

# Device Leasing (Printers, PCs, Laptops, Thin Clients)

December 31, 2014

Last updated: May 8, 2015

## 1. Rates (per month)

• Desktop Package	\$50.00
• Laptop Package	\$77.00
• Dual Monitor Package	\$7.50
• Docking Station Package	\$17.00
• Thin Client	\$32.00
• Laser Printer (High-end model)	\$50.00
• Barcode Label Printer	\$66.04
• Laser Printer (Economy model)	\$14.00

## 2. General Overview:

The Intergovernmental Data Services (IDS) Program leases desktop equipment such as PCs, laptops, and printers to customers located in county offices and using the IDS statewide computer system. All equipment conforms to standard configurations that are intended to meet typical requirements and allowing efficient support.

## 3. Service Description:

Desktop Package: A complete personal computer package that includes a desktop PC, a monitor, a keyboard and a mouse. The PC is loaded with the essential productivity software, including Microsoft Office (WORD, Excel, PowerPoint, Outlook, etc.), Internet Explorer, IBM Personal Communications (PCOMM), Adobe Reader, and Antivirus, etc. Optional dual monitor package is available for additional charge.

Laptop Package: A complete laptop computer with a docking station, an external monitor, a keyboard and a mouse along with a carrying case. The laptop is loaded with the essential productivity software, including Microsoft Office (WORD, Excel, PowerPoint, Outlook, etc.), Internet Explorer, IBM Personal Communications (PCOMM), Adobe Reader, and Antivirus, etc. Optional dual monitor package is available for additional charge.

Dual Monitor Package: Includes all the hardware and software needed to support an additional external monitor for either the desktop or laptop lease package.

Docking Station Package: Includes a compatible docking station for the laptop, an external monitor, a keyboard and a mouse. This package is designed especially for those users with multiple work

locations, traveling employees, etc. so they would have the same accessory equipment at each and all locations. They would only have to carry the laptop when they travel.

Thin Client: A low cost, secured and reliable computing device that delivers a PC-like experience for users without the cost of a full blown PC. It is loaded with the approved web browsers, including Microsoft Internet Explorer and Firefox and other software /programs such as Adobe Reader, and IBM Personal Communications (PCOMM).

Laser Printer (High-end model): A high-end mono laser printer that is ideal for larger offices with a print speed up to 50 pages per minute and a monthly volume of up to 20,000 pages.

Laser Printer (Economy model): An economy mono laser printer that is ideal for smaller offices with a print speed up to 20 pages per minute and a monthly volume of up to 5,000 pages.

Desktops, Laptops and Thin Clients:

The service includes:

- Hardware
- Operating systems and software licenses
- Management of hardware and software
- Unlimited onsite support by IDS field technicians
- Unlimited technical support by the OCIO Help Desk
- Free unlimited internet access via the state network
- Replacement at end of life

Printers:

The service includes:

- Hardware and software
- Unlimited onsite support by IDS field technicians
- Unlimited technical support by the OCIO Help Desk
- Replacement at end of life

The leasing service does **NOT** include:

- Theft replacement
- Customization to meet individual requirements

## 4. Roles and Responsibilities:

The OCIO is responsible for providing the appropriate hardware and software. The customer is to use the lease equipment in a responsible manner. The use of such lease equipment is subject to the State Acceptable Use policy.

## 5. Requesting Service

To order any services please contact the OCIO Help Desk at (402)471-4636 or toll free at (800)982-2468 or via email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov).

## 6. Billing Information:

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

## 7. Service Hours, Response Times and Escalation:

Customer support hours are from 7:30AM-5:30PM Monday through Friday. Call to the Help Desk after regular business hours is automatically routed to our 24x7 Operations Center. Lease devices are available 24x7, 365 days a year for users to use.

All services are supported by our own central IT specialists. Customer support is generally available 24x7, 365 days a year, by calling the Help Desk at (800)982-2468 or via email at [cio.help@nebraska.gov](mailto:cio.help@nebraska.gov). During the regular business hours (7:00am – 5:30pm Central) support is handled by the OCIO Help Desk.

Calls during the non-business hours will go to the OCIO Operations personnel. Calls will be logged and on-call members of the OCIO will be notified as appropriate.

In addition to the central resources, IDS has Field Technicians that regularly travel to customer locations to install, support and maintain equipment and services.

### **For further information, please contact:**

**Office of the CIO Help Desk**  
**[cio.help@nebraska.gov](mailto:cio.help@nebraska.gov)**  
**402-471-4636 or 800-982-2468**