Stanford University IT

**Project Name**

**Project Scope**

*Developed for:*

Client Name (Example: School of xxxxx)

*Italic, gray text in document are placeholders only*

**Date**

**SERVICE OVERVIEW AND BACKGROUND**

Provide details of proposed solution or scope of effort and explain how it will address requirements.

University IT is providing ….

The scope of this project includes an explanation of benefit or value of the proposed solution.

*(Sample text:*

***UIT Support for the School of xxxxx Service Desk with description as follows***

***Sample text establishing our expertise****: Stanford University IT is excited to have the opportunity to present the School of xxxxxx this plan for providing services to their Service Desk based on campus at Stanford. This proposal includes infrastructure and support services in support of the schools internal Service Desk.*

*Our organization has extensive direct experience in all aspects of providing the services offered in this proposal.*

*Our experience designing, implementing, and maintaining these services and their underlying infrastructure is unparalleled. As a proven comprehensive service provider in these areas, we can ensure seamless integration of these services, consistent and simplified support, and minimal administrative overhead.*

*We offer a proven ability to scale our services to while simultaneously providing the flexibility that allows for future decision-making freedom. As your “one-stop shop,” we can dramatically reduce the administrative burdens associated with managing and maintaining a Service Desk solution.*

***SOLUTION & BUSINESS REQUIREMENTS***

*Add text here.*

***Deliverables***

For Hourly Project Efforts, need to include project deliverables

The following is a list of deliverables, which correspond to the IT Services recommended approach for this project.

* A detailed project plan will be developed and provided as a deliverable for this project.

***Service Center and Support Sample Text***

*This proposal is designed specifically to align with the Service Desk requirements for the Stanford University schools. This solution is used by many different organizations at Stanford, including the Stanford Hospital and Clinics, the University IT helpdesk, Financial Management Services, etc.*

***General Assumptions***

* *The scope of services for this proposal specifically includes the Service Desk. No wiring or construction is being provided by University IT ;)*

**PRICING SUMMARY**

|  |  |
| --- | --- |
| **One Time Estimated Costs – Service Center** | |
| **Expense** | **Cost** |
| * *Purchase, design and installation of the support equipment* * *Engineering and design of the Service Desk solution* * *Configuration of the reporting application, access to the custom reporting template catalog* * *Provision and activate Service Desk license on each station* * *System failover testing* * *Training and support for agents and supervisors* * *Day One Go-Live on site support from University IT service integrators and installation and maintenance technicians* * *Day One monitoring of the solution to ensure capacity* |  |
| **Estimated One Time Costs** |  |

|  |  |
| --- | --- |
| **On-going Monthly Support Cost Estimate** | |
| **Expense** | **Cost** |
| * *Facilities Services* * *Server Support* * *Backup and Recovery Services* * *Network Services* |  |
| **Estimated Monthly Recurring Charges** |  |

**Items Not Included, prices TBD:**

**CONTACTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Phone** | **Email** |
| Name | UIT Business Partner | 650- | name[@stanford.edu](mailto:Maria1@stanford.edu) |
| Name | UIT Project Manager | 650- | name@stanford.edu |

**PROPOSAL ACCEPTANCE**

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CLIENT’S SIGNATURE BELOW ACKNOWLEDGES THAT STANDFORD SCHOOL HAS REVIEWED AND AGREED TO THE ONE TIME AND RECURRING PRICING PROPOSAL

|  |  |  |
| --- | --- | --- |
| **STANFORD \_\_\_\_\_ *DEPT NAME(Client)*** |  | **STANFORD IT SERVICES** |
| X |  | X |
| Signature |  | Signature |
|  |  |  |
| Printed Name |  | Printed Name |
|  |  |  |
| Title |  | Title |
|  |  |  |
| Date |  | Date |

**APPENDIX A: Preliminary Project Milestones**

|  |  |  |  |
| --- | --- | --- | --- |
| Task Name | Duration | Start | Finish |
|  |  |  |  |
| **Milestone 1 – Project Initiate** | **5 days** |  |  |
| **Milestone 2 – Plan** | **20 days** |  |  |
| **Milestone 3 - Design** | **20 days** |  |  |
| **Milestone 4 - Execute** | **30 days** |  |  |
| **Milestone 4 – Project Close** | **5 days** |  |  |