BAND 3: TABLET - Discount Structure

Responder Name:

Dell Marketing

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	2.50%
ADDITIONAL CATEGORIES	**DISCOUNT**
Category A - includes some tablets	13.50%
Category S - includes some tablets, 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 3: TABLET - Volume Discounts

Responder Name:

Dell Marketing

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)

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 3: TABLET - Market Basket Pricing

Responder Name:

Dell Marketing

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	*TB-1*	*1*	*ABC123*	*Acme - Coyote IV*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Tablet	T1B-1	1	210-ABQL *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 Venue 7	$ 109.99	2.50%	$ 107.24
Tablet	T2B-1	1	210-ABEJ *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 Venue 11 Pro	$ 350.00	2.50%	$ 341.25
						Total	$ 448.49

OPTIONS/UPGRADES/PERIPHERALS

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

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	T1O-1	1	460-BBFD	Case/Sleeve option - no keyboard	$ 19.99	13.50%	$ 17.29
Upgrade	T1O-2	1	Not currently available	Case/Sleeve option - with keyboard	$ -	0.00%	$ -
Upgrade	T1O-3	1	Currently available for Venue 11 Pro 332-2364	Charging dock	$ 139.99	13.50%	$ 121.09
Upgrade	T1O-4	1	Coming soon	Car charger	to be announced		#VALUE!
Peripheral	T1P-1	1	210-ABPD	Color Printer	$ 359.99	2.50%	$ 350.99
Peripheral	T1P-2	1	224-4035	Black & White Printer	$ 279.99	2.50%	$ 272.99
Peripheral	T1P-3	1	320-9798	19" Monitor	$ 199.99	13.50%	$ 172.99
Peripheral	T1P-4	1	320-9776	24" Monitor	$ 229.99	13.50%	$ 198.94
						Total	#VALUE!

VOLUME DISCOUNTS	
Calculate price for 10 units based on volume discount provided for T2B-1	Dell volume discounts are on tab 2. Additional
Calculate price for 100 units based on volume discount provided for T2B-1	Dell volume discounts are on tab 2. Additional
Calculate price for 1000 units based on volume discount provided for T2B-1	Dell volume discounts are on tab 2. Additional

BAND 3: TABLET - Market Basket Pricing

Responder Name:

Dell Marketing

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
TS-1	1	Warranty Upgrade-2 yr	0.50%
TS-2	1	Warranty Upgrade-3 yr	0.50%
TS-3	1	Warranty Upgrade-AD	0.50%
TS-4	1	Break Fix - Non Warranty	0.50%
TS-5	1	Image Loading	0.50%
TS-6	1	Image Consulting	0.50%
TS-7	1	Asset Tagging	0.50%
TS-8	1	Installation	0.50%
TS-9	1	General Consulting	0.50%
TS-10	1	Training	0.50%
TS-11	1	Staging/Deployment	0.50%

Responder Name:

Dell Marketing

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)

T1B-1	**TABLET 1 SKU:**	210-ABQL	**TABLET 1 LIST PRICE:**	$ 109.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
T1B-1	*Manufacturer Name*	*Specify manufacturer (must be manufactured by proposer)*	Dell	n/a
	Manufacturer Base Model Name	*Specify the base model name*	Venue 7	210-ABQL
	Manufacturer Base Model #	*Specify the base model number*	Venue 7	210-ABQL
	Operating System	**iOS7, Android 4.1 or Windows 8.0 pro**	Android 4.2.2	619-AECS
	Processor	*Specify Processor*	Intel Atom processor Z2560	338-BDWT
	RAM - capacity	**1 GB**	2GB (800MHz) DDR2	370-ABJW
	RAM - speed	*Specify memory speed*	800MHz	370-ABFN
	Storage	**16 GB**	16GB eMMC Hard Drive	400-ACQP
	Wireless	**Integrated 802.11n wireless networking**	802.11b/g/n Wi-Fi with Bluetooth 4.0 Combo Card	555-BBRI
	Video	**1280 x 800**	7.0 inch IPS Display with HD (WXGA 1280 x 800) resolution with capacitive multi-touch	391-BBMJ
	Video - screen size	**Minimum 7-inch screen**	7 inch	391-BBMJ
	Sound	*Specify*	integrated sound	n/a
	Camera/video	**Camera/video capability included**	Integrated VGA Webcam (front) / 3MP (back)	no sku because it's built into the chassis
	Keyboard / Touch Interface	**Touch Interface**	capacitive multi-touch	n/a
	USB	**Specify number and type of USB ports**	1 x Micro-AB USB2.0 (for trickle charging)	n/a
	Warranty	**Manufacturer Warranty - Minimum 1 year**	1-Year Limited Hardware Warranty - mail in service	963-5904
	Environmental	**Describe Environmental Efforts**	not available	n/a
	Primary Battery	*Specify battery type and expected battery life & wHr*	15.5Whr8 (4100mAh), 1-Cell Battery	n/a

OPTIONS/UPGRADES

Spec #	Options	Minimum Requirements	Manufacturer's SKU #	List price
T1O-1	Case/Sleeve option - no keyboard	Provide description	Dell tablet case - 460-BBFD	19.99
T1O-2	Case/Sleeve option - with keyboard	Provide description	Currently not available	n/a
T1O-3	Charging dock	Provide description	Currently not available	n/a
T1O-4	Car charger	Provide description	Currently not available but will be soon	to be announced

Responder Name:

Dell Marketing

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Base Equipment (Hardware)

T2B-1	**TABLET 2 SKU:**	210-ABEJ	**TABLET 2 LIST PRICE:**	$ -
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
T2B-1	*Manufacturer Name*	*Specify manufacturer (must be manufactured by proposer)*	Dell	n/a
	Manufacturer Base Model Name	*Specify the base model name*	Venue 11 Pro	210-ABEJ
	Manufacturer Base Model #	*Specify the base model number*	Venue 11 Pro	210-ABEJ
	Operating System	**iOS7, Android 4.1 or Windows 8.0 pro**	Windows 8.1 Pro	619-AECS
	Processor	*Specify Processor*	Intel Atom Processor Z3770 (2MB Cache, 2.4GHz, Quad-Core)	338-BCYN
	RAM - capacity	**2 GB**	2GB LPDDR3 Memory	370-AAZQ
	RAM - speed	*Specify memory speed*	1333MHz	370-AAZQ
	Storage	**64 GB**	64GB	490-BBNW
	Wireless	**Integrated 802.11n wireless networking**	Dell Wireless 1538 Dual-Band 2X2 802.11a/b/g/n WiFi + Bluetooth 4.0	389-BCZS
	Additional Wireless	**3G, 4G, LTE**	Dell Wireless 5570E (3G / HSPA+) or Dell Wireless 5808E (4G LTE/HSPA/EVDO) {US Only}	n/a
	Bluetooth	**Bluetooth ability**	Bluetooth 4.0	389-BCZS
	Video	**1280 x 800**	1920x800	n/a
	Video - screen size	**Minimum 10-inch screen**	10.8 inch IPS Display with FHD (1920 x 1080) resolution with 10-pt capacitive touch	391-BBJE
	Sound	*Specify*	integrated sound	n/a
	Camera/video	**Camera/video capability included**	Integrated Camera (2.0 MP Front, 8.0 MP Back)	325-BBDJ
	Keyboard / Touch Interface	**Touch Interface**	10-pt touch	n/a
	USB	**Specify number and type of USB ports**	1 x Full size USB3.0	n/a
	Warranty	**Manufacturer Warranty - Minimum 1 year**	1-Year Limited Hardware Warranty - mail in service	963-6297
	Environmental	**Describe Environmental Efforts**	This product has been determined to be compliant with the applicable standards, regulations, and directives for the countries where the product is marketed. The product is affixed with regulatory marking and text as necessary for the country/agency. Generally, Information Technology Equipment (ITE) product compliance is based on IEC and CISPR standards and their national equivalent such as Product Safety, IEC 60950-1 and European Norm EN 60950-1 or EMC, CISPR 22/CISPR 24 and EN 55022/55024. Dell products have been verified to comply with the EU RoHS Directive 2011/65/EU. Dell products do not contain any of the restricted substances in concentrations and applications not permitted by the RoHS Directive.	EMC Emissions Class B
	Primary Battery	*Specify battery type and expected battery life & wHr*	Primary 2-cell 32W/HR swappable Battery	389-BCZS

OPTIONS/UPGRADES

Spec #	**Options**	**Minimum Requirements**	**Manufacturer & SKU #**	**List Price**
T2O-1	Case/Sleeve option - no keyboard	Provide description	Dell Tablet Case - 460-BBFD	$19.99
T2O-2	Case/Sleeve option - with keyboard	Provide description	Currently not available	N/A
T2O-3	Charging dock	Provide description	dock 332-2364	$139.99
T2O-4	Car charger	Provide description	Currently not available at this time but coming soon	to be announced

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Dell Marketing

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either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

Color PRINTER

T1P-1	**PERIPHERAL 1 SKU:**	210-ABPD	**PERIPHERAL 1 LIST PRICE:**
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**
T1P-1	*Manufacturer Base Model Name*	*Specify the base model name*	Dell
	Manufacturer Base Model #	*Specify the base model number*	Dell C2660DN Color Laser Printer
	Print speed (ppm)	**20**	28 ppm
	Minimum recommended print volume	**250 pages per month**	750 - 3000 duty cycle
	Network Connection	**Yes**	yes
	Two sided printing	**Automatic**	automatic
	Memory	**32 MB**	512mb
	Print resolution	**600dpi**	yes 600dpi
	Paper size	**Letter**	yes drawers will extend to legal size
	Paper trays	**250 sheets**	yes 250 drawer with optional 550
	Energy Star compliance (verified at www.energystar.gov)	**Yes**	yes
	Warranty	**minimum one (1) year warranty**	yes

Black and White PRINTER

T1P-2	**PERIPHERAL 2 SKU:**	224-4035	**PERIPHERAL 2 LIST PRICE:**
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**
T1P-2	*Manufacturer Base Model Name*	*Specify the base model name*	Dell
	Manufacturer Base Model #	*Specify the base model number*	Dell B2360db
	Print speed (ppm)	**20**	40ppm
	Minimum recommended print volume	**250 pages per month**	750-7200 duty cycle
	Network Connection	**Yes**	Yes
	Two sided printing	**Automatic**	Automatic
	Memory	**128 MB**	128MB expandable to 256

PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Dell Marketing

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Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

T1P-3	PERIPHERAL 3 SKU:	320-9798	PERIPHERAL 3 LIST PRICE:	$ 199.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
T1P-3	*Manufacturer Name*	*Specify manufacturer*	P2014H Dell	320-9798
	Manufacturer Base Model Name	*Specify the base model name*	P2014H	320-9798
	Manufacturer Base Model #	*Specify the base model number*	19.5" (19.5-inch wide viewable image size)	n/a
	Screen size (diagonal measure)	**19 inches**	widescreen	n/a
	Format	**Wide-Format, WSXGA compatible**	1600 x 900 at 60 Hz	n/a
	Resolution	**1440 x 900**	250 cd/m2 (typical)	n/a
	Brightness	**250 Nits / cd/m2**	1000: 1 (typical)	n/a
	Contrast	**400 to 1**	8 ms (gray to gray with Overdrive)	n/a
	Response Time	**8 ms**	yes	n/a
	Pixel Policy	**ISO-13406-2**	yes	n/a
	VGA interface	**VGA interface required**	yes	n/a
	DVI interface	**DVI interface required**	yes	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**	yes	n/a
	Security lock slot	*Specify whether monitor has security lock slot*	yes	n/a
	EPEAT	**EPEAT BRONZE level**	yes	n/a
	Environmental	*Specify whether monitor is RoHS compliant*	yes	n/a

24" MONITOR

T1P-4	PERIPHERAL 4 SKU:	320-9776	PERIPHERAL 4 LIST PRICE:	$ 279.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
T1P-4	*Manufacturer Name*	*Specify manufacturer*	Dell	n/a
	Manufacturer Base Model Name	*Specify the base model name*	P2414H	320-9776
	Manufacturer Base Model #	*Specify the base model number*	P2414H	320-9776
	Screen size (diagonal measure)	**24 inches**	24 inches	n/a
	Format	**Wide-Format, WSXGA compatible**	widescreen	n/a
	Resolution	**1920 x 1080**	1920 x 1080 at 60 Hz	n/a
	Brightness	**250 Nits / cd/m2**	250 cd/m2 (typical)	n/a
	Contrast	**400 to 1**	1000 to 1 (typical)	n/a
	Response Time	**8 ms**	8 ms (gray to gray)	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**	yes	n/a
	Security lock slot	*Specify whether monitor has security lock slot*	yes	n/a
	EPEAT	**EPEAT BRONZE level**	yes	n/a
	Environmental	*Specify whether monitor is RoHS compliant*	yes	n/a

BAND 3: TABLET - SERVICES - Market Basket Specs

Responder Name:

Dell Marketing

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 Requirements	Manufacturer's Proposal	Manufacturer SKU #
T1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Tablet 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 ● Products for which Dell has not received payment ● Normal wear and tear Service Level Upgrades Dell provides various options for upgraded service tailored to the product and the location where the product is purchased. Typically these include three years next business day on-site service. Service levels can be upgraded to meet your on-site service and support requirements. For example, for mission-critical PowerEdge server products, Dell offers (in the U.S.) an upgrade to four-hour on-site service.	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

	T1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Tablet 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 ● Products for which Dell has not received payment ● Normal wear and tear Service Level Upgrades Dell provides various options for upgraded service tailored to the product and the location where the product is purchased. Typically these include three years next business day on-site service. Service levels can be upgraded to meet your on-site service and support requirements. For example, for mission-critical PowerEdge server products, Dell offers (in the U.S.) an upgrade to four-hour on-site service.	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
	T1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Tablet 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

	T1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Tablet 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
	T1S-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
	T1S-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
	T1S-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

	T1S-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
	T1S-9	General Consulting	Describe Consulting services available	Unlike traditional IT projects that are accompanied by lengthy and 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

T1S-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
T1S-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)	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