

Virginia Information Technologies Agency



Exhibit 2

Description of Services and Solution

VA-180915-XERX: Managed Print Services

**COMMONWEALTH OF VIRGINIA
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)
SUPPLY CHAIN MANAGEMENT DIVISION**

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CHESTER, VIRGINIA 23836

Table of Contents

1.0	Introduction.....	3
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1.0 Introduction

This **Exhibit 2 (Description of Service and Solution)** to the Master Services Agreement between VITA and the Supplier, together with the following attachments (incorporated by reference herein), details the Supplier's description of service, solution, implementation plans, and related obligations.

Attachments to Exhibit 2 include:

- **Exhibit 2.1 (Description of Services – End User Printing and Hardware)**
- **Exhibit 2.2 (Description of Services – Cross Functional Services)**
- **Exhibit 2.3 (Solution)**
- **Exhibit 2.3.1 (Solution – End User Printing and Hardware)**
- **Exhibit 2.3.2 (Solution – Cross Functional Services)**
- **Exhibit 2.4 (Implementation Plan)**
- **Exhibit 2.4.1 (Implementation Milestones)**
- **Exhibit 2.5 (Transition Out Plan)**
- **Exhibit 2.6 (RESERVED)**
- **Exhibit 2.7 (Sites)**