

**ADDENDUM 3 TO APPENDIX 1 TO SCHEDULE 3.3  
TO THE  
COMPREHENSIVE INFRASTRUCTURE AGREEMENT  
DSS SHARED SERVICES**

**Overview**

The Department of Social Services (DSS) requires a limited services option for shared support of desktop and laptop hardware/software and Managed Network Services in support of local social service agencies that are provided governance and funding by the Commonwealth.

DSS distributes federal funding to these local agencies in the form of funds for salaries and other resources including IT equipment and support. In order to qualify for federal funding DSS must purchase equipment under federally sanctioned rates. The only rates available to DSS are those through VITA and approved by JLARC.

The local social service agencies are supported through their own local IT support organizations but will require the Vendor’s limited support as documented in this proposal; reduced scope of services offered in comparison to Vendor’s standard full support model. The following describes the support that will be provided to these DSS Shared Support locations. This solution is provided only for those DSS Shared Support locations as detailed in Addendum 10 to Appendix 8 to Schedule 3.3 Data Network Services SOW and will not be available to any other Eligible Customers. Addendum 10 to Appendix 8 to Schedule 3.3 provides a listing of the DSS local agencies that will require support as described herein.

**Description**

The shared support offering allows DSS Shared Support locations to procure desktop and laptop hardware, standard core desktop software, email accounts, limited Help Desk services, WAN connectivity, and Internet access from the Vendor. DSS Shared Support location IT personnel will install, configure, and support the desktop/laptop hardware used by local DSS Shared Support location staff/Third-Party Support Provider. The following table provides an overview of the Shared Support Services provided as compared to Vendor’s “full” Services:

Capability/Service Provided by ITP	Shared Support	Full Service
<b>Network Services</b>		
Access to DSS Applications and Shared Computing Resources	Yes	Yes
Internet Access	Yes – as requested	Yes
<b>Security</b>		
WAN	Yes	Yes
LAN	Provided by Self Supporting Local Agencies	Yes
Desktop	Support provided by Self Supporting Local Agencies	Yes
<b>Support</b>		
WAN/Connectivity	Yes	Yes
DSS Application Support	Yes	Yes
Desktop Refresh	Drop Ship	Yes
Desktop Break/Fix Support	Arranged with OEM by Locality	Yes
<b>Messaging and Directory Services</b>		
Email	Yes	Yes
Network Directory Service	Yes	Yes
Blackberry/Email forwarding	Not Applicable	Yes

## Technical Solution

### Desktop/Laptop, Email and Network Connectivity

The DSS Shared Support Service offering is for desktop/laptop hardware, access to MPLS network through Managed Router/Firewall, Internet Access, Help Desk and Messaging Services. This service offering is only for DSS Shared Support locations identified in Addendum 10 to the Data Networks SOW and as amended through the mutual agreement of VITA and Vendor.

Desktop/Laptop hardware – During the desktop refresh, DSS staff will provide equipment orders information to the Vendor Desktop Refresh team. During post-Transition operations, DSS staff will coordinate the procurement of desktop/laptop hardware through the Commonwealth-authorized eVA Work Request process documented in the Procedures Manual.

The hardware will be at current Commonwealth standards. Desktops Refreshes will be provided at the (5) year refresh cycle and Laptops at the four (4) year refresh cycle. The hardware will be shipped with the standard DSS Agency image. Hardware break/fix will be provided by a PC OEM arranged through DSS Shared Support location IT personnel support staff and/or Third-Party support provider. After delivery of ordered hardware, the DSS Shared Support location IT personnel may re-configure the desktops/laptops in preparation for use by the local agency personnel.

Core Desktop/Laptop software - Vendor will image the desktops/laptops with VITA-defined standard End-User device image(s) –

- DSS Agency-Specific Image
- Microsoft OS License
- An office productivity suite such as Microsoft Office will be included in the image and will be billed at a to be determined monthly price.

Messaging – Upon DSS request, the Vendor will provide Commonwealth Email accounts for each DSS Shared Support location End-User. Email will be accessible with OWA or Outlook client via the Internet.

PC Security – DSS will ensure that the DSS Shared Support location’s IT personnel are responsible for the following:

- Security Baseline - Establish the baseline for information technology (IT) security controls that include, but are not limited to, the requirements of all statutes and best practices listed in Commonwealth Security Standard – Sec 501.
- System Hardening - Configure desktop operation system in accordance with Commonwealth Security Standard – Sec 501.
- Patch Management - Perform product patch, “bug fix,” service pack installation and upgrades to the current installed version.
- Incident Response - Provide VITA with a detailed explanation of outages due to security Incidents that identify the regional impact, source of breach, and preventative measures being taken to prevent future similar Incidents and outages.
- Audit of Workstations - Maintain all documentation required for security audits.

Asset Inventory and Tracking –

- The asset inventory will be established through the initial desktop/laptop orders. Inventory modifications and tracking will be supported via IMACs. The Altiris record will be created upon deployment of the asset; this record will include the refresh date for the asset though there will be no automated asset tracking.

DSS will be responsible for supporting the Vendor's monthly inventory verification. Vendor will provide a list of desktop/laptop assets for each DSS Shared Support location. The DSS Shared Support location will update the list and return to DSS who will then consolidate the list and return to Vendor for update in the asset management database.

- VITA will grant a waiver to Vendor from standard asset reporting for the DSS Shared Support location listed in Addendum 10 to the Data Networks SOW. The waiver will be submitted at the time of amendment.
- The Altiris Asset records will be used to support Vendor's invoice to VITA and VITA's billing to DSS.
- VITA will process disputes through the Vendor IT Corrections Process documented in the Procedures Manual.

Help Desk Service – Supported DSS Shared Support locations can call the VITA Enterprise Help Desk for DSS applications support (i.e. OASIS). Other support calls (i.e. email, WAN support, Internet access) will be placed by DSS Shared Support location IT support staff/Third-Party Support Provider to the VITA VCCC. Other software (Operating System, Virus Protection, and Microsoft Office) will be supported by locality IT staff/Third Party Support Provider.

WAN Connectivity – Managed Router/Firewall – The Vendor's Managed Router and Managed Firewall Service will provide access to DSS applications and resources. Each router will have two (2) Ethernet ports on the LAN side and provide connectivity through the Vendor's MPLS network with a wide offering of bandwidth ranges available.

Internet Access – For DSS Shared Support locations, internet access will be provided in conjunction with the Managed Router and must match the bandwidth of the Managed Router ordered for the Shared Support location. Support will be provided for both outgoing and incoming traffic, content filtering and external Domain Naming Services (DNS). Internet access will be routed through MPLS network to the Internet Security Gateway (ISG). Only authorized users will be allowed access to MPLS network.

**Responsibilities**

- DSS Staff (or Eligible Customer) will:
  - During Desktop Transformation: provide equipment orders to the Desktop Refresh Team.
  - New Orders: Order desktop/laptop hardware through the COV Procurement Request System (eVA).
  - Asset Verification; DSS will be responsible for verifying assets deployed at the DSS Shared Support Location on a monthly basis to Vendor staff.
  - IMAC submission: Facilitate the return of Vendor Desktop/Laptop assets from the DSS Shared Support locations to the Vendor.

- Define Internet access requirements/rules for DSS sponsored locality end-users in compliance with Commonwealth security requirements.
- DSS Shared Support Location IT Staff/Third-Party Support Provider will:
  - Perform post hardware delivery and reconfiguring of the desktops/laptops as required to support hosted DSS sponsored locality employees.
  - Provide desktop/laptop support to hosted DSS employees.
  - Arrange for desktop/laptop hardware Break-Fix / Warranty services with OEM's as required.
  - Provide Vendor access to sites for Managed Network equipment installation/support.
  - Coordinate resolution of site connectivity issues.
  - Perform PC security activities identified above.
- Vendor will:
  - Deliver desktop/laptop hardware and software to DSS Shared Support locations that select this service offering
  - Image the desktops/laptops with a VITA-approved image
  - Remove legacy/initial refresh equipment for disposal
  - Provide DSS Shared Support location IT Staff necessary OEM information for their access to Break-Fix / Warranty support
  - Provide Help Desk, Email and Security services
  - Install/manage Managed Router/Firewall
  - Provide Internet Service as required by eligible sites through Managed Router
  - Monitor Managed Router performance/bandwidth utilization
  - Respond/resolve DSS specific applications, WAN, and Internet (as applicable) availability issues

## **Managed Network Services**

Network SLAs will be provided in accordance with the Managed Router, Managed Firewall, and Internet Access SLAs as agreed upon between VITA and Vendor and amended into the Comprehensive Infrastructure Agreement.

## **Technical Assumptions**

- DSS staff (or Eligible Customer) will provide complete and accurate monthly verification of desktop/laptop assets to Vendor.
- PC/Laptop Hardware may require upgrades. These upgrades can be accomplished when initial transition orders are made or once installed according to the following:
  - DSS places an order through eVA
  - Vendor arranges shipment of additional parts to support upgrade
  - Installation of upgrades will be accomplished by DSS Shared Support location IT staff/Third-Party support provider if they are certified by the OEM to complete such install. Otherwise, installation will be arranged with Vendor subject to an incremental non-recurring charge.

- VITA will grant Vendor a waiver from all SLAs not identified as applicable for the DSS Shared Support Services and those security requirements identified as DSS or Third Party responsibilities.
  - Security Incidents will be identified and resolved in accordance with Section 3.13 of the Agreement; provided, however, in no event will Vendor be held liable for any issues that are a direct result of vulnerability scanning of workstations as Vendor has excluded DSS Shared Support Services workstations from standard vulnerability and penetration testing as necessary to maintain current security posture due to the service offering provided to the DSS Shared Service locations.
  - DSS will maintain sufficient licensing to cover the desktop/laptop software provided in the DSS Agency Image, as is currently the practice under the Application Packaging Process documented in the Procedures Manual.
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