

Halifax – Corporate Capabilities

Client

Virginia Retirement System (VRS)



Service Line

Technology Deployment and Integration Services
(Seat Management)

Contract Description

VRS is a state agency that administers a defined benefit plan, a group life insurance plan, a deferred compensation plan and a cash match plan for Virginia's public sector employees, as well as an optional retirement plan for political appointees and the Virginia Sickness and Disability Program for state employees. In 1998 VRS entered into a contract with Halifax Corporation for services for Information Technology and Enterprise Architecture. Service Level Agreements (SLAs) are in place to maintain a high standard of service. Examples of this dependable service include installation within five days of order, repair or replacement of desktops and laptops within 24 hours, and repair or replacement of servers within four hours.

Contract Requirements

The contract requires Halifax to provide qualified engineers for the installation process and maintenance services for VRS. The Seat Management contract includes the following services:

- Hardware and software acquisition
- Configuration and imaging
- Installation
- User orientation training
- Upgrades
- Maintenance and Support
- Asset Management
- Disposal
- Technology Refresh
- Project Management

Successes and Highlights

- VRS has approximately 300 personal computer users. To date, Halifax has installed 250 of these seats with >95% of the machines installed by the required date. In addition, Halifax has started the refresh of assets installed in the pilot year of the contract.
- Halifax has installed and maintained approximately 20 Intel-based servers.
- Based on superior performance and consistent execution of services, Halifax was awarded a three-year contract extension.