BAND 6: RUGGEDIZED - 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 BRAND	13.50%
ADDITIONAL CATEGORIES	**DISCOUNT**
Category H - includes some ruggedized	4.00%
Category W - includes some ruggedized	0.50%
Category Z - includes some ruggedized	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**

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

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BAND 6: RUGGEDIZED - 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.

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BAND 6: RUGGEDIZED - 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	*RB-1*	*1*	*ABC123*	*Acme Roadrunner XI*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Ruggedized	R1B-1	1	225-2696*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.	Latitude E6430 ATG	$ 1,453.00	13.50%	$ 1,256.85
Ruggedized	R2B-1	1	225-2696 *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.	Latitude E6430 ATG	$ 1,453.00	13.50%	$ 1,256.85
						Total	$ 2,513.69

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	R1O-1	1	A6332963 - AVIS DS-DELL	Vehicle mount port replicator	$ 639.99	5.50%	$ 604.79
Upgrade	R1O-2	1	430-3113	Port Replicator	$ 159.99	13.50%	$ 138.39
Upgrade	R1O-3	1	400-AAWL	Upgrade to 500GB Drive, shock mounted	$120	13.50%	$ 103.80
Upgrade	R1O-4	1	319-0038	Upgrade to total 8GB RAM	$ 185.00	13.50%	$ 160.03
Upgrade	R1O-5	1	312-1320	Additional Battery	$ 149.00	13.50%	$ 128.89
Peripheral	R1P-1	1	210-ABPD	Color Pinter	$ 359.99	2.50%	$ 350.99
Peripheral	R1P-2	1	224-4035	Black & White Printer	$ 279.99	2.50%	$ 272.99
Peripheral	R1P-3	1	320-9715	19" Monitor	$ 179.99	13.50%	$ 155.69
Peripheral	R1P-4	1	320-9794	24" Monitor	$ 279.99	13.50%	$ 242.19
						Total	$ 2,157.76

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for R2B-1	Dell volume discounts are on tab 2. Additional
Calculate price for 100 units based on volume discount provided for R2B-1	Dell volume discounts are on tab 2. Additional
Calculate price for 1000 units based on volume discount provided for R2B-1	Dell volume discounts are on tab 2. Additional

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

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BAND 6: RUGGEDIZED #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)

R1B-1	RUGGEDIZED 1 SKU:	225-2696	RUGGEDIZED 1 LIST PRICE:	$1,453.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
R1B-1	**Wireless**	**Integrated 802.11a/g/n wireless networking**	Intel WiFi Link 6205 (802.11a/g/n 2X2) 1/2 MiniCard	430-4632
	Optical Drive	**CD-RW/DVD-ROM combo**	DVD-ROM	318-2043
	Weight	**Weight maximum 9.5 pounds**	6.04 lbs	n/a
	Slots	**One Type II PC card slot OR one ExpressCard/54 slot**	ExpressCard	n/a
	Video - type	**Intel HD Graphics**	Nvidia 5200M	318-1795
	Video - memory type (shared or discrete)	*Specify whether memory is shared or discrete*	NVIDIA® NVS™ 5200M (GDDR5 1GB) Discrete Graphic with Optimus	318-1795
	Video - maximum resolution	**Specify maximum resolution (1024 x 768 minimum)**	14.0" HD (1366x768) Wide View Outdoor Viewable and optional Resistive Touchscreen LED	320-3088
	Video - screen size and type	**13.3" XGA or WXGA transmissive, daylight-readable, color LCD with 500 nit brightness touchscreen**	14.0" HD (1366x768), 650 NIT Count	320-3088
	Video ports	*Specify all port types included (eg. VGA, DVI, DisplayPort)*	VGA, HDMI, Network connector	n/a
	Sound	**Integrated sound & speaker, headphone/speaker jack, line-in and microphone jacks**	Intergrated HD Audio. Stereo headphone/microphone combo jack	n/a
	Keyboard	**Plastic emissive 87-key and touchpad, moisture and dust resistant.**	Internal English Backlit Keyboard, Red -IP65 Rated	n/a
	USB	**Two USB 3.0 ports**	2 USB 2.0 Ports	n/a
	eSATA port	*Specify included or not included*	USB/eSATA combo (1)	n/a
	Warranty	**Manufacturer's Warranty - Minimum 1 year**	3 year basic warranty including parts and next business day support	937-3354
	Energy-Star	**Energy Star 5.0 compliant**	Energy Star 5.2 (Windows OS)	331-6213
	EPEAT	**EPEAT bronze level**	EPEAT Gold (US/Canada); EPEAT Silver (France, Germany, Sweden)	331-6213
	Bluetooth	**Integrated Bluetooth**	Dell 380 BT 4.0 LE Module	430-4642
	Power	**Specify battery type & # of cells. Includes AC adapter**	6 cell as quoted but optional 9 cell	312-1318 - 312-1319
	Security	**Cable lock slot**	yes	n/a
	Durability Features	**Moisture & dust resistant LCD, keyboard & touchpad, sealed port and connector covers, vibration & drop-shock resistant**	yes, spill resistant keyboard, port covers for protection against dust	n/a
	Environment: Dust & Water Resistance	**MIL-STD 810G method 510.5 procedure 1 Sand & dust particle size as defined by MIL-STD-810G. MIL-STD 810G method 506.5 Procedure III (Drip) 15 min. exposure to dripping water.**	Procedure 1 yes, no drip (IP-5X)	n/a
	Environment: Temperature	**MIL-STD 810G methods 501.5 & 502.5 procedures I & II Operating: 0°F to 140° F (-18° to 60° C). Storage: -40°F to 140° F (-40° to 60° C)**	yes	n/a
	Environment: Thermal Shock	**1.5°C < 5°C /minute over -20°C to 60°C**	no	n/a
	Environment: Humidity	**MIL-STD 810G method 507.5 0 to 95% non-condensing RH**	yes	n/a
	Environment: Transit Shock	**MIL-STD 810G method 516.6 procedure IV Up to 3' drop onto 2" of plywood, all surfaces, edges and corners. 26 drops total**	yes - up to 30" drop	n/a

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
R10-1	Vehicle mount port replicator	Provide Description	A6332963 - AVIS DS-DELL	$ 639.99
R10-2	Port Replicator	Provide Description	430-3113	$ 159.99
R10-3	Upgrade to 500GB Drive, shock mounted	Provide Description	400-AAWL	$120
R10-4	Upgrade to total 8GB RAM	Provide Description	319-0038	$ 185.00
R10-5	Additional Battery	Provide Description	312-1320	$ 149.00

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BAND 6: RUGGEDIZED #2 - Market Basket Specs

Responder Name:

Dell Marketing LP

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Please fill in the yellow cells.

Base Equipment (Hardware)

R2B-1	RUGGEDIZED 2 SKU:	225-2696	RUGGEDIZED 2 LIST PRICE:	$ 1,453.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
R2B-1	**Wireless**	**Integrated 802.11a/g/n wireless networking**	Intel WiFi Link 6205 (802.11a/g/n 2X2) 1/2 MiniCard	430-4632
	Optical Drive	**CD-RW/DVD-ROM combo**	8X DVD-ROM	318-2043
	Weight	**Weight maximum 9.5 pounds**	6.04 lbs	n/a
	Slots	**One Type II PC card slot OR one ExpressCard/54 slot**	ExpressCard	n/a
	Video - type	**Intel HD Graphics**	Nvidia 5200M	318-1795
	Video - memory type (shared or discrete)	*Specify whether memory is shared or discrete*	NVIDIA® NVS™ 5200M (GDDR5 1GB) Discrete Graphic with Optimus	318-1795
	Video - maximum resolution	**Specify maximum resolution (1024 x 768 minimum)**	14.0" HD (1366x768) Wide View Outdoor Viewable and optional Resistive Touchscreen LED	320-3088
	Video - screen size and type	**13.3" XGA or WXGA transmissive, daylight-readable, color LCD with 500 nit brightness touchscreen**	14.0" HD (1366x768), 650 NIT Count	320-3088
	Video ports	*Specify all port types included (eg. VGA, DVI, DisplayPort)*	VGA, HDMI, Network connector	n/a
	Sound	**Integrated sound & speaker, headphone/speaker jack, line-in and microphone jacks**	Intergrated HD Audio. Stereo headphone/microphone combo jack	n/a
	Keyboard	**Backlit plastic emissive 87-key and touchpad, moisture and dust resistant.**	Internal English Backlit Keyboard, Red -IP65 Rated	n/a
	USB	**Two USB 2.0 ports**	2 USB 2.0 Ports	n/a
	eSATA port	*Specify included or not included*	USB/eSATA combo (1)	n/a
	Warranty	**Manufacturer's Warranty - Minimum 1 year**	3 year basic warranty including parts and next business day support	937-3354
	Energy-Star	**Energy Star 5.0 compliant**	Energy Star 5.2 (Windows OS)	331-6213
	EPEAT	**EPEAT bronze level**	EPEAT Gold (US/Canada); EPEAT Silver (France, Germany, Sweden)	331-6213
	Bluetooth	**Integrated Bluetooth**	Dell 380 BT 4.0 LE Module	430-4642
	Power	**Specify battery type & # of cells. Includes AC adapter**	6 cell as quoted but optional 9 cell	312-1318 - 312-1319
	Security	**Cable lock slot**	yes	n/a
	Durability Features	**Moisture & dust resistant LCD, keyboard & touchpad, sealed port and connector covers, vibration & drop-shock resistant**	yes, spill resistant keyboard, port covers for protection against dust	n/a
	Environment: Dust & Water Resistance	**MIL-STD 810G method 510.5 procedure 1 Sand & dust particle size as defined by MIL-STD-810G. MIL-STD 810G method 506.5 Procedure III (Drip) 15 min. exposure to dripping water.**	Procedure 1 yes, no drip (IP-5X)	n/a
	Environment: Temperature	**MIL-STD 810G methods 501.5 & 502.5 procedures I & II Operating: 0°F to 140° F (-18° to 60° C). Storage: -40°F to 140° F (-40° to 60° C)**	yes	n/a
	Environment: Thermal Shock	**1.5°C < 5°C /minute over -20°C to 60°C**	no	n/a
	Environment: Humidity	**MIL-STD 810G method 507.5 0 to 95% non-condensing RH**	yes	n/a
	Environment: Transit Shock	**MIL-STD 810G method 516.6 procedure IV Up to 3' drop onto 2" of plywood, all surfaces, edges and corners. 26 drops total**	yes - up to 30" drop	n/a

OPTIONS/UPGRADES

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
R1O-1	Vehicle mount port replicator	Provide Description	A6332963 - AVIS DS-DELL	$ 639.99
R1O-2	Port Replicator	Provide Description	430-3113	$ 159.99
R1O-3	Upgrade to 500GB Drive, shock mounted	Provide Description	400-AAWL	$120
R1O-4	Upgrade to total 8GB RAM	Provide Description	319-0038	$ 185.00
R1O-5	Additional Battery	Provide Description	312-1320	$ 149.00

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BAND 6: RUGGEDIZED - 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

R1P-1	PERIPHERAL 1 SKU:	210-ABPD	PERIPHERAL 1 LIST PRICE:	$ 359.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
R1P-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 & WHITE PRINTER

R1P-2	PERIPHERAL 2 SKU:	224-4035	PERIPHERAL 2 LIST PRICE:	$ 279.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
R1P-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

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BAND 6: RUGGEDIZED - 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

19" Monitor

R1P-3	**PERIPHERAL 3 SKU:**	320-9715	**PERIPHERAL 3 LIST PRICE:**	$179.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
R1P-3	*Manufacturer Name*	*Specify manufacturer*	Dell	n/a
	Manufacturer Base Model Name	*Specify the base model name*	P1913	320-9715
	Manufacturer Base Model #	*Specify the base model number*	P1913	320-9715
	Screen size (diagonal measure)	**19 inches**	19 inches	n/a
	Format	**Wide-Format, WSXGA compatible**	widescreen	n/a
	Resolution	**1440 x 900**	1440x900 at 60 Hz	n/a
	Brightness	**250 Nits / cd/m2**	250 cd/m2	n/a
	Contrast	**400 to 1**	1000 to 1	n/a
	Response Time	**8 ms**	5 ms	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

R1P-4	**PERIPHERAL 4 SKU:**	320-9794	**PERIPHERAL 4 LIST PRICE:**	$279.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
R1P-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

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BAND 6: RUGGEDIZED - 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 Requirements	Manufacturer's Proposal	Manufacturer SKU #
R1S-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 ?	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
R1S-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 ?	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
R1S-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	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
R1S-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	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
R1S-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
R1S-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
R1S-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)	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
R1S-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	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
R1S-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	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
R1S-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	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
R1S-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	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

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