

**ISC14D024**

**Title:** *Desktop, laptop and tablet Managed Service*  
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**Issue**

The previous contract to supply desktops and laptops held by Viglen ran for four years and expired on the 31<sup>st</sup> May 2015. Following a tender process run by ISD, UEA Purchasing and with consultation with the wider community, a new contract for the supply of desktops and laptops has been awarded to DTP Group to supply and install HP desktop and laptop hardware.

The contract delivers excellent value to the University. Desktops and laptops under the new contract are up to 13% cheaper than the existing contract for comparable models and specification and include within the cost delivery and installation to desk. This represents a significant saving for the University and improved service levels with standard devices being installed to desk in a timely manner.

Under the contract new desktops and laptops will be supplied with a UEA desktop install. The hardware will be delivered to the desk, unboxed and connected to the network by an employee of DTP Group, who will also ensure that files are transferred from the old machine to the new. DTP will dispose of all packaging and arrange for the old machine to be recycled should that be required.

The contract is live from 1<sup>st</sup> June 2015 and ISD are working with the supplier to ensure that processes are set-up to allow orders for this financial year to be completed.

**Recommendation**

Recipients are invited to note the change of contract and the arrangements for delivery and installation of new equipment.

**Risk Implications**

ISD will work with the new supplier to ensure that processes are in place so that 2014/15 budgets can be spent on desktop and laptop hardware.