

Schedule 4.4 – Asset Management Upgrades and Enhancements

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1. OVERVIEW

Contractor shall provide the technology management and upgrade/refresh services necessary to maintain all Hardware and Software used by the County in connection with the Services at manufacturers' current levels and releases to meet the County's ongoing functional and performance requirements and to maintain a current, stable, and productive working environment.

2. METHODOLOGY

2.1. Contractor shall conduct Hardware refreshes on all Hardware Assets provided by the Contractor (including Purchased Assets) based on cycles described in the appropriate Service Framework sections of Schedule 4.3. Unless otherwise indicated in Schedule 4.3, a "hardware refresh" means a complete, full box replacement (i.e. a new serial number). Certain exceptions apply, as more fully described in Schedule 4.3.

2.2. Contractor shall maintain currency on all Software Assets provided by Contractor, including any Purchased Assets that are Software, and shall upgrade such Software Assets to the latest commercially available version of the Software no later than one (1) year after the release date, unless otherwise approved by the County.

2.3. Notwithstanding anything in part 2.2 above to the contrary, Contractor shall promptly provide all security patches, service packs and other maintenance releases for Software provided by Contractor (including any Purchased Assets that are Software) as soon as such patches, packs or releases are made commercially available.

2.4. Contractor shall provide a deployment plan and communication plan to include impacted applications and business departments.

END OF SCHEDULE