight, replace its representatives if the replacement has comparable knowledge, experience, and familiarity with these Program Terms, provided that at all times at least one member of the Client escalation team be an Executive-level contact.
9. Client will collect and provide reference data needed so Insight can perform Services outlined in these Program Terms.

### ***4.4 OCIO Responsibilities***

1. OCIO will define and develop enterprise-wide IT managed service practices, governance standards, processes and metrics.
2. OCIO will lead Insight/OCIO governance team.
3. OCIO will provide a Vendor Manager to serve as Insight's point of contact for the Services.
4. OCIO will jointly participate with Insight in performance reviews, status updates, work planning meetings, and other meetings as required to monitor and track performance and delivery of services under this RFP.

**4.5 Resource Team:**

Project Sponsor, Office of the Chief Information Officer –  
 Services Account Executive, Insight – Peter Gleek  
 Account Executive, Insight – Shawn Wood  
 Service Delivery Manager, Insight – Paula Temple/David Hostetler  
*SOW Prepared by, Insight – Tim Hogan/Greg Pupchik/Jacki Donch*

**5. SERVICE FEES**

**5.1 Minimum Monthly Fee Level II**

The Level II services will be provided for the Price Per User Per Month of \$34.80 as indicated in table 1. Actual billing will be based on each Client’s total user count as mutually agreed by Client and Insight and as set forth in the Enrollment times the Price Per User Per Month in table 1.

Term	Level II	
Years 1-3	Monthly Per User Fee	\$34.80

Table 1 Per User Pricing

Monthly fee includes all Program Management and Level 2 Services provided in these Program Terms up to the defined baselines.

**5.2 Minimum Monthly Fee Service Desk**

The Service Desk Services will be provided for the Price Per User Per Month of \$9.86 as indicated in table 2. Actual billing will be based on each agency total user count as mutually agreed by Client and Insight and as set forth in the Enrollment times the Price Per User Per Month in table 2.

Term	Monthly User Fee	Per
Years 1-3	\$9.86	

Table 2 Per User Pricing

**5.3 True Ups and Billing (User Adds and Deletions)**

- Users may be added or deleted at any time. The billing and service, based on the new user count, will minimally occur at the start of each anniversary period except for user count changes of ten (10) or more and five percent (5%) or more, which will be billed at the next monthly invoice period.

**5.4 Payment**

The Agreement terms shall apply.

**6. SPECIAL TERMS, CONDITIONS AND ASSUMPTIONS:**

**6.1 Project-Specific Assumptions**

The estimated duration and associated fees presented in these Program Terms are based on the following assumptions. Should any element(s) of these be lacking during execution of the Services, additional time, associated fees, and expenses may be required, which such changes shall be governed by the Change Order Procedure set forth in the Agreement.

- Insight has no obligation to, and will not, install, mount, affix, screw, or otherwise fasten any cable, hardware, or other product to any building or structure (inside or outside) of or belonging to the State of Iowa in connection with the Services. Further, Insight has no obligation to, and will not, run cable above, under, behind, or through any ceiling, floor, or wall of any building or structure of or belonging to the State of Iowa in connection with the Services. To the extent that any such construction-type services are required, such services will be performed by another person or entity engaged directly by Client.

- 2. Any changes to the scope and/or assumptions will require joint written approval. This may extend the duration of the engagement and/or require additional resources, resulting in additional cost to Client.
- 3. Each Party agrees that personnel of either Party will not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside scope of Insight’s Proposal and State’s Request for Proposal. Insight Program Manager has the right to decline a Service request if the request falls outside the scope of the Agreement

**6.2 Reference**

Agreement terms shall apply.

**6.3 Case Study**

Agreement terms shall apply.

**IN WITNESS WHEREOF**, the Parties have caused their respective duly authorized representatives to execute this Purchasing Instrument, which is effective as of the date of signature below.

**Office of the Chief Information Officer of the State of Iowa (“OCIO”)**

By:

Name:

Title:

**Robert von Wolfradt**

Digitally signed by Robert von Wolfradt  
DN: cn=Robert von Wolfradt, o=State of Iowa, ou=Chief Information Officer, email=cio@iowa.gov, c=US  
Date: 2018.09.19 13:28:44 -05'00'

**Insight Public Sector, Inc. (“Vendor”)**

By:

Name:

Title:

David Cristal  
David Cristal (Sep 19, 2018)

David Cristal

VP - General Manager



## **APPENDIX A**

### **Definitions**

**Agent(s)** – Level 1 Agent, Level 2 Agent, or any combination of both.

**Automatic Call Distributor (ACD)** – A system that distributes incoming calls to a specific group of Agent(s). Also known as Automated Call Distribution.

**Client** - The Governmental Entity executing the applicable Enrollment Agreement under the Agreement.

**Endpoint Device** - personal computers, laptops, tablets, office printers, smartphones and peripherals such as scanners, monitors, and ancillary computing devices.

**IMAC** - Physical Install/Move/Add/Change of Endpoint Devices.

**OCIO** - The Iowa Office of Chief Information Officer.

**Letter of Authorization** –a document that authorizes Insight to work on the Client’s behalf with a Third Party.

**Level 1 Agent** – The first person contacted by Client who will document and follow a script to determine probable cause and resolution path for the reported issue. A Level 1 Agent has basic information technology or “IT” knowledge and level of experience. The Level 1 Agent is prepared to answer the most commonly asked questions, or provide resolutions that reside primarily in Insight’s FAQs or Knowledge Base.

**Level 2 Agent** –An experienced Agent capable of providing Level 2 support (e.g., on and off boarding new users, mobile device management).

**Regular Business Hours** - 8:00 am to 4:30 pm, M-F, excluding state holidays as defined at <https://das.iowa.gov/das-core/customer-service-center/state-holidays>.

**Service Level Agreement or Service Level(s) or SLA(s)** – Specific performance metrics required of Insight in its delivery of the Services as set forth in the Service Levels section of Appendix C and Service Level Agreement section of Appendix D.

**User** – A Client-designated person or entity entitled to use the Services.

**NBD** - next business day.

## **APPENDIX B**

### **Program Management & Governance Services**

Insight will provide Program Management and Governance throughout the duration of the managed support program. A Program Manager will oversee the entire scope of Services (i.e., service desk, logistics, asset management, and On-site Level II Services), maintain the relationship with Client, and provide governance over the support program.

Insight's Program Management and Governance offering provides a single point of contact for all Services. This ensures that Client and Insight's business and technical goals are aligned. Insight is also responsible for the delivery of all Service Levels. Insight will lead monthly meetings and quarterly Governance sessions.

Insight Program Management and Governance includes the following:

#### **1. Program Management**

##### ***1.1 Program Manager***

The Program Manager is Insight's main point of contact for the management and oversight of the entire Services portfolio. The Program Manager is dedicated to providing quality assurance and customer satisfaction. This individual works with the OCIO to define and develop enterprise-wide IT managed service practices, governance standards, processes and metrics. The Insight Program Manager is a professional tasked with not only presenting the metrics, but also with spotting trends and identifying opportunities for improvements while making suggestions for cost savings.

The Program Manager has the necessary knowledge and expertise in portfolio management methodologies to orchestrate the overall support team while interacting with OCIO and Client stakeholders. The Insight Program Manager maintains the standards of program and project management and will perform the following functions:

- Performs portfolio management, project analysis, audit/review services, business analysis, and business process improvement.
- Facilitates transition to operational support.
- Provides overall program governance.
- Provides leadership and guidance to Insight teammates.
- Ensures the programs are defined, tracked & communicated in a consistent and effective manner.
- Incorporates change management and risk management controls.
- Participates in the State of Iowa change management meetings as a key stakeholder.
- Engages with OCIO Technology Account Managers and Vendor Managers.
- Executive briefings and Status Reports.
- Partners with Client IT, business leadership and other key stakeholders to define opportunities, to provide thought-leadership, to identify & prioritize projects based on predefined criteria (return on investment, productivity, compliance).
- Responsible for Service Management and Service Level Agreements.
- In the event of missed SLA, performs root cause analysis and institutes a corrective action plan where individual or group performance did not meet the SLA.
- Sets objectives to measure and achieve high customer satisfaction.
- Schedules and conducts status meetings and Quarterly Business Reviews ("QBRs") with key stakeholders.
- Identifies opportunities for continuous improvement.
- Recommends industry best practices.
- Is Responsibilities managing escalation to Insight, OCIO and Client representatives when problems occur.
- Escalation flow chart will be created and mutually agreed to by both parties as part of the transition process.

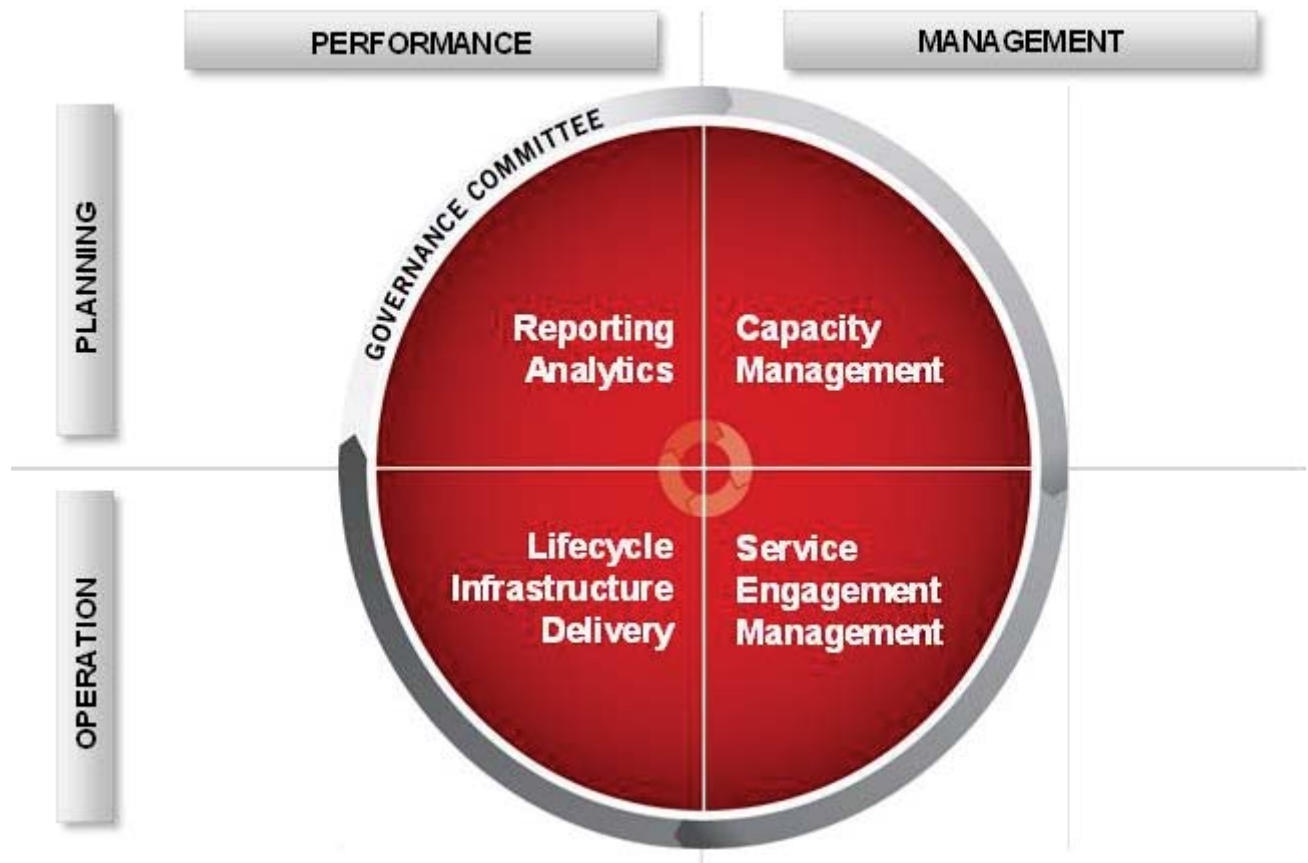
### 1.2 Operational State Continuous Improvement

Insight’s Program Manager will govern the following “Continuous Improvement” efforts:

- Conduct frequent reviews of steady-state processes, procedures, and best practices to validate that operations are being conducted as efficiently and as cost effectively as possible.
- Proactively review the Service Level Agreements (“SLAs”) and make adjustments as necessary before the SLAs for the month are missed.
- Develop action plans where performance did not meet a SLA.
- If SLAs are missed, perform a root cause analysis and institute a corrective action plan to rectify the issue.
- Participate in all quality and continuous improvement meetings.
- Reviews results from end user / customer satisfaction surveys.

### 1.3 Governance

Insight will utilize its Program Governance committee and model in the delivering of Services. Insight’s governance model combines a control model and a communication model with a Program Manager as the domain-expert in Services being delivered to Client.



## ***1.4 Program Management Elements***

### ***1.4.1 Reporting Analytics***

Insight shall:

- Service Level Agreements (“SLA”) Reporting:
  - Define, track, and measure the delivery performance of a particular period and demonstrate the relationship of that delivery performance to the contracted SLA targets;
  - Quantify delivery performance to identify if improvement is occurring or required, by providing:
    - Dashboard at the start of a contract for all of the SLAs;
    - Summary of historical penalty and reward trends;
    - Target metrics in which to measure actual performance associated with each SLA;
    - Historical performance information will be presented on each report so that a trend is apparent
- Provide documentation of:
  - Actual performance for the period in review associated with each SLA in order to demonstrate the specific attainment results of those target metrics;
  - Penalty and reward attributes associated with the SLA results.
- Provide Financial Performance Reporting, including the following:
  - Financial reporting that defines, tracks, and measures the financial performance of a particular period and demonstrates the relationship of that financial performance to the contracted pricing and assumptions;
  - Quantifies financial performance and informs client of their spending trend and demonstrate trends such as, increasing costs or achieved savings over a period of time by measuring:
    - Budget adherence, which involves optimizing the use of available funds and avoiding unnecessary expenditures.
  - Provides a standardized summary report of the financials.
- Provide an Asset Inventory (“Asset”) Report.
- Provide each report identified above to the appropriate parties, including:
  - The OCIO shall receive reports for all Clients.
  - Each Client will receive a report containing only its own analytics.

### ***1.4.2 Capacity Management***

- Enables Insight to deliver Services of a quality defined in the SLAs that assist in financial savings from reduced rework, lost time, improved resource management and usage.
- Quantifying elasticity and value to achieve optimal efficiency for the client’s operations and track/manage productivity and utilization to maintain or increase profitability, by constantly fine tuning:
  - Identifying tuning activities, to make the most efficient use of existing resources
- Provides Clients with information in an iterative fashion as it relates to service and resource capacity, utilization and performance for:
  - Capacity monitoring, analysis and tuning activities;
  - Implement capacity-related changes;
  - Provide management information about Capacity Management quality and operations;
  - Understanding the demands on the Service and future plans for workload growth (or shrinkage).

### ***1.4.3 Service Engagement Management***

Insight shall:

- Perform all activities associated with IT service governance, process improvement, Client relationship and understanding the Client's business needs.
- Participate in the State's Continuity of Operation / Continuity of Government planning exercises upon request, to include, but not be limited to, providing information concerning the State's Endpoint Device fleet, participating in desktop exercises, or otherwise assisting the State in disaster recovery planning activities upon request.
- Participate in recurring technology change management meetings as directed by the State.
- Develop roadmaps and solutions to resolve the business needs, manages the implementation of the roadmap or solution, and measure the outcomes by utilizing:
  - Operations/Issue/Risk Mitigation - Risk impact, which involves identifying and evaluating the consequences of risks taken or avoided;
  - Change/Problem Management - Communication effectiveness, which involves examining customer feedback, and gauging customer satisfaction and awareness;
  - Implement tuning activities to make the most efficient use of existing resources;
- Provide and manage:
  - SLA and financial reports to the client and stakeholders on a frequent basis;
  - Documents any action items that result from the review meeting;
  - Internal and external communication with results of the client meeting(s), ensuring that any issues are analyzed, That a resolution is developed, and that resolution implemented as an improvement.

### ***1.5 Governance Committee and Reviews***

The Governance Committee develops and maintains the Insight Governance Methodology for Programs. This team also ensures the governance is being utilized by the account team. The Program Manager assigned to OCIO will be a peer of the OCIO Vendor Manager who will support the Program Manager in reviews, improvement, and thought leadership on a quarterly basis.

The instrument used to perform the review is a standard template with 25 areas of analysis that encompasses the elements found in the four quadrants of the methodology. The instrument is designed for the Program Manager and the OCIO Vendor Manager to assess the program individually and provide measurements supporting the contract scope. The results are taken back to the committee and analyzed. Recommendations are documented and the Governance Committee then assists the Program Manager in implementing the recommendations.

**APPENDIX C  
Service Desk Services**

**1. Service Desk Services**

**1.1 Description of Services**

The Service Desk Services are described in the table below. Additional complexity or service requirements outside of this scope may require a Change Request consistent with the process set forth in the Agreement. See “**Service Fees**” Section of these Program Terms for pricing.

Service	Description
<b>Hours of Operation</b>	<ul style="list-style-type: none"> <li>● 24x7x365</li> </ul>
<b>Client Engagement</b>	<ul style="list-style-type: none"> <li>● Provide dedicated toll free 800 number with customized greeting and voicemail capability that integrates with Client ACD.</li> </ul>
<b>Level 1 Incident/Request Management</b>	<ul style="list-style-type: none"> <li>● Manage Incidents/Requests within scope</li> </ul> <p><b>Log</b></p> <ul style="list-style-type: none"> <li>● Establish service entitlement per pre-defined script</li> <li>● Open ticket, document incident or update Incident status</li> <li>● Categorize problem definition</li> <li>● Determine severity level</li> <li>● Document ticket source (phone or self-service ticket)</li> </ul> <p><b>Troubleshoot</b></p> <ul style="list-style-type: none"> <li>● See “Service Desk Standard Supported Systems/Applications” table below</li> <li>● Troubleshoot issues associated with Endpoint Devices hardware and software</li> <li>● Troubleshoot via pre-defined script</li> <li>● Determine Probable Resolution of Incident/Request</li> </ul> <p><b>Resolution</b></p> <ul style="list-style-type: none"> <li>● Resolve Incident/Service Request, document resolution and close ticket</li> <li>(or)</li> <li>● Route Incident/Service Request based on pre-defined escalation path(s) to a single end point and close ticket</li> </ul>
<b>Proprietary Applications and Processes</b>	<ul style="list-style-type: none"> <li>● Provide basic Level 1 support for up to 40 proprietary applications and processes in addition to those named in Section 1.3 Service Desk Standard Supported Systems/Applications.</li> <li>● Client must provide FAQs, documentation, and any necessary training</li> <li>● This support must follow the same assumptions of these Program Terms (including an average of 9 minutes talk and wrap or less)</li> </ul>

<b>State Responsibilities</b>	<p>Insight will work collaboratively with OCIO and other State agencies, including the State IT workforce and State IT vendors supporting existing IT Infrastructure Services, to ensure that Endpoint Devices perform satisfactorily including participating, as part of a team, in resolving the following State responsibilities:</p> <ul style="list-style-type: none"> <li>● Google “How to questions” and Google issues impacting multiple users will be supported by the OCIO or the Client’s 3<sup>rd</sup> party.</li> <li>● Network Connectivity issues affecting multiple users will be supported by the OCIO</li> <li>● Troubleshooting that is not specific to an end user will be supported by the OCIO</li> </ul>
<b>Password Resets</b>	<ul style="list-style-type: none"> <li>● Password resets will be primarily supported by the Insight using OCIO-provided tools.</li> <li>● Provide Active Directory unlock and password reset via OCIO approved tools</li> </ul>
<b>Service Delivery Management</b>	<ul style="list-style-type: none"> <li>● Attend monthly service meetings</li> <li>● Assign Insight point of contact for escalation and relationship management</li> </ul>
<b>Knowledge Management</b>	<ul style="list-style-type: none"> <li>● Document Client pre-defined escalation path(s)</li> <li>● Document Client FAQs</li> <li>● Use Insight’s Knowledge Base Tool</li> </ul>
<b>Ticket Management System</b>	<ul style="list-style-type: none"> <li>● Use OCIO’s ITSM Tool for Ticket Management</li> </ul>
<b>Self Service Portal</b>	<ul style="list-style-type: none"> <li>● During Transition, OCIO will review and agree to use either the OCIO’s or Insight’s self-service portal to launch chat, self-service, and the ticketing tool.</li> </ul>
<b>Self-Password Resets</b>	<ul style="list-style-type: none"> <li>● Insight will help configure client’s existing MIM or FIM tools if applicable</li> </ul>
<b>Automation Services</b>	<ul style="list-style-type: none"> <li>● Insight will identify areas to automate such as auto ticket creation, distribution lists, etc.</li> </ul>
<b>Language Support</b>	<ul style="list-style-type: none"> <li>● Provide English Speaking primary support</li> </ul>
<b>SW/HW/Connectivity Support</b>	<ul style="list-style-type: none"> <li>● See Supported Services section 1.3</li> </ul>
<b>Optional Level 2 Support</b>	<ul style="list-style-type: none"> <li>● Optional and not Included in scope:</li> <li>● Provide on and off boarding users services</li> <li>● Office 365 Level 2 and 3 Support if applicable and with prior approval of Client.</li> </ul>
<b>Soft Launch</b>	<ul style="list-style-type: none"> <li>● Insight includes a one week soft launch in our solution and pricing. Should soft launch extends beyond 2 weeks then Insight has the right to start billing the full Service Desk monthly baseline.</li> </ul>

<p><b>Incident Management and ACD Reporting</b></p> <p>Reports are generated monthly and produced by the 15<sup>th</sup> calendar day of each month.</p>	<p><b>Incident Management Reporting (Subject to Client’s tool being able to provide the data or report)</b></p> <ul style="list-style-type: none"> <li>● Ticket Detail (Excel file) <ul style="list-style-type: none"> <li>○ Ticket Number</li> <li>○ Open/Close Date and Time</li> <li>○ End User Name</li> <li>○ Category</li> </ul> </li> <li>● Number of tickets by Category (graphical)</li> <li>● Top 10 common tickets by Category (graphical)</li> </ul> <p><b>ACD Reporting</b> (reported by the ACD system)</p> <ul style="list-style-type: none"> <li>● Calls Offered</li> <li>● Calls Answered</li> <li>● Abandoned Calls</li> <li>● Call Abandonment Rate</li> <li>● Average Speed to Answer</li> <li>● Average Talk Time</li> </ul> <p><b>Adoption Reporting</b></p> <ul style="list-style-type: none"> <li>● Self Service</li> <li>● Chat</li> </ul>
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**1.2 Service Levels**

First Level Resolution Service Level will apply after 180 days, and all other Service Levels will apply 90 days, after Go Live Date (for any new service implemented), subject to the following assumptions:

- Service Levels will be calculated using monthly averages for the entire supported population, *i.e.*, total number of Service Desk Users for all Clients enrolled during the applicable month.
- 30-minute intervals may be excluded from Service Level measurements and relevant surveys may be eliminated from Client satisfaction measurements due to: large unexpected increases in contact volumes, system outages, and any delays outside of Insight’s control, including, but not limited to, network infrastructure failures, mainframe outages, telecommunication failures, acts of nature, acts of government, national emergencies, acts of terrorism, transportation delays, labor disturbances, work stoppages, or shortages of material.
- If contact volumes exceeds 1 contact per user per month (All Service Desk Users from all Client’s as an aggregate), then Service Levels become best effort for that month.

<i>Metrics</i>	<i>Calculation Description</i>	<i>Target Service Level</i>
Average Speed to Answer	Average period of time a call has been waiting in the automatic call distributor queue prior to it being answered by an Insight Agent.	60 seconds or less
Call Abandonment Rate	Client hangs up without reaching an Insight Agent. Calls abandoned in <=15 seconds will be reported but excluded from this metric.	10% or less
Customer Satisfaction	The average rating of Client Satisfaction Surveys for “overall satisfaction”, based on automated survey provided through the State’s Incident Management System.	4.2 or higher (scale of 1-5, with 5 being the highest)
First Level Resolution	Percentage of tickets resolved by Level 1 (Service Desk) and Level 0 (Automation and Self Service), thereby eliminating the need for the End User’s issue to be escalated to a higher level of technical resource. FLR will be defined and measured as the percentage of tickets that are resolved at Level 1 and Level 0 divided by the sum of tickets that “fit the criteria” to be resolved by Level 1 technicians”.	85% or higher
Service Desk Scheduled Uptime	Service Desk availability where support is available during published hours.	99.9%
Monthly Reporting	Monthly metric reporting, as defined above.	Provided by the 15 <sup>th</sup> day of the month following the month of activity
Web Ticket Response	The average period of time for an Insight representative to respond to a ticket created by the ITSM tool or end user. A response is defined by any type of communication or response to the End User’s initial ticket creation. Calculated on a monthly basis as an average.	4 hours or Less

<sup>1</sup> Criteria for FLR based on Insight Standard Supported List in section below.

**1.3 Service Desk Standard Supported Systems/Applications**

Current version, plus 2 previous versions (except where otherwise specified), is supported, as outlined in table below.

<b>Type</b>	<b>Name</b>	<b>Support Offered</b>
Operating Systems	<ul style="list-style-type: none"> <li>• Windows 7</li> </ul>	<ul style="list-style-type: none"> <li>• Mapping drives</li> </ul>

	<ul style="list-style-type: none"> <li>• Windows Vista</li> <li>• Windows 8</li> <li>• Windows 10</li> <li>• MAC OS X</li> </ul>	<ul style="list-style-type: none"> <li>• Network connectivity</li> <li>• Mapping printers</li> <li>• Password issues</li> <li>• User access issues</li> <li>• Peripherals (keyboards, monitors, mice, scanners, and ancillary computing devices)</li> <li>• Driver installation</li> <li>• Power management</li> <li>• BSOD issues</li> </ul>
Microsoft Office	<ul style="list-style-type: none"> <li>• Office 2013</li> <li>• Office 2016</li> <li>• Office 365</li> </ul>	<ul style="list-style-type: none"> <li>• Installation/removal/update of existing and new Office products</li> <li>• Basic font installs</li> <li>• Excludes Visio/Project</li> </ul>
Email Clients	<ul style="list-style-type: none"> <li>• Outlook</li> <li>• Outlook Web Access</li> <li>• Gmail</li> <li>• Lotus Notes</li> </ul>	<ul style="list-style-type: none"> <li>• Connectivity</li> <li>• Installation</li> <li>• Calendar/contacts issues</li> <li>• Folder creation</li> <li>• Mapping additional mailboxes</li> <li>• Authentication issues (excludes SPAM filtering)</li> </ul>
Browsers	<ul style="list-style-type: none"> <li>• Internet Explorer</li> <li>• Mozilla Firefox</li> <li>• Google Chrome</li> <li>• MAC Safari</li> </ul>	<ul style="list-style-type: none"> <li>• Installation</li> <li>• Removal</li> <li>• Connectivity</li> <li>• Resetting browser</li> <li>• Removing temp files</li> <li>• Excludes updates of browser or add-ons</li> <li>• Excludes support of add-ons</li> </ul>
Antivirus	<ul style="list-style-type: none"> <li>• Symantec End Point Protection</li> <li>• McAfee</li> <li>• Kaspersky</li> <li>• Microsoft Forefront</li> </ul>	<ul style="list-style-type: none"> <li>• Updating</li> <li>• Running scans</li> <li>• Removing malware</li> <li>• Excludes installation/removal of AV</li> </ul>
Mobile Phone Support/Mobile Device Management (Client-side)	<ul style="list-style-type: none"> <li>• iPhone</li> <li>• Android</li> <li>• Windows Mobile</li> <li>• BlackBerry OS</li> <li>• Air Watch</li> <li>• Good</li> <li>• Active Sync</li> </ul>	<ul style="list-style-type: none"> <li>• MDM (not including admin work)</li> <li>• Connectivity</li> <li>• Power</li> <li>• Activation</li> <li>• Lost/stolen device</li> <li>• Excludes SIM card replacement</li> <li>• Excludes contacting carrier</li> </ul>

<p>Adobe Products</p>	<ul style="list-style-type: none"> <li>● Adobe Reader</li> <li>● Adobe Professional</li> <li>● Adobe Flash Player</li> <li>● Adobe Creative Suite</li> </ul>	<ul style="list-style-type: none"> <li>● Connectivity</li> <li>● Updates</li> <li>● Installation/removal</li> </ul>
<p>Additional Applications</p>	<ul style="list-style-type: none"> <li>● RSA Clients</li> <li>● Cisco VPN</li> <li>● Cisco Any Connect</li> <li>● Lync or Microsoft Communicator</li> <li>● WebEx</li> <li>● Sun Java “JRE”</li> </ul>	<ul style="list-style-type: none"> <li>● Installation</li> <li>● Connectivity</li> <li>● Updates</li> <li>● Checking permissions</li> </ul>
<p>State of Iowa Standard Applications</p>	<p>As set forth in RFP Appendix F to include:</p> <ul style="list-style-type: none"> <li>● Cisco AnyConnect</li> <li>● VMWare Horizon Client</li> <li>● Google Chrome Browser</li> <li>● Microsoft SCCM Client</li> <li>● Microsoft Office (all supported versions and components)</li> <li>● Microsoft Windows (all supported versions and included software)</li> <li>● Google File Stream</li> <li>● MS Office Visio</li> <li>● Adobe Acrobat Reader</li> <li>● Adobe Acrobat Distiller</li> <li>● Simon WinSCP</li> <li>● Sophos Endpoint Security and Control</li> <li>● Zephyr PASSPORT PC TO HOST</li> <li>● Zephyr PASSPORT FTP Client</li> </ul>	<p>As set forth in RFP Section 1.4.2:</p> <p>Insight will provide standard level 1 troubleshooting and installation Support.</p>

**1.4 Service Level Credits**

Insight will track and report on these Service Levels monthly. If Insight does not achieve a particular monthly Service Level for 2 consecutive months, Insight will apply a credit of 5% of the Minimum Monthly Fee due on the next month’s invoice. Insight’s maximum liability is 5% of the Minimum Monthly Fee in any given month. If Insight does not achieve a particular monthly Service Level in 4 consecutive months, then the deficiency will be considered a material breach and Client may terminate these Program Terms under the “**Termination**” Section of the MSA.

If Insight fails to meet any Service Level specified in these Program Terms, Insight will develop a mutually agreed upon plan to correct the problem and report on the success of the plan’s implementation.

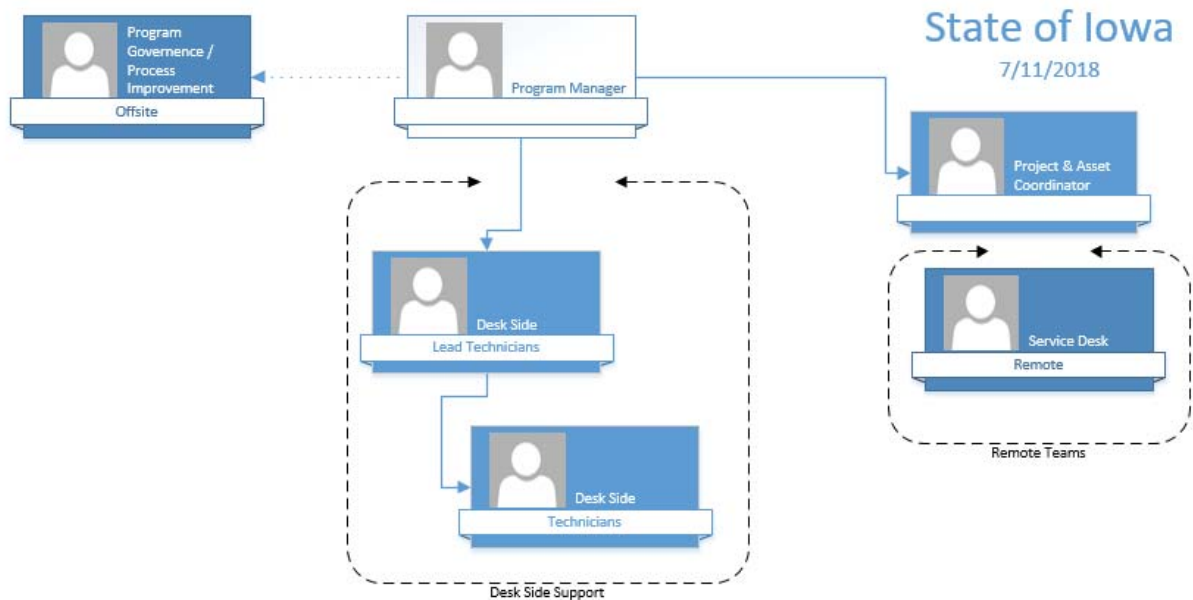


## APPENDIX D Level II Services

### 1. Level II Field Services

Field Services support is an Insight managed and delivered Service governed by service level agreements. The following activities are based upon the Insight Service Desk providing Level I support. The services provided by Insight will consist of the following:

- **Onsite Team:** The onsite team will consist of the roles and responsibilities as defined in the following organizational chart.



- **On-Site Level II Support:** The Field Services support team is responsible for issues related to Endpoint Devices. They set up and configure computers for new users and are typically responsible for any physical work relating to the computers, such as repairing software or hardware issues and moving workstations to another location.
- **Dispatch Support:** is for remote locations that require onsite assistance but don't warrant a full time resource. Dispatch support will provide the same services as the Field Services support team utilizing a dispatch model.
- **Mobile Device Support:** The field services support team will provide ad hoc assistance to users who experience mobile device problems (including smartphone and tablets with cellular chips). Occasional and ad hoc assistance for Apple iPhones, Android Smartphones, and RIM Blackberry devices. Users with problems that cannot be easily resolved will be referred to the State's wireless carrier for further assistance.

#### 1.1 Onsite Level II Support

- Insight will provide deskside support resources to Client.
- The deskside support technicians will also handle IMAC requests.
- Insight and the State of Iowa OCIO will monitor and review incident and IMAC activity to ensure expected normal volumes are not exceeded.
- The Onsite Level II support team will be assigned incidents through the State's incident management system for second-level deskside issues.
- All incidents will be tracked and managed within the State's incident management system.

- All computers touched by the level II support team will be configured to be managed by SCCM and have data files directed to a designated cloud location for storage per the OCIO guidelines
- Insight will provide security services for Endpoint Devices including the configuration of Endpoint Devices in coordination with the State and in accordance with applicable IT Governance Documents to ensure the highest levels of information security are achieved.
- Insight will immediately report all confirmed and suspected security intrusions, Security Breaches, and incidents to the State upon detection.
- Insight will provide support Services including Endpoint Device technology assistance for events such as after-hours board meetings that require in-person technology assistance and other special projects.
- Insight will utilize the OCIO's designated asset management system to track changes to hardware or software when they occur. The reporting aspect will be based on the level of access Insight will have and the capability of the OCIO's designated asset management system.
- Insight will participate in problem resolution affecting Endpoint Devices regardless of root cause, including those problems thought to involve IT Infrastructure Services not managed by Insight. Insight will work collaboratively with the State on the resolution of problems as a part of a team until they are resolved.
- Insight will ensure all Microsoft Windows Endpoint Devices are connected to the State of Iowa Active Directory and SCCM environment, except as waived by the OCIO in writing.
- Ensure all Microsoft Windows Endpoint Devices are attached to the State of Iowa anti-malware environment.
- Ensure all Microsoft Windows laptops and tablets utilize the State of Iowa encryption services environment.

The objective of the Onsite Level II support engineer is:

- To be the "on-site resolution team" to which the Service desk will transfer incidents that it cannot solve remotely.
- To provide necessary information to the Service Desk team to close and update incidents in the incident management system or enter it directly and also provide problem/resolution input to the knowledge database if applicable.
- To provide software support for users that require on site instruction.
- To provide technical diagnosis and manage the maintenance of defective HW, and guide the HW maintenance agent to the defective hardware.
- Support of peripheral devices.
- Support the updating of Insight-supported assets in the inventory asset repository and prepping for disposal
- Perform system lifecycle refresh activities.
- Other duties as assigned. These duties will be managed by the program manager and will be completed without impact to the SLAs. If an impact to the SLAs is identified, OCIO will provide relief from the SLAs during the determined period. In the event that the other duties would cause impact to the SLAs and degrade the level of service of the on-site team, Insight will provide additional resources to perform these additional duties through a "change order" to determine the cost and duration for the required resources.

### ***1.2 Dispatch Level II Break-Fix Support Services***

- Dispatch Level II Break-Fix services are being provided as part of these Program Terms to minimize downtime at Client facilities and maintain a high level of end user satisfaction. The dispatch break-fix technicians will be dispatched to the site by the Insight project coordinator to provide on-site resolution. The Project Coordinator will verify that the assigned technician knows the exact location, the primary contact, and the work that is expected to be performed and will maintain SLA compliance, act as a point of escalation and provide reporting.
- The break-fix services to be provided by Insight under these Program Terms will include services on certain equipment including desktops, laptops, monitors, peripherals, and printers including any standard software described in Appendix C that could not be resolved by Service Desk Services. In the event of new technology being added to the Client environment, the technology will need to be assessed to determine serviceability by Insight prior to adding said technology to the contract through a change request and agreed upon by both parties in writing before any service can be performed.

**Spare Parts**

All spare replacement parts will be provided by the OCIO and the inventory of those parts will be managed by Insight.

**Warranty Parts**

All warranty replacement parts will be provided by the OEM.

**Non Warranty Parts:**

Insight can order Non warranty parts as requested by Client as part of its Resale and Fulfillment function. All parts will be quoted and an appropriate Purchasing Instrument will be executed prior to ordering and or shipping the part to the site.

**Level II Support Service Levels:**

- Insight will be measured on service level attainment on a monthly basis. The Level II support service level objectives are defined below for onsite and dispatched resources.
- Large unexpected increases in call volumes (e.g., 20% or more for similar time periods), system outages, and any delays outside of Insight’s control, including, but not limited to, network infrastructure failures, mainframe outages, telecommunication failures, acts of nature, acts of government, national emergencies, acts of terrorism, transportation delays, labor disturbances, work stoppages or shortages of material, will be excluded from Service Level measurement and Client satisfaction measurements (“**Force Majeure**”); provided, that Insight must provide proof of such Force Majeure occurrence to justify an exclusion from otherwise required Service Levels.

**Service Level Agreements**

Service Level	Monitoring Interval	Performance Level	Critical	High Priority	Standard Priority	Service Request
<b>Response Time</b>						
% of service incidents responded to within SLA goals	Monthly	90 %	1 Hour	2 Hours	8 Hours	NBD
<b>Resolve time</b>						
% of incidents "resolved" within SLA goals	Monthly	90 %	NBD	NBD	2 Bus Days	3 Bus Days

Metrics	Calculation Description	Target Service Level
Customer Satisfaction	The average rating of Client Satisfaction Surveys for “overall satisfaction”, based on automated survey provided through the State’s Incident Management System.	4.2 or higher (scale of 1-5, with 5 being the highest)

**Reporting**

Reports are generated monthly and produced by the 15th calendar day of each month.

**IMAC Services:**

- Insight’s onsite Level II support resources will provide IMAC services for Endpoint Devices. The IMAC is dependent upon the use of the Insight Integration labs pre-configuring all new equipment. Insight will also provide IMAC services for all existing Endpoint Devices owned and configured by the Client at the time Insight assumes responsibilities for providing the services. IMAC services will be managed by Insight’s Project Coordinator to coordinate product logistics, schedule, coordinate with users, track survey, sign off, and provide reporting.
- IMACs will include all tracking activities within an OCIO-provided Asset Management System to ensure assets are recorded appropriately for audit and reporting purposes.

- The IMACs cover all the requests concerning Installs, Moves, Adds and Changes of service components. The IMACs can be requested by Client users, according to procedures that have been mutually agreed upon by both parties. The following are examples of single IMACs:
- Installing a new PC, laptop, or tablet:
  - This operation is considered as a single, typical, IMAC:
  - Precise co-ordination of date/time with the end user.
  - Unpacking and assembling of the HW parts.
  - Remove and dispose of all packing materials at Client supplied facility as required
  - Installing the image and updating the patches or installing the additional software packages required by the agency.
  - Moving the PC to the end-user office, labeling of the hardware as specified.
  - Installing the PC on the end-user desk and connecting it to the power and to the LAN.
  - Installing and configuring the system for the user.
  - Transferring the end-user data from his/her former PC to the new one.
  - Testing connectivity to servers and printers.
  - Clear or wipe storage components using OCIO supplied and approved DoD 5220.22-M or similar data sanitization method.
  - Packing and returning the used PC to a central location.
  - End-user product familiarization.
  - Updating the current OCIO approved asset inventory program record.
- Installing a network printer:
  - This operation is considered as a single and typical IMAC:
  - Unpacking and assembling of the HW parts.
  - Moving the printer to the specified location, labeling of the hardware as specified.
  - Installing the printer and connecting it to the LAN.
  - Configuring the printer (IP configuration).
  - Testing functionality.
  - Packing and returning the used printer to a central location.
  - Updating the current inventory.
- Reallocating an existing PC to another user:
  - This operation is considered as a single and typical IMAC:
  - Precise co-ordination of date/time with the end-user.
  - Reconfiguring the system, reimaging PCs as necessary.
  - Moving the PC and its attached peripherals (scanner, CDR, local printer) to its new location.
  - Installing the PC on the end-user desk and connecting it to the LAN.
  - Transferring the end-user data and profile.
  - Testing connectivity to servers and printers.
  - Updating the current inventory.
- Adding any other Endpoint Device or Endpoint Device subcomponent (CDR, scanner, local printer, HDD) to an existing PC:
  - Unpacking, assembling and moving the item to the end-user desk.
  - Connecting the peripheral to the PC.



- Configuring the system (drivers, specific software).
- Testing the functionality.
- Updating the current inventory.

## APPENDIX E

### Image Management and Maintenance

#### 1. Lab Services

The Insight Standards Automation lab will perform Image Maintenance solution services for Client. Work will be performed from Insight's Hanover Park, IL campus. All Insight-developed solutions go through stringent quality assurance testing processes and are Client evaluated for conformance to specifications before final delivery.

##### *1.1 Scope and Approach*

Insight will perform the following Services:

##### **Phase 1: Requirements Gathering**

###### *Image Maintenance*

- Insight will update one Windows 10 base image that will be deployed to all agencies. This image can have agency specific applications added to it and will be updated to the current patch level during the build or deployment process.
- Image updates are performed on a quarterly basis for maintenance/security updates.
- Client provides Insight with a listing of all changes that are to be made in each image update (driver version changes, software application changes, software application additions/removals, hardware model additions/removal).
- Insight compiles this list of changes into the requirement document (requests for requirement additions after this time may incur additional charges and will be quoted at T&M rates).
- Insight schedules the engineer and bench time for the project.

##### **Phase 2: Development**

###### *Image Maintenance*

- Client will provide export of image or distribution point server to access image.
- Insight will perform initial Image Update setup work.
- Quarterly Image Update can include the following maintenance modifications:
  - Critical operating system updates;
  - Patches for installed applications;
  - Critical driver fixes for installed hardware components;
  - Up to 8 application additions or modifications;
  - 1 new hardware model addition or modification.
- Image updates for extra hardware models and for just operating system updates can be performed for a lesser ad hoc fee at T&M rates.
- If Client requests additional maintenance modifications above and beyond those included above, then the work effort will be quoted at T&M rates.
- Insight performs quality assurance on the solution through internal testing.

##### **Phase 3: Client Evaluation**

- After delivery of the Image Update, Client evaluates the Image Update in their network environment Insight will work collaboratively with the State on the evaluation of the image.
- If required, any issues that are discovered during Client evaluation of the solution that do not conform to the requirements document are corrected (this does not include requests for changes that are new additions and do not appear in the requirement document).

- Requests for new changes to the solution may incur additional charges and will be quoted at T&M rates.
- If Client requests a change to the solution after the Client Evaluation period is completed, then this request will be quoted at T&M rates.

### ***1.2 Deliverables***

Insight will provide the following Deliverables:

#### **Image Maintenance:**

- An updated requirement document that blueprints the delivered solution's configuration settings;
- An updated image solution that will be supplied to Client by FTP server in Microsoft MDT/WIM file format containing the deployment share and a bootable image file;
- The image solution file set can also be transferred to the Insight Labs at Client request for use on integration lab orders;

### ***1.3 Client Responsibilities***

The estimated duration and associated fees presented in these Program Terms are based on the following Client Responsibilities. Should any element(s) of these be lacking during execution of Services, additional time, associated fees, and expenses may be required.

Client is responsible for the following:

- Client will provide Insight with one (1) reference system for each hardware platform that the solution is to support.
- Client will provision a domain controller, a distribution point server, and ASA VPN device. Or an alternative connection method as mutually agreed by both Parties.
- Client will have all necessary software licensing for solutions that are to be developed for hardware across multiple vendors.

## APPENDIX F

### Glossary

#### Adoptions:

**Chat** – Total chats/divided by total contacts expressed as a percentage

**Password Resets Via Self Service Tool** – Total password resets handled by the tool divided by total contacts and expressed as a percentage

**Self Service Resolution** – Calculated as qty of times user indicates their problem was resolved by the KM system plus 50% of the users that exit without indicating whether it resolved their issue or not. These two items are totaled and divided by total contacts and expressed as a percentage

**Average Handle Time (AHT)** –The total Agent(s) time spent on the telephone handling incoming call and time spent completing the call after the Agent(s) hangs up with the caller.

**Average Speed to Answer (ASA)** – Average period of time Client call waits in the automatic call distributor queue prior to it being answered by an Insight Agent.

- $\text{Total Time in Queue} \div \text{Total Number of Calls Answered} = \text{Average Speed to Answer}$

**Call Abandonment Rate** – The total calls received that self-release from ringing or queue before reaching an Agent. Call Abandonment Rate is defined as the percentage of End Users that terminate a call (i.e., hang up) before the call is answered by an Agent.

- $\text{All Calls Abandoned} \div (\text{All Calls Abandoned} + \text{All Calls Answered}) = \text{Call Abandonment Rate}$

**Commercial, Off-The-Shelf (COTS)** – Technology that is ready-made and available for sale, lease, or license to the general public. The term often refers to computer software or hardware systems and may also include free software with commercial support.

**Contact** – A billable service desk contact includes all in-bound phone calls and chats, plus non-phone and non-chat tickets (email, self-service, etc.).

**Escalation Path** – A pre-determined script or tree that engages additional resources when required to meet Service Levels.

**Event** – An issue resulting from multiple Incident(s) generated by Client and managed to closure or resolution.

**FAQ(s)** – Frequently Asked Questions and answers documented in the Knowledge Base for the services within scope.

**Incident(s)** – A Client-generated phone call, chat, email, or self-service ticket that has caused, or may cause, an interruption to, or a reduction in, the quality of IT Service. Incidents can be any failure or interruption to an IT service or an asset within scope.

**Incident Management** – The process for managing the lifecycle of all Incidents and/or Requests for Client.

**IT Service** – Client owned, operated, leased, or controlled information technology or “IT” systems, hardware, software, and processes that fall within the scope of these Program Terms.

**Knowledge Base** – A tool used for sharing information among Agents and storing information applicable to Client’s Services including troubleshooting information, articles, white papers, user manuals, knowledge tags, or answers to FAQ(s).

**Log** – Documented information gathered by the Agent(s) from the End User that assists in the determination of service entitlement, probable cause, and/or resolution.

**Multi-Language Support** – Comprised of, but not limited to, Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, Vietnamese, Armenian, Cambodian, German, Haitian Creole, Italian, Korean, Portuguese, Farsi, Tanalog, Thai, and Urdu. Pricing and support are subject to change at any time.

**Patch Management** – The capabilities to research, evaluate, test, and apply patches across the enterprise.

**Power Management** – The capability to control power consumption on managed computers from a central location.

**Probable Resolution** – The best probable Incident solution or workaround, based on Client-provided information and troubleshooting scripts developed with Insight.

**Remote Control** – Control of a machine or device remotely utilizing an Agent’s machine or desktop.

**Scheduled Uptime** – The uptime for the entire customer base across all Insight Service Desk systems. Scheduled maintenance to Insight systems is excluded from the calculation of the uptime, as well as events causing downtime that are outside of the control Insight or caused by third parties.

**Seat** – Unit of measure for services performed as represented by the actual count of staff within the scope of these Services. Seat count may be based on Client’s personnel meta-file or pre-defined listing of staff within Client’s organization.

**Self Service Ticket** – A ticket created by an End User via an Insight-provided Web portal to open, update, and view the status of their issues with the Insight Service Desk at any time.

**Service Request** – A Client-generated phone call, email, or self-service ticket for information and/or a standard change or access to an IT Service within the scope of these Program Terms (for example, to reset a password, or to provide standard IT Services for a new End User). Service Requests do not include requests for Incident support.

**VIP** – Very Important Person, which is typically less than 5% of the users.

**Appendix G**  
**FORM Purchasing Instrument**  
 Enrollment Agreement

This Enrollment Agreement (“**Enrollment Agreement**”) incorporates the terms and conditions of the:

- a. State of Iowa Endpoint Managed Services Master Agreement, Contact No. 2018 BUS 0104, (“**Agreement**”) between the State of Iowa, acting by and through the Office of the Chief Information Officer (“**OCIO**”), and Insight Public Sector, Inc., a corporation organized under the laws of Illinois (“**Vendor**”), dated [REDACTED], 2018; and
- b. Corresponding Program Terms executed between the State of Iowa, acting by and through the OCIO, and Vendor thereunder, dated [REDACTED], 2018, which Program Terms outline the core duties and responsibilities of the Parties and the Governmental Entities choosing to enroll in the program, and key services levels and other key performance metrics applicable to Vendor.

By Executing this Enrollment Agreement, and specifying any program areas/aspects individual State of Iowa agencies need customize/configure as it relates to their specific enrollment in the program in order to accommodate their unique, agency-specific needs below, the applicable State of Iowa agency agrees to enroll in the program pursuant to an in accordance with the terms and conditions of the Agreement, including the Program Terms and other Special Terms and Conditions attached or related thereto. This Purchasing Instrument is between Vendor and the Governmental Entity identified in the signature block, below, and is effective as of the date of last signature below. This Purchasing Instrument shall be deemed, upon its execution, to incorporate the terms and conditions of this Agreement, including the Program Terms and other Special Terms and Conditions, and shall constitute a separate, distinct, and independent Agreement between Vendor and the applicable Governmental Entity. Such Governmental Entity shall be solely responsible for any payments due and duties and obligations otherwise owed Vendor under this Agreement. Capitalized terms not defined herein are as defined in the Agreement. The applicable Governmental Entity and Vendor may be referred to herein individually as a “**Party**” or collectively as the “**Parties.**”

<b>GOVERNMENTAL ENTITY/ CLIENT NAME:</b>	
<b>SCHEDULE EFFECTIVE DATE:</b>	
<b>AUTHORIZED GOVERNMENTAL ENTITY/ CLIENT EXECUTIVE CONTACT:</b>	<b>Name:</b> <b>Title:</b> <b>Email:</b> <b>Phone:</b>
<b>SUPPORTED LOCATIONS &amp; NO. OF SERVICE DESK USERS PER LOCATION:</b>	

<b>TOTAL SERVICE DESK USERS:</b>	
<b>SERVICE DESK FEE PER USER:</b>	<b>\$9.86 / month</b>
<b>BILLING CYCLE:</b>	<b>Monthly</b>
<b>LEVEL II SUPPORT USERS:</b>	
<b>LEVEL II SUPPORT FEE PER USER:</b>	<b>\$34.80 / month</b>
<b>SERVICE TERM:</b>	
<b>SERVICE DESK - ADDITIONAL INFORMATION/ SPECIAL REQUIREMENTS:</b>	
<b>LEVEL II SUPPORT - ADDITIONAL INFORMATION/ SPECIAL REQUIREMENTS:</b>	

**IN WITNESS WHEREOF, the Parties have caused their respective duly authorized representatives to execute this Purchasing Instrument, which is effective as of the date of signature below.**

**[Name]**  
**("Governmental Entity")**

Insight Public Sector, Inc.  
**("Vendor")**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

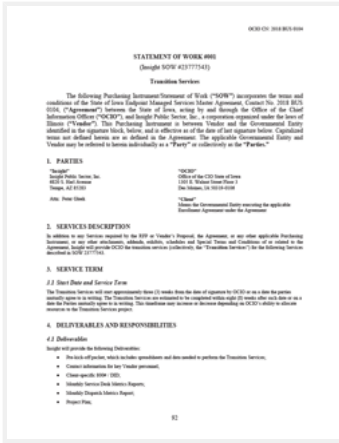
Title: \_\_\_\_\_

Title: \_\_\_\_\_

### CHANGE REQUEST FORM

The following form may be utilized to initiate a Change Order in accordance with Section 3.1.5 (Change order Procedure) of the Agreement. Careful attention should be paid to the procedure set forth therein before initiating a Change Order.

<b>CHANGE REQUEST FORM</b>			
<b>CHANGE REQUEST # [INSERT CHANGE REQUEST #]</b>			
<b>Client</b>	<b>Original Project Name</b>	<b>Original SOW #:</b>	
<b>Insight Services Manager</b>	<b>Client Project Sponsor</b>	<b>Request Date</b>	
<b>Purchase Order to Apply to Changes: PO # _____</b>			
<b><u>Change Request Summary</u></b>			
<b>Original Scope Task</b>			
<b>Reason for Change</b>			
<b>Description of Change</b>			
<b>Project Schedule</b>			
<b>Project Pricing</b>			
<b>Deliverables</b>			
<b><u>Signatures</u></b>			
<b>Insight Authorized Signer:</b>		<b>Date:</b>	
<b>Print Name:</b>		<b>Title:</b>	
<b>Client Authorized Signer:</b>		<b>Date:</b>	
<b>Print Name:</b>		<b>Title:</b>	



# State of IA end Point Managed Services (part 1 of 2)

Adobe Sign Document History

09/19/2018

Created:	09/19/2018
By:	Tim McDonald (Tim.McDonald@insight.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAOErDqIp4JStbEdKomWS5U8BSJaMeWEYm

## "State of IA end Point Managed Services (part 1 of 2)" History



Document created by Tim McDonald (Tim.McDonald@insight.com)

09/19/2018 - 4:37:33 PM CDT- IP address: 108.192.34.110



Document emailed to David Cristal (david.cristal@insight.com) for signature

09/19/2018 - 4:39:50 PM CDT



Document viewed by David Cristal (david.cristal@insight.com)

09/19/2018 - 4:43:59 PM CDT- IP address: 12.130.117.81



Document e-signed by David Cristal (david.cristal@insight.com)

Signature Date: 09/19/2018 - 4:44:36 PM CDT - Time Source: server- IP address: 12.130.117.81



Signed document emailed to Tim McDonald (Tim.McDonald@insight.com) and David Cristal (david.cristal@insight.com)

09/19/2018 - 4:44:36 PM CDT