BAND 2: LAPTOP - 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 laptops	4.00%
Category S - includes some laptops, 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 2: LAPTOP -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)

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 2: LAPTOP - 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	*LB-1*	*1*	*ABC123*	*Acme Roadrunner XI*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Laptop	L1B-1	1	210-AAWJ *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 E7440 CTO	$ 880.53	13.50%	$ 761.66
Laptop	L2B-1	1	210-ABGO *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 15 5000 Series	$ 420.00	13.50%	$ 363.30
						Total	$ 1,124.96

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	L1O-1	1	452-BBBi E-Port, USB 3.0 / eSATA port support	Port Replicator	$ 171.42	13.50%	$ 148.28
Upgrade	L1O-2	1	452-BBBH E-Port Plus, USB 3.0	Docking Station	$ 214.78	13.50%	$ 185.78
Upgrade	L1O-3	1	400-AAVL	Upgrade to 250GB Solid State Drive	$ 370.00	13.50%	$ 320.05
Upgrade	L1O-4	1	not available	Upgrade to 500GB Self Encripting Drive	$ -	0.00%	$ -
Upgrade	L1O-5	1	not available	Upgrade to total 12GB RAM	$ -	0.00%	$ -
Upgrade	L1O-6	1	451-BBFV CUS,BTRY,PRI,47WHR,4C,SIMP	Additional Battery	$ 115.99	13.50%	$ 100.33
Peripheral	L1P-1	1	210-ABPD	Color Printer	$ 359.99	2.50%	$ 350.99
Peripheral	L1P-2	1	224-4035	Black & White Printer	$ 279.99	2.50%	$ 272.99
Peripheral	L1P-3	1	320-9798	19" Monitor	$ 199.99	13.50%	$ 172.99
Peripheral	L1P-4	1	320-9776	24" Monitor	$ 229.99	13.50%	$ 198.94
						Total	$ 1,750.36

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for L2B-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 L2B-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 L2B-1	Dell volume discounts are on tab 2. Additional discounts will be reviewed on a per deal basis.

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

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)

L1B-1	**LAPTOP 1 SKU:**	210-AAWJ	**LAPTOP 1 LIST PRICE:**	$ 880.53
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
L1B-1	*Manufacturer Name*	*Specify manufacturer*	Dell	
	Manufacturer Base Model Name	*Specify the base model name*	Dell E7440	
	Manufacturer Base Model #	*Specify the base model number*	Dell E7440	21-AAWJ
	Dockable	**Laptop must be dockable**	Yes, uses Dell's common E family docking solutions	Dell provides several options - depends on the dock selected For this response Dell used: E-Port Plus addes dual DVI and legac ports 452-BBBH
	Operating System	**Windows 7 Professional 32-bit**	Windows 7 Pro 64 bit	Microsoft limits 32 bit to 4GB RAM
	Intel Processor	**Core i5-4300U**	i5-4200u	329-BBMY
	Intel Core vPro Platform label	**Intel Core vPro Processor**	Need to switch to i5-4300u	i5-4200u isn't available in Vpro
	Intel vPro Chipset	*Specify chipset (QM67/QS67, QM77/QS77 Express)*	Integrated with the process (Lynx Point-LP)	N/A
	RAM - capacity, type and open slots	**6 GB, DDR3, specify # of open slots**	8GB 1600Mhz - no open slots	370-AAPE
	RAM - speed	**1600 Mhz**	1660 Mhz	370-AAPE
	Hard Drive	**300 GB SATA hard drive 5400 rpm**	320GB SATA 5400 RPM	400-AAVZ
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**	10/100/1000 nic	N/A
	Wireless	**Integrated 802.11a/g/n wireless networking**	DW1506 802.11	555-BBCZ
	Optical Drive	*specify if optical drive is included*	None	N/A
	Weight	**Weight maximum 4.5 pounds, specify actual weight including battery**	3.7 lbs	210-AAWJ
	Slots	*Specify slots (such as Type II PC card OR Express Card/54)*	1 full and 2 half mini card slots	n/a
	Video	**HD Graphics**	Intel Integrated HD graphics 4400	490-BBJL
	Video - memory type (shared or discrete)	*Specify whether memory is shared or discrete*	shared	490-BBJL
	Video	**1920 x 1080**	1920x1080	n/a
	Video - screen size and type	**14" WXGA TFT or WLED HD**	14.0 FHD (1920x1090) wide view anti-glare	391-BBFB
	Sound	**Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks**	High quality spearkers, stereo headphone/microphone comb jack integrated	N/A
	Keyboard	**Full size keyboard with pointing device or specify alternate pointing functionality**	Full size keyboard, single pointing non-backlist keyboard; dual pointing backlit keyboard	N/A
	USB	**Two USB 3.0 ports**	USB 3.0 (3)	N/A
	Warranty	**Manufacturer's Warranty - Minimum 1 year**	1 year next business day (basic) support	955-7468
	Energy-Star	**Energy Star 5.0 compliant**	Energy Star 5.2 (Windows OS)	387-BBDI
	EPEAT	**EPEAT bronze level**	EPEAT Registered	N/A
	Primary Battery	**Minimum 6-cell, specify battery type & WHr**	4 Cell (47Wh)	451-BBCT

Spec #	**Options/Upgrades**	**Minimum Requirements**	**Manufacturer & SKU #**	**List Price**
L1O-1	Port Replicator	Provide Description	E-port dock with one DVI and eSATA port supporter 452-BBBI	$171.42
L1O-2	Docking Station	Provide Description	E-Port Plus addes dual DVI and legac ports 452-BBBH	$214.28
L1O-3	Upgrade to 250GB Solid State Drive	Provide Description	400-AAVL 256GB Full Mini-Card Mobility SSD	$450.00
L1O-4	Upgrade to 500GB Self Encripting Drive	Provide Description	Not Available	N/A
L1O-5	Upgrade to total 12GB RAM	Provide Description	Not Available	N/A
L1O-6	Additional Battery	Provide Description	4 cell battery 451-BBFV	$115.99

BAND 2: LAPTOP #2 - Market Basket Specs

Responder Name:

Dell Marketing LP

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Please fill in the yellow cells.

Base Equipment (Hardware)

L2B-1	**LAPTOP 2 SKU:**	210-ABGO	**LAPTOP 2 LIST PRICE:**	$ 420.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
L2B-1	*Manufacturer Name*	*Specify manufacturer*	Dell	
	Manufacturer Base Model Name	*Specify the base model name*	Latitude E5540	210-ABGO
	Manufacturer Base Model #	*Specify the base model number*	Latitude E5540	210-ABGO
	Dockable	**Laptop must be dockable**	Yes, uses our common "E" family docking solutions	Dell provides several options - depends on the dock selected For this response Dell used: E-Port Plus addes dual DVI and legac ports 452-BBBH
	Operating System	**Windows 7 Professional 32-bit**	Windows 7 Pro 64 bit	Microsoft limits 32 bit to 4GB ram
	Intel Processor	**Core i7-4600U**	Core i7-4600U Processor (2.1 GHz, 4M Cache)	329-BBRY
	Intel Core vPro Platform label	*Intel Core vPro Processor*	Intel vPro enabled	631-AAEC
	Intel vPro Chipset	**Specify chipset (QM67/QS67, QM77/QS77 Express)**	Integrated with the processor (Lynx Point-LP)	n/a
	RAM - capacity, type and open slots	**8 GB, DDR3, specify # of open slots**	8GB with two open slots	370-AAPE
	RAM - speed	**1600 Mhz**	1600 Mhz	370-AAPE
	Hard Drive	**300 GB SATA hard drive 5400 rpm**	320GB SATA 5400 RPM	400-ABCU
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**	10/100/1000 nic	n/a
	Wireless	**Integrated 802.11a/g/n wireless networking**	Intel 7260 802.11ac WiFi + BT 4.0	555-BBHI
	Optical Drive	**specify if optical drive is included**	DVD-ROM included but we also offer DVD+/-RW or No-Optical	429-AAIK
	Weight	**Weight must be less than 6 pounds, specify actual weight including battery**	5.06lbs with 4 cell battery	n/a
	Slots	*Specify slots (such as Type II PC card OR Express Card/54)*	none but you can add an Express card third party	A1497026
	Video	**512 MB discrete graphics**	2GB Nvidia GeForce 720m	490-BBNY
	Video - memory type	**Discrete video memory**	Yes	490-BBNY
	Video	**1920 x 1080**	the max laptop resolution is 1920x1080 but an external display can also do 1920x1080 depending on the monitor	n/a
	Video - screen size and type	**15" WXGA TFT or WLED HD. Multi-Touch enabled**	quoted with 15.6" HD (1366x768) Anti-Glare LED	391-BBJD
	Sound	**Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks**	High quality speakers, Stereo headphone/Microphone combo jack, Integrated	n/a
	Keyboard	**Full size keyboard with pointing device or specify alternate pointing functionality**	Full size keyboard. Single Pointing non-backlit keyboard; Dual Pointing backlit keyboard	n/a
	USB	**Two USB 3.0 ports**	USB3.0 (2), USB2.0 (1)	n/a
	Warranty	**Manufacturer's Warranty - Minimum 1 year**	1 year next business day (basic) support	955-7468
	Energy-Star	**Energy Star 5.0 compliant**	ENERGY STAR 5.2 (Windows OS)	387-BBDK
	EPEAT	**EPEAT bronze level**	EPEAT Registered	n/a
	Primary Battery	**Minimum 6-cell, specify battery type & wHr**	quoted with 6 cell (65 Wh) but also offer 9 cell (97 Wh)	451-BBDW

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Dell Marketing LP

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PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

COLOR PRINTER

L1P-1	PERIPHERAL 1 SKU:	210-ABPD	PERIPHERAL 1 LIST PRICE:	$ 359.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
L1P-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

L1P-2	PERIPHERAL 2 SKU:	224-4035	PERIPHERAL 2 LIST PRICE:	$ 279.99
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
L1P-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

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

3	L1P-3	PERIPHERAL 3 SKU:	320-9798	PERIPHERAL 3 LIST PRICE:	$ 179.99
	Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
	L1P-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

4	L1P-4	PERIPHERAL 4 SKU:	320-9776	PERIPHERAL 4 LIST PRICE:	$ 279.99
	Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
	L1P-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 2: LAPTOP - 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 #**
L1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Laptop 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	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

L1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Laptop 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	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
L1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Laptop 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

L1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Laptop 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
L1S-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
L1S-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

L1S-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 a	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
L1S-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	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

L1S-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	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
L1S-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

L1S-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	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