Information Technology Policy
Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology

ITP Number:	**ITP-PLT004**	
ITP Title:	**Statewide PC/Terminal Maintenance Contract**	
Issued by:	**Deputy Secretary for Information Technology**	
Date Issued: November 20, 1998		**Date Revised: December 20, 2010**
Domain:	**Platform**	
Discipline:	**Infrastructure**	
Technology Area:	**Desktop**	
Revision History Date:	**Description:**	
12/20/10	**ITP Refresh**	

Abstract:

Effective June 1st, 2004, the Commonwealth established a Statewide PC/Terminal Maintenance Contract with Pomeroy IT Solutions.

Policy:

All agencies, boards and commissions under the governor's jurisdiction are required to use this contract for obtaining remedial maintenance services for terminals, microcomputers, printers and other related peripheral devices that are no longer covered by the original vendor warranty.
Agencies are to consider the current usefulness of computer equipment in deciding whether to include it on the maintenance contract.
Agencies are encouraged to use this contract in lieu of extending warranty service on equipment, since the services of the maintenance contract go beyond most warranty contracts. Warranty coverage does not always factor "performance" as a major criterion, whereas the existing maintenance service contract has very specific standards and measurements.
If agencies are considering extending existing warranty service, they are to consider the following comparative analysis with IT Hardware Maintenance Contract CN00006512:

1. Compare the warranty services to those maintenance services as defined in EXIBIT A, Special Terms and Conditions, especially section 1 "Contract Scope/Overview."
2. Compare the cost differences based on equipment type and response times as listed in Exhibit C, Final Price Submittal.
3. Review the remaining contract terms as stated in Exhibit B, as well as page 4 in the Contract introduction, which describes "Service Levels & Maintenance" requirements and restrictions in detail.
4. Conduct a comprehensive comparative analysis based on "specific service requirements," as listed in the extended warranty, against the culmination of relevant contractual terms as identified in Contract Exhibits A, B, and C.
5. Any beneficial efficiencies and savings need to be documented, reviewed and approved by the Office of Administration/Office for Information Technology and Department of General Services/Bureau of Purchases, specifically the Contract Officer, prior to any contractual action taken.

Other issues regarding this contract, agency responsibilities, payment procedures, vendor performance, and other operational matters are to be directed to the Contracting Officer.

Pennsylvania Department of General Services:
Jack Banks, Contract Officer
Bureau of Purchases
414 North Office Building
Harrisburg, PA 17125
(717) 787-6586
E-Mail: jbanks@state.pa.us
Points of Contact for Pomeroy IT Solutions:

Phone number to place service calls: 877-296-7222
Alternate number: (800) 346-8727, #3399
Website: Pending
Project Manager: William Hawthorn
Phone number: 717-303-1780, #117
E-mail: bhawthor@pomeroy.com
Senior Client Representative: Gerald Rutledge
Phone number: 717-303-1780, #115
E-mail: grutledg@pomeroy.com

General:

This ITP applies to all departments, boards, commissions and councils under the governor's jurisdiction. Agencies not under the governor's jurisdiction are strongly encouraged to follow this policy.

Refresh Schedule:

All standards identified in this ITP are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

Exemption from This Policy:

Due to the required compliance with this contract, there are no exemptions from this policy.

Questions:

Questions regarding this policy are to be directed to ra-itcentral@pa.gov.

Links:

The Pomeroy Contract for IT Hardware Maintenance can be found at: http://www.dgsweb.state.pa.us/comod/contracts/cn00006512.pdf