

PCS Basic Plan Overview

BASIC SERVICES INCLUDED IN PLAN	
SERVICE	DESCRIPTION
Hardware Repair (In-Warranty)*	This service covers the repair of computer equipment** that is still under Manufacturer Warranty.
Asset Management	Tracking and updating NYCDOE's Asset Inventory Database and associated OEM warranty details based on physical changes to the computer equipment resulting from repair service or MAC (move, add or change) event. Note: For new equipment purchased through the normal NYCDOE processes, asset information is uploaded to the NYCDOE database by the equipment Manufacturer.
Hardware Retirement/ Disposal	Pickup and transportation of core computer equipment to be retired from a specified location, destroy all forms of electronic media (i.e. hard-drives), dispose of or recycle the equipment pursuant to EPA regulation, provide a certification 60 days after pickup detailing the recycle or disposal services performed and confirm software and data removal (listed by computer equipment Serial Number, Site ID and Address), and provide a date to the DOE electronic "settlement" data for the purposes of updating the DOE Asset Inventory Database to indicate retired/disposed equipment. Note: Under the Basic Plan, pickups only occur twice during the School year: once in November and once in April.

BASIC PAY PER EVENT SERVICES				
PAY PER EVENT SERVICE	EQUIPMENT TYPE	ASI FAMIS ITEM #	DELL FAMIS ITEM #	DESCRIPTION
Hardware Repair (Out-Of-Warranty)*	<i>Desktop</i>	200900000	200900144	This service covers the repair of computer equipment** that is out of Manufacturer Warranty. Note: This does not include equipment older than six years old, or the repair/replacement of hardware damaged as a result of abuse, theft, or neglect.
	<i>Laptop</i>	200900011	200900155	
	<i>Printer</i>	200900033	200900177	
	<i>Server</i>	200900022	200900166	
Coordination for Hardware Delivery	<i>Desktop</i>	100000052	100000009	Coordination of delivery for new computer equipment to your school within 10 business/School days of receiving all of the items on a particular order based on the Tracking Number, not individual PO Numbers. These services must be purchased at the same time that an equipment order is being placed.
	<i>Laptop</i>	100003030	100000562	
	<i>Printer</i>	356175096	100036921	
	<i>Server</i>	100003590	100003542	
Hardware Installation and Integration	<i>Desktop</i>	100000045	100000017	Installation and integration for the new computer equipment delivered to your School. This includes connecting devices to the internet. These services must be purchased at the same time that an equipment order is being placed.
	<i>Laptop</i>	100001903	100000575	
	<i>Printer</i>	100036965	100036932	
	<i>Server</i>	100003583	100003555	

*Hardware repair includes delivery and installation of replacement parts for remedial repair, reloading of the standard NYCDOE image (operating system) and print drivers, asset tagging (of replacement parts/systems), and connecting devices to the internet. The restoration of any additional software applications or data files is not included under this service.

**This includes most - but not all "core hardware" products; namely desktop computers, notebook/laptop computers, servers, and printers. It does not include NetBooks, or handheld devices such as BlackBerrys or iPads.

EXTENDED SERVICES
For extended services related to renting a technician, asset tagging, physical inventory of the computer equipment at your site, MACs (move, add, or change), or reconnects, please contact the DIIT Service Desk @ (718)935-5100 to have an incident opened and routed to your respective PCS vendor. The PCS vendor will follow up with you to discuss details for the service requested and advise you with the cost(s) involved and the FAMIS item # that should be used when submitting a purchase order via FAMIS.