



Senate Bill 583 became effective Nov. 1, 2019, requiring the Office of Management and Enterprise Services to issue a Request for Proposal for the ongoing maintenance of desktop support and management systems for all state agencies. As a result of this directive, OMES entered into a 5-year agreement with NTT Data. The goal of this partnership is to increase efficiency and uniformity for state agencies and employees by delivering a Device-as-a-Service solution that modernizes the state's workstation service desk and field services.

DaaS is a delivery model that supports enterprise hardware and delivers end-to-end lifecycle workstation services. The DaaS offering will provide deployment, troubleshooting, and maintenance of state employee workstations.

A workstation is defined as the computer device that an end user is using to complete work. The offering also provides technical support for both hardware and software. Additionally, DaaS will include acquisition of new devices through leasing, employee office relocation and on-boarding or off-boarding for employees as necessary.

For a full list of services, please review [the terms of Statewide Contract No. 1019](#).

For answers to frequently asked questions and additional information, please visit [Device-as-a-Service \(DaaS\) Resource Page](#).