

We analyze and diagnose customer requirements and issues and manage (in a timely manner) the IT service requests for the Customer Service Desk. We use Remedy to track all tickets and issues. We review, verify, and standardize resolutions to complex IT issues. With respect to IT issues, we track the progress of problem resolution and perform close-out actions.

We perform all aspects of maintaining property accountability records; for example, when equipment is replaced. We coordinate technical aspects and matters relating to the successful utilization of Remedy. We evaluate and provide feedback to management on any problematic trends and patterns in customer support requirements.

We also serve as the Service Desk point of contact for the maintenance and utilization of the Manage Engine and provide IT asset management monitoring for the Agency Headquarters, to include installation, configuration, and maintenance of hardware and software and troubleshooting Personal Computers (PCs) and other mobile devices. We inform customers of problems and instruct them on the proper course of action.

We draft customer support bulletins and develop procedures for review and approval to ensure appropriate responses to future incidents of similar nature. We develop Knowledge Documents for lower-graded technicians, and these Documents are included into the Remedy Knowledge Base. We develop instructions for users based on customer needs. We conduct trend analyses to identify areas where additional customer training and assistance are needed, and we initiate appropriate action to identify and define new training requirements.

We provide visibility and central control of software licenses, manage licenses and compliance, and reduce software overspend by reporting and tracking installed software using the Blanket Purchase Agreement (BPA) portal. We conduct software inventory and report software use by user. We provide software when available to end users and identify savings opportunities for renewals and new software licensing. We review purchase requests for computer hardware and software to ensure compliance and compatibility with existing infrastructure and higher command guidelines and policies. Finally, we maintain purchase and warranty information for computer hardware, repair history, hardware, and software maintenance contracts, and peripheral equipment.

5 TAB F - PROPOSAL PRICING

JOB FAMILY	HOURLY RATE
Product Category #1 - Application Development	\$150.00
Product Category #2 - Application Maintenance and Support	\$150.00
Product Category #3 - Data Management, Analytics, and Automation	\$150.00

Product Category #4 - Enterprise Architecture	\$150.00
Product Category #5 - Project Management	\$150.00
Product Category #6 - Technology Upgrade, Migration, and Transformation	\$150.00
Product Category #7 - Business Intelligence	\$150.00
Product Category #8 - Kentico Maintenance and Support	\$150.00
Product Category #9 - Laserfiche Maintenance and Support	\$100.00
Product Category #10 - Microsoft Maintenance and Support	\$150.00
Product Category #11 - Smartsheet Maintenance and Support.	\$150.00
Product Category #12 - Geospatial Software and Data Support	\$150.00