BAND 1: DESKTOP - Discount Structure

Responder Name:

Dell Marketing LP

Please fill in the yellow cells.

1. BASELINE PRICING

IDENTIFY BASELINE/LIST PRICING UTIILIZED:	Pricelist

2. MINIMUM BAND DISCOUNT

PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.

PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	13.50%
ADDITIONAL CATEGORIES	**DISCOUNT**
Category H - includes some desktops	4.00%
Category W - includes some desktops	0.50%
Category Z - includes some desktops	0.50%
Category S - includes some monitors and printers	2.50%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	5.50%
ADDITIONAL CATEGORIES	**DISCOUNT**
Category X	0.50%

4: OPTIONAL: LEASE RATES

Provide Current lease rates

DFS is including sample lease rates. These rates are based on like term T-Bills + 5.50%. Rates are always good for 90 days. Rates are based on equipment and the entity that will be leasing. The chart below demonstrates current rates.

Standard FMV Dell Client/Enterprise/Tier 1 DT & NB

Term	24	36	48
LRF $100,000+	0.03630	0.02665	0.02285

Standard FMV Non-Dell Client/Enterprise

Term	24	36	48
LRF $100,000+	0.03640	0.02875	0.02315

BAND 1: DESKTOP - Volume Discounts

Responder Name:

Dell Marketing LP

Please fill in the yellow cells.

Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)

1. Per Transaction Multiple Unit Discount

Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.

For Category A only, single purchase order, maximum of 10 ship-to-locations

Minimum Dollar Value Associated with Single Transaction (Column 1)
Maximum Dollar Value Associated with Single Purchase Order (Column 2)
Category A Discount in Addition to the Initial Pricing Level Discount (Column 3)

Column 1	Column 2	Column 3
$50,000	$99,999	Greater than or equal to 1%
$100,000	$199,999	Greater than or equal to 4%
$500,000	$999,999	Greater than or equal to 6%
$1,000,000	No Maximum	Greater than or equal to 8%

2. Cumulative

Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

Dell will review such deals on a case by case basis and if possible provide an additional discount.

3. Other Discounts

Describe additional discounts available.

For purchases made online via dell.com, Dell is offering an additional .5% discount per category, for example, Category A products have a discount of 13.5% but if purchased online the discount is 14%. Please see the cost response for the complete listing of Dell product categories and discounts.

BAND 1: DESKTOP - EQUIPMENT - Market Basket Pricing

Responder Name:

Dell Marketing LP

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	*D0B-1*	*1*	*ABC123*	*Acme Roadrunner XI*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Desktop	D1B-1	1	210-AATO*this sku reflects the base unit and does not include other items that encompass a complete system such as operating system or power cords which have individual skus. An example is provided in the cost response.	Dell OptiPlex 9020 SFF	$ 420.00	13.50%	$ 363.30
Desktop	D2B-1	1	210-AATM *this sku reflects the base unit and does not include other items that encompass a complete system such as operating system or power cords which have individual skus. An example is provided in the cost response.	Dell OptiPlex 9020 MiniTower	$ 410.00	13.50%	$ 354.65
						Total	$ 717.95

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU#	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Option/Upgrade	D1O-1	1	AMD Radeon HD 8490- 490 BBFH	PCI Express x-16 512 MB discrete dual video	$ 84.00	5.50%	$ 79.38
Option/Upgrade	D1O-2	1	500GB SSD Hybrid 400-AANE	Upgrade to 500GB Solid State Drive	$ 130.00	5.50%	$ 122.85
Option/Upgrade	D1O-3	1	400-AAMH	Upgrade to 500GB Self Encrypting Drive	$ 160.00	5.50%	$ 151.20
Option/Upgrade	D1O-4	1	370-AAJC	Upgrade to total 16GB RAM	$ 260.00	5.50%	$ 245.70
Peripheral	D1P-1	1	210-ABPD	Color Printer	$ 359.99	2.50%	$ 350.99
Peripheral	D1P-2	1	224-4035	Black & White Printer	$ 279.99	2.50%	$ 272.99
Peripheral	D1P-3	1	320-9799	23" Monitor	$ 249.99	13.50%	$ 216.24
Peripheral	D1P-4	1	225-4015	27" Monitor	$ 754.99	2.50%	$ 736.12
						Total	$ 2,175.47

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for D2B-1	Dell volume discounts are on tab 2. Additional discounts will be reviewed on a per deal basis.
Calculate price for 100 units based on volume discount provided for D2B-1	Dell volume discounts are on tab 2. Additional discounts will be reviewed on a per deal basis.
Calculate price for 1000 units based on volume discount provided for D2B-1	Dell volume discounts are on tab 2. Additional discounts will be reviewed on a per deal basis.

BAND 1: DESKTOP - SERVICES - Market Basket Pricing

Responder Name:

Dell Marketing LP

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
DS-1	1	Warranty Upgrade-2 yr	0.50%
DS-2	1	Warranty Upgrade-3 yr	0.50%
DS-3	1	Warranty Upgrade-AD	0.50%
DS-4	1	Break Fix - Non Warranty	0.50%
DS-5	1	Image Loading	0.50%
DS-6	1	Image Consulting	0.50%
DS-7	1	Asset Tagging	0.50%
DS-8	1	Installation	0.50%
DS-9	1	General Consulting	0.50%
DS-10	1	Training	0.50%
DS-11	1	Staging/Deployment	0.50%

BAND 1: DESKTOP #1 - Market Basket Specs

Responder Name:

Dell Marketing LP

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

D1B-1	**DESKTOP 1 SKU:**	210-AATO	**DESKTOP 1 LIST PRICE:**	$ 420.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
D1B-1	*Manufacturer Name*	*Specify manufacturer*	Dell	Quote# 670249212
	Manufacturer Base Model Name	*Specify the base model name*	Optiplex 9020 Small Form Factor	210-AATO
	Manufacturer Base Model #	*Specify the base model number*	9020	210-AATO
	Operating System	**Windows 7 Professional 64-bit**	Windows 7 Pro 64 bit	32 bit only allows up to 4GB memory
	Intel Processor	**Core i5-4440**	I5-4570 (Quad Core, 3.20GHz Turbo, 6MB)	338-BCDV
	Intel Core vPro Platform label	**Intel Core vPro Processor**	Intel vPro Technology Enabled	631-AABI
	Intel vPro Chipset	*Specify chipset (i.e. Q67 Express or Q77 Express)*	Intel Q87 Express chipset	n/a
	RAM - capacity, type and open slots	**8GB, DDR3, two open slots**	8GB (2x4GB) 1600MHz DDR3	370-AAMG
	RAM - speed	**1600 Mhz**	1600MHz	370-AAMG
	Hard Drive - capacity, type and rpms	**250 GB SATA hard drive 7200 rpm**	320GB 2.5inch Serial ATA (7.200 Rpm)	400-AANQ
	Hard Drive - bits per second and cache size	**3 Gb/s / 32 MB cache**	Sata 3 drive has 6 Gbs	n/a
	Sound	**Integrated sound**	integrated sound	n/a
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**	Integrated Intel® I217LM Ethernet LAN 10/100/1000	n/a
	Optical Drive	**DVD+/- RW**	8X DVD+/-RW	429-AADT
	Case	*Specify least cost case type (desktop, SFF, etc.)*	SFF	210-AATO
	PCI slots	*Specify number and size (half/full)*	none	n/a
	PCI Express (PCIe) slots	*Specify number and speed (x1/x16)*	(1) PCIe x16 Slot, (1) PCIe x16 (wired x4)Slot	n/a
	Bays - 5.25 and 3.5 inch	*Specify # of open (unused) 5 1/4" and 3.5" bays*	none	n/a
	Video	**HD graphics, dual digital video output**	Intel Integrated Graphics, (2) DP	490-BBFG
	Keyboard	**USB Standard 104-key keyboard**	QuietKey USB Keyboard Black	580-AAQX
	Mouse	**USB Optical mouse**	Dell USB Optical Mouse	570-AACR
	Input - Legacy Ports	*Specify whether parallel and serial port available*	(1) serial port	n/a
	USB	**Six USB ports 2.0 or greater, minimum one USB 3.0**	4 USB 3.0 and 6 USB 2.0	n/a
	Warranty	**Manufacturer Warranty - minimum one year**	1 year basic warranty	939-2501
	Energy-Star	**Energy Star 5.0 compliant**	Energy Star 6.0, Catalogue A	387-BBCI
	EPEAT	**EPEAT BRONZE level**	Energy Star 6.0, Catalogue A	387-BBCI

OPTIONS/UPGRADES

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer SKU #	List Price
D1O-1	PCI Express x-16 512 MB discrete dual video	Provide description	AMD Radeon HD 8490 - 490-BBFH	$ 84.00
D1O-2	Upgrade to 500GB Solid State Drive	Provide description	500GB SSD Hybrid 400-AANE	$ 130.00
D1O-3	Upgrade to 500GB Self Encrypting Drive	Provide description	400-AAMH	$ 160.00
D1O-4	Upgrade to total 16GB RAM	Provide description	370-AAJC	$ 260.00

BAND 1: DESKTOP #2 - Market Basket Specs

Responder Name:

Dell Marketing LP

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Please fill in the yellow cells.

Base Equipment (Hardware)

D2B-1	**DESKTOP 2 SKU:**	210-AATM	**DESKTOP 2 LIST PRICE:**	$ 410.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
D2B-1	*Manufacturer Name*	*Specify manufacturer*	Dell	Quote# 670315947
	Manufacturer Base Model Name	*Specify the base model name*	Optiplex 9020 Mini Tower	210-AATM
	Manufacturer Base Model #	*Specify the base model number*	9020	210-AATM
	Operating System	**Windows 7 Professional 64-bit**	Windows 7 Pro 64 bit	32 bit only allows up to 4GB memory
	Intel Processor	**Core i7-4770**	i7-4770 (Quad Core, 8MB Cache, 3.40GHz)	338-BCCG
	Intel Core vPro Platform label	**Intel Core vPro Processor**	Intel vPro Technology Enabled	631-AABI
	Intel vPro Chipset	*Specify chipset (i.e. Q67 Express or Q77 Express)*	Intel Q87 Express chipset	n/a
	RAM - capacity, type and open slots	**16 GB, DDR3 two open slots**	16GB (2x8GB) 1600MHz DDR3	370-AAJC
	RAM - speed	**1600 Mhz**	1600 Mhz	370-AAJC
	Hard Drive - capacity, type and rpms	**250 GB SATA hard drive 7200 rpm**	320GB 2.5inch Serial ATA (7.200 Rpm)	400-AANQ
	Hard Drive - bits per second and cache size	**6 Gb/s / 64 MB cache**	Sata 3 drive has 6 Gbs	n/a
	Sound	**Integrated sound**	Integrated sound	n/a
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**	Integrated Intel® I217LM Ethernet LAN 10/100/1000	n/a
	Optical Drive	**DVD +/- RW**	16X Half Height DVD+/-RW	429-AAED
	Case	*specify case*	mini tower	210-AATM
	PCI slots	*Specify number and size (half/full)*	one full height PCI	n/a
	PCI Express (PCIe) slots	*Specify number and speed (x1/x16)*	1 full height PCIe x16 1 full height PCIe x16 (wired x 4) 1 full height PCIe x1	n/a
	Bays - 5.25 and 3.5 inch	*Specify # of open (unused) 5 1/4" and 3.5" bays*	(1) 5 1/4 open bay	n/a
	Video	**PCI Express x-16 512 MB discrete dual video, dual digital video out**	AMD RadeonHD 8490, 1GB DDR3, FH, 1 DP 1 DVI	490-BBIK
	Keyboard	**USB Standard 104-key keyboard**	Dell KB212-B QuietKey USB Keyboard Black	580-AAQX
	Mouse	**USB Optical mouse**	USB Optical Mouse	570-AACR
	Input - Legacy ports	*Specify whether parallel and serial port available*	(1) serial port	n/a
	USB	**Six USB ports 2.0 or greater, minimum one USB 3.0**	4 USB 3.0, 4 USB 2.0, 2 internal USB 2.0	n/a
	Warranty	**Manufacturer Warranty - minimum one year**	1 year basic warranty	939-2501
	Energy-Star	**Energy Star 5.0 compliant**	Energy Star 6.0, Catalogue A	387-BBCI
	EPEAT	**EPEAT BRONZE level**	Energy Star 6.0, Catalogue A	387-BBCI

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer SKU #	List Price
D2O-1	Upgrade to 250GB Solid State Drive	Provide description	AMD Radeon HD 8490- 490 BBFH	$ 84.00
D2O-2	Upgrade to 500GB Solid State Drive	Provide description	500GB SSD Hybrid 400-AANE	$ 130.00
D2O-3	Upgrade to 500GB Self Encrypting Drive	Provide description	400-AAMH	$ 160.00
D2O-4	Upgrade to total 32GB RAM	Provide description	370-AAJC	$ 260.00

BAND 1: DESKTOP - PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Dell Marketing LP

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Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

Color PRINTER

D1P-1	**PERIPHERAL 1 SKU:**	210-ABPD	**PERIPHERAL 1 LIST PRICE:**	$ 359.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
D1P-1	*Manufacturer Base Model Name*	*Specify the base model name*	Dell	210-ABPD
	Manufacturer Base Model #	*Specify the base model number*	Dell C2660DN Color Laser Printer	210-ABPD
	Print speed (ppm)	**20**	28 ppm	N/A
	Minimum recommended print volume	**250 pages per month**	750 - 3000 duty cycle	N/A
	Network Connection	**Yes**	yes	N/A
	Two sided printing	**Automatic**	automatic	N/A
	Memory	**32 MB**	512mb	N/A
	Print resolution	**600dpi**	yes 600dpi	N/A
	Paper size	**Letter**	yes drawers will extend to legal size	N/A
	Paper trays	**250 sheets**	yes 250 drawer with optional 550	N/A
	Energy Star compliance (verified at www.energystar.gov)	**Yes**	yes	N/A
	Warranty	**minimum one (1) year warranty**	yes	N/A

Black and White PRINTER

D1P-2	**PERIPHERAL 2 SKU:**	224-4035	**PERIPHERAL 2 LIST PRICE:**	$ 279.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
D1P-2	*Manufacturer Base Model Name*	*Specify the base model name*	Dell	224-4035
	Manufacturer Base Model #	*Specify the base model number*	Dell B2360db	224-4035
	Print speed (ppm)	**20**	40ppm	N/A
	Minimum recommended print volume	**250 pages per month**	750-7200 duty cycle	N/A
	Network Connection	**Yes**	Yes	N/A
	Two sided printing	**Automatic**	Automatic	N/A
	Memory	**128 MB**	128MB expandable to 256	N/A
	Print resolution	**600dpi**	yes 600dpi	N/A
	Paper size	**Letter**	yes drawers will extend to legal size	N/A
	Paper trays	**250 sheets**	yes 250 drawer with optional 550	N/A
	Energy Star compliance (verified at www.energystar.gov)	**Yes**	yes	N/A
	Warranty	**minimum one (1) year warranty**	yes	N/A

BAND 1: DESKTOP - PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Dell Marketing LP

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Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

23" Monitor

D1P-3	PERIPHERAL 3 SKU:	320-9799	PERIPHERAL 3 LIST PRICE:	$ 249.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
D1P-3	*Manufacturer Name*	*Specify manufacturer*	Dell	320-9799
	Manufacturer Base Model Name	*Specify the base model name*	P2314H	320-9799
	Manufacturer Base Model #	*Specify the base model number*	P2314H	320-9799
	Screen size (diagonal measure)	**23 inches**	23 inches	320-9799
	Format	**Wide-Format, WSXGA compatible**	yes	n/a
	Resolution	**1920 x 1080**	Full HD 1920 x 1080 resolution at 60Hz (max.)	n/a
	Brightness	**250 Nits / cd/m2**	250 cd/m² brightness	n/a
	Contrast	**400 to 1**	1000:1 contrast ratio	n/a
	Response Time	**8 ms**	8 ms (gray to gray)	n/a
	Pixel Policy	**ISO-13406-2**	yes	n/a
	VGA interface	**VGA interface required**	yes	n/a
	DVI interface	**DVI interface required**	DVI-D (excluding DVI-D cables)	n/a
	Display Port (DP) Interface	**include DP interface**	yes	n/a
	Cables	**include DVI cable**	yes	n/a
	Warranty	**minimum one (1) year warranty**	yes	n/a
	Mounting Hole Pattern	**VESA Compliant**	yes	n/a
	Stand	**Height-adjustable stand**	yes	n/a
	Energy-Star	**Energy Star compliant per v4.1 Tier II standard**	ENERGY STAR® Qualified	n/a
	Security lock slot	*Specify whether monitor has security lock slot*	Security lock slot (cable lock sold separately)	n/a
	EPEAT	**EPEAT BRONZE level**	EPEAT® Gold Rated	n/a
	Environmental	*Specify whether monitor is RoHS compliant*	yes	n/a

27" MONITOR

D1P-4	PERIPHERAL 4 SKU:	225-4015	PERIPHERAL 4 LIST PRICE:	$ 754.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
D1P-4	*Manufacturer Name*	*Specify manufacturer*	Dell	225-4015
	Manufacturer Base Model Name	*Specify the base model name*	U2713HM	225-4015
	Manufacturer Base Model #	*Specify the base model number*	U2713HM	225-4015
	Screen size (diagonal measure)	**27 inches**	27"	225-4015
	Format	**Wide-Format, WSXGA compatible**	yes	n/a
	Resolution	**2560 x 1440**	2560 x 1440 resolution	n/a
	Brightness	**250 Nits / cd/m2**	350 cd/m2 (typical), 50 cd/m2 (minimum)	n/a
	Contrast	**400 to 1**	1000 to 1 (typical), Dynamic Contrast Ratio: 2 Million:1 (Max)	n/a
	Response Time	**8 ms**	8ms (grey to grey)	n/a
	Pixel Policy	**ISO-13406-2**	yes	n/a
	VGA interface	*Specify whether VGA interface is included*	yes	n/a
	DVI interface	**DVI interface required**	yes	n/a
	Display Port (DP) Interface	*Specify whether DP interface is included*	yes	n/a
	Cables	*Specify whether DVI cable is included*	yes	n/a
	Warranty	**minimum one (1) year warranty**	yes	n/a
	Mounting Hole Pattern	**VESA Compliant**	yes	n/a
	Stand	**Height-adjustable stand**	yes	n/a
	Energy-Star	**Energy Star compliant per v4.1 Tier II standard**	ENERGY STAR® Qualified	n/a
	Security lock slot	*Specify whether monitor has security lock slot*	Security lock slot (cable lock sold separately)	n/a
	EPEAT	**EPEAT BRONZE level**	EPEAT® Gold Rated	n/a
	Environmental	*Specify whether monitor is RoHS compliant*	yes	n/a

BAND 1: DESKTOP - SERVICES - Market Basket Specs

Responder Name:

Dell Marketing LP

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	**Description**	**Minimum**	**Manufacturer's Proposal**	**Manufacturer SKU #**
D1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Desktop 1	Dell differentiates between warranty and service level. Dell provides a standard warranty that the products it manufactures will be free from defects in materials and workmanship for a specified period of time. Dell also provides a standard minimum level of support for that warranty. Customers may elect to purchase an upgrade service level to support the warranty. Limited Warranties and Return Policy Dell-branded hardware products purchased in the U.S. or Canada come with a 90-day, 1-year, 2-year, 3-year or 4-year limited warranty, depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip, invoice, or receipt. The following sections describe the limited warranties for the U.S. What is covered by this limited warranty ? This limited warranty covers defects in materials and workmanship in your — our end-user customer's — Dell-branded hardware products, including Dell-branded peripheral products. What is not covered by this limited warranty? This limited warranty does not cover: ● Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software ● Non-Dell branded and Solution Provider Direct products and accessories ● Problems that result from: o External causes such as accident, abuse, misuse, or problems with electrical power o Servicing not authorized by Dell o Usage that is not in accordance with product instructions o Failure to follow the product instructions or failure to perform preventive maintenance o Problems caused by using accessories, parts, or components not supplied by Dell ● Products with missing or altered Service Tags or serial numbers	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties

D1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Desktop 1	Dell differentiates between warranty and service level. Dell provides a standard warranty that the products it manufactures will be free from defects in materials and workmanship for a specified period of time. Dell also provides a standard minimum level of support for that warranty. Customers may elect to purchase an upgrade service level to support the warranty. Limited Warranties and Return Policy Dell-branded hardware products purchased in the U.S. or Canada come with a 90-day, 1-year, 2-year, 3-year or 4-year limited warranty, depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip, invoice, or receipt. The following sections describe the limited warranties for the U.S. What is covered by this limited warranty ? This limited warranty covers defects in materials and workmanship in your — our end-user customer's — Dell-branded hardware products, including Dell-branded peripheral products. What is not covered by this limited warranty? This limited warranty does not cover: ● Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software ● Non-Dell branded and Solution Provider Direct products and accessories ● Problems that result from: o External causes such as accident, abuse, misuse, or problems with electrical power o Servicing not authorized by Dell o Usage that is not in accordance with product instructions o Failure to follow the product instructions or failure to perform preventive maintenance o Problems caused by using accessories, parts, or components not supplied by Dell ● Products with missing or altered Service Tags or serial numbers	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties
D1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Desktop 1	Your Dell standard warranty does not protect systems against accidental damage . Dell Accidental Damage Service provides coverage of desktops and notebooks against accidental damage— providing repair or replacement (of a system equal to the original system). Accidental Damage Service can offer peace of mind for hardware systems exposed to high-risk usage and environments where end users are part of a mobile workforce, or in field sales, shared workspaces, retail, or classroom settings. Accidental Damage Service is available in 1-5 year terms, coinciding with the term of the product's underlying limited hardware warranty , allowing you to customize your coverage based on the needs of your businesses usage environments. Examples of damage where the hardware unit would be repaired or replaced are: ● Liquid spilled on or in unit ● Drops, falls, and other collisions ● Electrical surge ● Damaged or broken LCD due to a drop or fall Examples of damage where the hardware unit would not be repaired or replaced are: ● Damage due to fire ● Intentional damage (such as hammer marks) ● Normal wear ● Cosmetic damage ● Consumable parts (ex. bulbs, toner) ● Theft or loss Accidental Damage is only available for Dell branded products. The product will be tagged with a serial number that will indicate your purchase cover (the "Service Tag").	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties

D1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Desktop 1	Break/fix support provides technical diagnosis and repair of defective hardware products and peripherals at the end-users location or an authorized service facility. This includes hardware and peripheral support services for warranty and post-warranty support. Hardware break/fix services include the labor and parts required to restore the product to its standard manufacturer-approved operating state. Dell In-Warranty Break/Fix Support—The Dell Help Desk is directly connected to Dell Technical Support and the contract service management systems used to dispatch parts and service. This means that the same help desk that directly supports your end users can administer service activity that is covered under a Dell hardware service contract. Dell will provide warranty labor and parts for all Dell laptop break/fix issues. Non-Dell and Out-of-Warranty Break/Fix Support—Standard Triage is provided for Non-Dell and Out-of-Warranty systems. The Dell Help Desk can also dispatch on-site, event-based Desk-side support as needed. Peripheral and Printer Support—Standard Triage is provided for Printers and Peripherals. The Dell Help Desk can also dispatch on-site, event-based Desk-side support as needed	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties
D1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	With Dell's Image Management Services, customers can reduce or eliminate the time-consuming work of developing, validating and maintaining images for new systems. Dell provides an integrated suite of solutions that can help achieve platform stability and consistency without compromising the level of control demanded by specific business requirements. ● X-Image – Dell specialist creates platform independent images ● ImageDirect – Cloud-based management tool ● Imaging Load for KACE/SCCM/MDT Integration and allows for deployment in remote environments ● Factory Image Load – Replicate standard images on all new systems	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties
D1S-6	Image Consulting	Develop custom software image solution.	X-Image - Professional specialist-level service for cross-platform imaging - Legacy system support plus current/future - Highly customised images - Up to 4 X-Image updates per year included, plus all Dell driven changes - Localisation for departmental application loads - Supports 64-bit OS	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties

D1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	All Dell OptiPlex, Latitude, and Precision Workstation systems are integrated with a unique service tag number, provided as a physical bar-coded asset label on the outside of each system chassis. Asset Data Services involves the application of standard or custom asset tags for systems, monitors, and packing boxes. Dell's MIAS (Manufacturing Integrated Asset Services) tool integrates asset tagging into our standard manufacturing process by leveraging Dell's existing processes and incorporating new state-of-the-art software and database technology. A variety of options are available for the asset tagging: ● Dell-generated asset tags are available in three sizes: – 5"x5" (large box – matte white paper) – 1.5"x3" (medium – matte platinum polyester) – 1"x2" (small – glossy white polyester – Font:: Zebra Triumvirate – Color print is not available at this time; custom logos are not recommended. – Position of the asset tag on the system and/or peripheral is determined in the Technical Specifications. – Barcode(s) can be incorporated into the asset tag; using codes 3 of 9 ● Customer-supplied (consigned) asset tags must be pre-printed and include a barcode ● Electronic asset tags are configured in the System Setup program (CMOS/BIOS) ● Custom box labels Asset Tag Reporting We can provide daily asset reporting on Dell manufactured systems via e-mail. Reports can be e-mailed to multiple customer e-mail addresses in either a Microsoft Excel spreadsheet or a comma-delimited file. Reports can be generated on a daily, weekly (customer selects the day of the week), or monthly (distributed on the 5th) basis.	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties	
D1S-8	Installation	Describe equipment installation services available	Dell Installation Services provides the expert knowledge and the resources to get your new systems up and running quickly. Dell Certified Technicians use proven methodologies to minimize installation time. We give you a wide range of standard Client and Enterprise Installation options to meet your specific needs, no matter how many locations you have throughout the world. If needed, Dell can design Custom Installation services to meet your unique requirements. On-site Expertise – Dell will send our technicians to your locations to manage every aspect of installing your new systems, from planning and managing the schedule to installing each PC, server or switch. Efficient Remote Deployments – By using Dell Certified Technicians located near your remote sites, we increase the efficiency of installing systems throughout your organization and save you travel costs. Our installation process uses proven methodologies and an expert team to install your new PCs and connect them to your network. We will also connect your external peripherals, like printers and scanners. And you don't have to purchase new PCs to take advantage of this service. It is a stand-alone offer available to any environment at any time. If you are replacing systems, Dell can provide Data Migration in addition to our PC Installation services. We will migrate data from your old systems to the new computers so you can immediately begin experiencing the benefits of your new technology investment with minimal disruption to your end users.	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties	

D1S-9	General Consulting	Describe Consulting services available	expensive consulting engagements, we leverage the Dell Consulting Solution Lifecycle — a targeted consulting methodology based on experience gained through customer engagements to deliver predictable outcomes on defined timelines. By pinpointing areas for improved efficiency and presenting recommendations and solutions that include hardware, software and services, Your customers will quickly realize the cost benefits and reduced burden by simplifying IT — from the data center to the desktop. Meeting customer needs with: ● Data Center services simplify and transform your customer's network, storage, server and overall function of data center. ● Enterprise Architecture address overarching enterprise issues including strategy, application management, and disaster recovery. ● End User Computing empower your customer's customers with powerful end user technologies ● Dell Education Services (DES) offers a wide and consistent range of training services to help support customer organization, enhancing the skills and capabilities of their staff to add real value and impact on business from training investments. Our aim is to enable you to control costs and assess value through clarity of committed outcome, pricing and approach. You will also be clear on what to do when we leave. ● Every service agreement is designed to be distinct and valuable ● Dell deploys proven methodologies, processes and reference architectures, coupled with innovative tools, automated analysis and relevant intellectual property ● We offer predictable outcomes, pricing and timelines ● We deliver end-to-end projects based on open-standards, with full knowledge transfer to ensure your independence ● We value partnership, and offer a comprehensive set of support options, including: — Collaborative support services staffed by Dell technicians — Fully documented solutions for rapid problem resolution — Proactive 'health' checks	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties	
D1S-10	Training	Describe Training Services Available	Dell can be your trusted partner by offering training and education services for Dell products as well as other key technology areas. Training can be delivered through various options including: ● Online ● Classroom-based ● On-site courses ● Live Distance Learning Our training portfolio includes classes on storage (Dell, Compellent, EqualLogic and Server); official Microsoft and VMware virtualization courses; and other key technology based offerings that can be customizable to meet your organization's unique environment and tailored specifically to the audience learning objectives. All instructor led courses can be customized such as adding more content, reducing class length, combing classes or focusing on only a couple of key concepts that are relevant to the student's daily duties. Visit the following links to view our most current offerings (standard and customized options): ● EqualLogic: www.LearnDell.com/equallogic ● Server: www.LearnDell.com/server ● Client: www.LearnDell.com/client ● Microsoft: www.LearnDell.com/microsoft ● VMware: www.LearnDell.com/virtualization ● Compellent: www.LearnDell.com/compellent	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties	

D1S-11	Staging/Deployment	Describe staging/deployment services	In addition to pre-installation services (Image Management, Configuration Services and Asset Management), Dell offers a range of installation and deployment services to simplify the management and accountability issues. Assessments - Strategic guidance to make informed decisions about the scope of your deployment requirements and the benefits of an optimized approach. Design - Preparation of detailed plans for optimized deployment of customized hardware including ongoing management and support, to help ensure achievement of business objectives. Implementation - A managed deployment, delivered on time and within budget, ensuring mitigation of risk and achievement of business objectives as well as an enhanced user experience. Management - Lifecycle management of services based on industry best practice, delivering a stable and responsive service that accurately addresses business needs, with a focus on continuous improvement. For Enterprise components (servers, storage and switches), Dell Services consultants will work with you to specify your configuration requirements and IT strategies, documenting these for the installation engineer to minimize the amount of work you will need to undertake. For large deployments such as system renewals and green field rollouts, installation can be a major project in its own right. Dell Services offer a tailored range of complete implementations, including ● Logistics Management (including supply coordination, staging, and asset tracking) ● Installation Services (including customization of clients at the desk-side, asset recovery for storage or disposal, and data migration) ● Post-Implementation Support (including asset register construction, floor-walking and training)	Because of the variables associated with the delivery of services, standard SKUs are not available. All services provided by Dell will be described in one or more of the following: (i) "Service Descriptions" used to describe any services purchased by an entity; (ii) any mutually agreed upon "Statement of Work" ("SOW") executed by the parties; or (iii) any "Technical Specification Form" approved by the parties