

**SYNNEX Corporation**  
**STATEMENT OF WORK / SUPPLEMENTAL AGREEMENT**  
**for**  
**<DIR CUSTOMER>**  
**END USER SERVICES**



## TABLE OF CONTENTS

1. Introduction .....	3
2. Term of SOW .....	3
3. Services Description .....	3
4. Service Tasks .....	7
4.1. Introduction .....	7
5. Appendix A – Pricing .....	7
6. Appendix B – Service Level Agreement .....	8
7. Appendix D – Standard Reports .....	8
8. Appendix E – Supported Hardware .....	8
9. Appendix F – Supported Applications .....	8
10. Appendix G - Client Locations .....	8
11. Appendix H - Governance .....	
11.1. Introduction .....	
11.2. Ordering Process .....	
11.3. Roles and Responsibilities .....	
11.4. Change Order Process .....	

### 1. Introduction

This Statement of Work for End User Services, serving as a Supplemental Agreement to DIR Contract No. DIR-SDD-2102 between SYNEX Corporation (SYNEX) and [DIR], sets forth the End User services that SYNEX will provide as of the Commencement Date to [DIR Customer] (Client). All Charges for the services to be provided under this Statement of Work will be paid in accordance with the payment terms in the Agreement and in the manner described in Appendix A (Pricing). Charges associated with each component of the services below are identified in Appendix A (Pricing). All pricing shall be in accordance with Appendix C, Pricing Index, of DIR Contract No. DIR-SDD-2102.

### 2. Term of SOW

This SOW shall be effective as of \_\_\_\_\_ and will remain in effect until \_\_\_\_\_ unless terminated earlier in accordance with the provisions of the Agreement.

### 3. Service Categories and Service Levels - Pricing

**NOTE: This section will be edited / updated based on the Services chosen by each specific Customer.**

Below are the descriptions for managed services categories for response to the State of Texas Request for Offer (RFO) DIR-SSD-TMP-174. This one of two documents for the response. This document provides the full description of the service offerings and the second document (spreadsheet) provides the pricing for each of the items below. The MSRP (Suggested Retail Price) for services are provided along with the associated discount and price in the second document. Industry standard market prices for services (MSRP for services) have been derived from published rates or average industry standard pricing.

---

### **3.1 Provisioning of Equipment and Procurement Services**

#### **Description**

This category includes information technology equipment that will address the business need of the State of Texas users and agencies.

#### **All in One Desktops/Notebooks**

The equipment configurations offer three notebook and two all in one desktops providing low and high end user configurations. The monthly fee includes management of equipment procurement, configuration, provisioning and includes the cost of maintenance, break/fix, troubleshooting, patching and remote management.

### **3.3 Help Desk Services**

#### **Description**

A toll-free telephone number is provided for a Customer to report maintenance issues, trouble-tickets, and request other how-to assistance desktop support request areas as necessary. The toll free number serves as a single point of contact for the Customer. The call center is available 24 hours per day, 7 days per week and 365 days a year. Service Desk agents will be responsible for resolving, managing, tracking and escalating all support calls. For the monthly fee calls amounts are unlimited. The service includes reports, and on line view of calls and resolution status of all service requests submitted. For business critical hardware and software, escalation paths must be provided to ensure proper incident resolution and escalation.

Help Desk Support includes:

- Hardware & Software Issue Support: Unrestricted, Best Effort Resolution with predefined escalations if unable to resolve user issue
- Hours of Coverage: 7x24x365
- Average Speed to Answer: 30 seconds
- Abandonment Rate: <= 6%
- First Call Resolution: 85%
- Provide call support and remote agent to resolve desktop issues
- Microsoft based operating systems and office product support

### **3.4 On-Site Support and Moves/Adds/Changes (MACs) Services**

We will use our technical resources to deliver the required onsite and MAC support. We will leverage our dedicated and shared resources to deliver the support services to the end users as required to move add or change. There are three levels of service offered which require a minimum of 20, 100 or 200 seats. Pricing is per month per seat and provides one move per user.

### 3.5 Remote Support Services

The following remote support services and asset tracking services are provided through the network operating center (NOC) from a centralized location. Asset tracking is included in this section. The remote support services form the NOC provide network related monitoring, resolving issues for connectivity, network, desktop troubleshooting, alert monitoring and patch management. The comprehensive asset management service tracks vendor or customer owned equipment serial numbers, system components, warranty information, physical location, user, software licenses, maintenance and there are user defined capabilities to provide end of service term dates. Information can be updated for MAC and remote maintenance performed. Automatic power management is available with this service on systems that can be power managed remotely. At the “Best” service level Symantec endpoint security service is provided.

- a. **Remote Asset management Tracking/Reporting:**
  - Hardware asset management
  - Warranty management
  - Software license management
  - Power management (Windows servers & PCs)
- b. **Better - 24/7 Active Monitoring, Proactive Response (includes Asset Management above)**
  - *Above Asset Management plus:*
  - Network Management, patching, escalation
  - Includes 24 x 7 proactive monitoring and remote remediation
  - Network Device Management
- c. **Best - Remote Asset Management/Tracking Reporting**
- d. *Above 24’/7 Active Mponitoring Proactive Response Services plus:*
- e. Log Monitoring – reporting and alerting
- f. 24 x 7 SOC management and remote remediation

Service Offering	Mgmt. Tool	NOC Managed	Symantec EndPoint Protection	
Asset Management	X	X		
Desktop PC w/security	X	X	X	
Server	X	X		
Server	X	X	X	
Network Devices	X	X		

### 3.7 Asset Tracking Services

The following asset tracking services are provided through the network operating center (NOC) from a centralized location. Asset tracking is also included in Section 5. The comprehensive asset management service tracks vendor or customer owned equipment serial numbers, system components, warranty information, physical location, user, software licenses, maintenance and there are user defined capabilities to provide end of service term dates. Information can be updated for MAC and remote maintenance performed.

- a. Asset management suite includes:
- Hardware asset management
  - Warranty management
  - Software license management
  - Power management (Windows servers & PCs)

### **3.9 Standard and Ad Hoc Reporting and Documentation**

We will produce various types of reports via online or hard copy as may be required by a Customer.

#### **Service Event Ticket Reports**

These reports are available along with managed break fix services offered

- Tickets opened in a specific date range for an account.
- Ticket metrics by day for a specific week.
- The number and percentage of tickets closed in 24 hours, the total number currently closed, and the number still open.
- The number of tickets opened in a specified timeframe by the assigned resource, the percentage of those tickets closed in the last 24 and 48 hours, and the number currently open and "high" tickets.
- By resource, the number of new tickets opened today, tickets closed today, the number currently open, and the number of those with a "high" priority.
- For each queue, the number of new tickets opened today, tickets closed today, the number currently open, and the number of those with a "high" priority.

#### **Managed Service - NOC Reports**

The below reports are offered with Remote Support Services - Network Management Services - Asset Tracking Services. There is no additional charge for these reports.

- The Executive Summary report shows an overview of one or more sites that describes the current health of the managed devices and provides a snapshot of activity during the reporting period.
- The Site Hardware Summary report summarizes all hardware discovered by Managed Workplace.
- The Detailed Hardware Inventory report provides a detailed view of all devices (computers, routers, network printers, etc.) found during network scans.
- The Software Inventory Summary report summarizes the inventory of all applications on each desktop or server, an inventory of operating systems and a list of all hotfixes applied to each system.
- The Detailed Software Inventory report provides a detailed version of the information above, listed for each device.
- The Windows Server Health report offers a detailed view of the health and performance of a single server.
- The Windows Workstation Health Report offers a detailed view of the health and performance of a single workstation.
- The Site Security report summarizes all Microsoft Baseline Security Analyzer (MBSA) scans performed during the reporting period.
- The Work Completed Summary lists, for a specified period of time, all cleared alerts, closed trouble tickets, scripts and other automated tasks executed, and remote access remediation sessions.
- The New Device Discovery lists all new devices found since a specified date.

- The Website Monitoring report shows a graph and two pie charts to show website availability and downtime statistics as well as content verification for a specified period.
- The Windows Licensing Summary report summarizes the number of Windows operating system (OS) license keys deployed, including the type of license.
- The Software Asset Change & Device Software Asset Change reports provide a list of software that has been installed or removed at a site or on a device during a specified time using the Microsoft Windows Installer.
- The Memory and CPU Usage reports identify the most heavily stressed devices at a site.

### 3.10 Unwind / End of Engagement Services

For end of life preparation, we will provide de-installation services, remove and erase hard drive and leave with customer for destruction. For disposal service we will package, remove and transport old equipment for disposal, provide a certificate of disposal and include transportation in the price.

There are two levels of service for de-install with minimum starting at 10 PC's and three levels of service for disposal starting at a minimum of 10 PC's.

Good -De-install, remove hard drive and erase data - minimum 10
Better - De-install, remove hard drive and erase data - minimum 100
Good -Package remove and transport old PC's - Minimum 10 PC's
Better - Package remove and transport old PC's - minimum 50 PC's
Best - Package remove and transport old PC's - minimum 100 PC's

### 3.11 Break-Fix/Maintenance Services – Customer Owned Equipment

Manage services for equipment owned by the Customer. This includes: maintenance, troubleshooting and on-site support services. Prices are per user per month fees. Minimums apply.

## 4. Service Tasks

This section provides a detailed listing of the tasks included in the End-User Services SOW.

### 4.1. Introduction

Section 5.3 (Detailed Tasks and Responsibilities) describes the tasks and responsibility assignments for the provision of the services. SYNEX will perform the tasks for which it is responsible at the Locations specified in Appendix H (Supported Locations), as it may be updated from time to time in accordance with the Agreement.

### 4.2. Detailed Tasks and Responsibilities

**NOTE: This section will be completed based on the Services chosen by each specific Customer.**

## 5. Appendix A – Pricing

## 6. Appendix B – Service Level Agreement

**NOTE: This section will be completed based on the Services chosen by each specific Customer.**

## 7. Appendix D – Standard Reports

**NOTE: TO BE COMPLETED BASED UPON THE SERVICES CHOSEN.**

## 8. Appendix E – Supported Hardware

**NOTE: TO BE COMPLETED BASED UPON THE SERVICES CHOSEN AND THE HARDWARE SUPPORTED.**

## 9. Appendix F – Supported Applications

**NOTE: TO BE COMPLETED TO INCLUDE THE CUSTOMERS APPLICATIONS TO BE SUPPORTED.**

## 10. Appendix G - Client Locations

**NOTE: TO BE COMPLETED TO INCLUDE THE CUSTOMERS LOCATIONS TO BE SUPPORTED.**

## 11. Appendix H - Governance

### 11.1 Introduction

This appendix provides the governance concerning the ordering process, roles and responsibilities of the parties and the change management process for the services to be provided under the Statement of Work.

### 11.2 Ordering Process

Ordering items in the statement of work may be accomplished by requesting services at:

servicesolv@synnex.com or call 1-877-358-5505

A ticket will be created that will facilitate a response to the request within 24 hours. Request will be responded to by Synnex approved dealers located in the State of Texas.

### 11.3 Roles and Responsibilities

Synnex Responsibilities

A Synnex ServiceSolv manager will assist and provide responses to all inquiries on any of the services within the Statement of Work. The ServiceSolv manager will be responsible for providing the following:

- Manage the business relationship between any State user and agency interested in the services offered
- Provide performance information on the services offered, including description of any set up processes or transitional services needed
- Provide information on supported hardware, software and/or systems infrastructure that may be applicable to the services offered
- Work with and manage partner and associated suppliers in coordinating the delivery of services

- Describe and manage the service ordering, agreements, statements of work and service level agreements for the services being offered
- Manage the monthly invoices and account reporting
- Provide information on any upgrades to offerings
- Resolve and provide escalation of issues in accordance with procedures set forth in the agreements
- Work with executives and managers to align the services to their internal plans and budgets as needed.

#### State Users and Agencies Responsibilities

- Provide all policy, procedures and processes that may be impacted by services provided in advance of services being deployed.
- Assign appropriate management of technical contacts for signing of agreement, scheduling, and information exchange, transitioning or set up of new services
- Provide list of authorized representatives and primary contacts for monthly services communication, account performance, reconciliation and reporting delivery (if applicable)
- Provide primary contacts for any change orders, approvals for billing, invoicing and payment issues

#### **11.4 Change Order Process**

Description - The services descriptions and in the statement of work address how the services offered are deployed and provided on a month to month basis. Request for additional services or changes to the service provided will need to follow a change order process. Any change request may impact the scope of work and pricing offered.

Upon an agreement being executed by any State user or agency, the change or additional work requested beyond the defined scope of work will go through a Change Control Process. The Change Control Process will document and define the requested change in detail and provide an analysis of the change order impact on the processes and/or pricing of the services rendered. All change orders that are able to be executed will be priced accordingly, agreed to in writing prior to implementation to the satisfaction of the State user or agency requesting the change.