



Purchase Order No. PO320980	Revision No. 0	Revision Date 04/08/2022	Page 1 of 1
This number must appear on all invoices, packages and shipping papers.			

**PURCHASE ORDER
PO320980**

VENDOR (NUMBER: 010668)
Brown Enterprise Solutions, LLC
5935 Wilcox Pl Ste E
Dublin, OH 43016
USA

ORDER DATE
04/08/2022

Payment Terms:	Net 30 Days
Delivery Terms:	FOB Destination, Freight Prepaid & Allowed
City Contact:	;

SHIP TO See Specifications for DetailsColumbus, OH 43215 USA	ATTENTION	BILL TO 77 N Front St 5th Floor Columbus, OH 43215 USA
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Line #	Item Number	Description	Delivery Date	QTY	UOM	Unit Price	Line Amount
10		Award for Computers and Accessories UTC, Items 11 thru 32, and catalogue, in accordance with response to RFQ0202870. Please see attached specifications.	4/8/2022	1.00	EA	\$ 1.00000	\$ 1.00

PO TOTAL	\$	1.00
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THE CITY OF COLUMBUS TERMS AND CONDITIONS REFERENCED IN THE RFQ SHALL GOVERN THIS AND ALL ALLIED TRANSACTIONS WITHOUT EXCEPTION.



CONTRACT: FIRM OFFER FOR SALE


In consideration of one (1) dollar received by Brown Enterprise Solutions, LLC, "Contractor," Contractor hereby offers to sell to City of Columbus, "Buyer", who shall have until April 30, 2024 to exercise this option to purchase, at the price and on the terms set forth in the bid proposal which includes: Advertisement for Bids, Information to Bidders, Contract: Firm Offer for Sale and specifications set forth in RFQ#020870, all of which are incorporated and agreed to by both parties as if fully rewritten herein. Buyer may exercise this option without limitation to the number of times or quantity purchase(s) provided that the total purchase(s) do not exceed twice the estimated quantity or dollar amount set forth in the proposal.

Should the City exercise its' option, the contractor agrees with the City of Columbus to furnish and deliver, at their own cost and expense, all the equipment, machinery and supplies set forth in **Item(s) No. 11 thru 32, and catalogue** in the proposal filed by the Contractor with the Buyer's Purchasing Office on March 3, 2022, in response to advertisement of bids for Computers and Accessories , RFQ# 020870, accordance to specifications and plan therefore, thereto attachment and for the prices set forth in said proposal.

IN WITNESS WHEREOF, the contractor and the City of Columbus have hereunto set their hands on this 7 day of APRIL, 2022.

Brown Enterprise Solutions, LLC

**City of Columbus, Ohio
Purchasing Office**



Signature



Finance & Management Director authorized by

CEO

Title

Ordinance No. 0911-2022 Passed: April 6, 2022

CONTRACT SIGNATURE AFFIDAVIT

(Must be completed when the individual signing the Contract is NOT an officer or Member of the Company.)

STATE OF: _____

COUNTY OF: _____

_____, being duly sworn, deposes and says that he/she is

_____ of _____, a Corporation, LLC, or LLP organized and existing under
(Title) (Company Name)

and by virtue of the laws of the State of _____, and having its principal office at

City, State, Zip Code

Affiant further says that he/she is familiar with the records, minute books and by-laws of


Brown Enterprise Solutions

(Company Name)

Affiant further says that George Brown is CEO
(Name of Person Signing Contract) (Title)

Of the Company and is duly authorized to sign the Contract for: _____

For said Company by virtue of _____
(State whether the provision of by-laws or a resolution of the Board of Directors. If resolution, give date of adoption.)



Signature of Affiant**

**** AFFIANT MUST BE SOMEONE OTHER THAN THE INDIVIDUAL SIGNING THE CONTRACT.****

Sworn to before me and subscribed in my presence this _____ day of _____ 20____

Notary Public

My Commission Expires: _____

**City of Columbus, Department of Technology
Computer and Accessories UTC Specifications
RFQ020870 BIDDER GUIDE**

The following information is provided by the City of Columbus to assist you in navigating the formal bid procedures. This information is not to supersede or replace any of the actual bid specifications or requirements; its sole purpose is to provide information on the process. If you have any questions regarding the process, please contact the appropriate City of Columbus representative listed on the bid solicitation (for specification questions see instructions below).

Any addenda issued by the City of Columbus will be posted on this site. The City of Columbus will send notification of addenda to Bidders that have an active login id and password with Columbus Vendor Services **and are registered for the commodity code(s) associated with this solicitation.**

Though the notification methods above will be utilized to notify bidders of addenda it is ultimately the Bidder's responsibility to check this site for verification of any issued addenda.

IN ORDER FOR YOUR BID TO BE CONSIDERED: (CHECK ONE BELOW)

X **Pricing** is to be entered into the Attachment A of the RFQ. Please print, complete, and attach your completed price listing to your bid response.

The following documents must be completed and attached to your response. Complete this checklist to confirm the items required in your bid. Failure to submit the listed documents may be cause for rejection of your bid.

X Proposal Pages

X Attachment A Pricing Worksheet

X Reference Pages

X Experience Documentation

X Subcontractor Information

X Warranties

Please refer to the Vendor Services User Guide, under the Help tab on the link below, for guidance using the Attachment feature to attach references, literature, warranty information and any other documentation as needed.

<https://columbusvendorservices.powerappsportals.com/>

EQUAL OPPORTUNITY CLAUSE

- (1) The contractor/vendor/bidder will not discriminate against any employee or applicant for employment because of race, sex, sexual orientation, gender identity or expression, color, religion, ancestry, national origin, age, disability, familial status or military status. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, sex, sexual orientation, gender identity or expression, color, religion, ancestry, national origin, age, disability, familial status or military status. Such action shall include, but not be limited to, the following: employment up-grading, demotion, or termination; rates of pay or other forms of compensation; and selection for training. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices summarizing the provisions of this Equal Opportunity Clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that the contractor is an equal opportunity employer.
- (3) It is the policy of the City of Columbus that business concerns owned and operated by M/WBEs shall have the maximum practicable opportunity to participate in the performance of contracts awarded by the city.
- (4) The contractor shall permit access to any relevant and pertinent reports and documents by the ODI director for the sole purpose of verifying compliance with this Title and ODI regulations. All such materials provided to the ODI director by the contractor shall be considered confidential.
- (5) The contractor will not obstruct or hinder the ODI director or his/her deputies, staff and assistants in the fulfillment of the duties and responsibilities imposed by Title 39 of the Columbus City Codes.
- (6) The contractor and each subcontractor will include a summary of this Equal Opportunity Clause in every subcontract. The contractor will take such action with respect to any subcontractor as is necessary as a means of enforcing the provisions of the Equal Opportunity Clause.
- (7) The contractor agrees to refrain from subcontracting any part of this contract or contract modification thereto to a contractor not holding a valid certification number as provided for in Title 39.
- (8) Failure or refusal of a contractor or subcontractor to comply with the provisions of Title 39 may result in cancellation of this contract.

ALL CONTRACTORS MUST HOLD A VALID CONTRACT COMPLIANCE CERTIFICATION NUMBER ISSUED BY THE OFFICE OF DIVERSITY AND INCLUSION.

To obtain a Contract Compliance number register at the City of Columbus Vendor Services website: <http://vendors.columbus.gov/sites/public>

1. Login to the City of Columbus Vendor Services Site and register with the city of Columbus. Once that is completed and approved by the purchasing office, log back in and do the following:
2. Select **Questionnaires** from the Common menu located on the left navigation bar.
3. Next select EBO Quest. (this is the contract compliance application)
4. Question 1 will be displayed; Answer question 1 and select **Forward**.
5. Proceed through the questionnaire answering each question and selecting **Forward** to continue. Once you have reached and answered the last question select **End** to submit.
6. Then the questionnaire will be received by the ODI Office, reviewed and process within 2 business days or less. For additional questions regarding this process, contact the Office of Diversity Inclusion at 614-645-4764.

City of Columbus Home Page: www.columbus.gov

INFORMATION FOR BIDDERS

SPECIAL CONDITIONS

Special conditions included in the specifications, if inconsistent with provisions included in "Information for Bidders", shall take precedence over any provisions in "Information for Bidders" to the extent inconsistent.

SUBMISSION OF PROPOSAL

Responses must be entered and submitted electronically in the body of the RFQ. Some RFQs require pricing lists or additional documents to be attached to the RFQ response electronically. In rare instances documents require submission via regular mail delivery. Refer to the "Proposal Information" section of the specifications for instructions for submission. Any unauthorized conditions, limitations or provisions attached to the proposal may render the bid nonresponsive and result in its rejection.

ACCEPTANCE AND REJECTION

This proposal submitted by the bidder to the City of Columbus will be accepted or rejected within a period of 180 days from bid opening date. The City reserves the right to waive technicalities, and to request a rebid on the required material. If more than one item, prices shall be quoted on the units requested. However, each item shall be considered a separate bid and the City reserves the right to award a contract on each item separately or on all items as a whole or any combination thereof. Bidders whose proposal is made on an "All or None" basis must clearly state such fact in the proposals.

Each RFQ issued by the City shall state that the RFQ may be cancelled and that any RFQ response may be rejected in whole or in part when it is for good cause and in the best interests of the City.

WITHDRAWAL OF PROPOSALS

Bidders may withdraw their RFQ response at any time prior to the time specified in the advertisement as the closing time for the receipt of bids. However, no bidder shall withdraw or cancel his response for a period of 180 calendar days after said advertised closing time for the receipt of proposals.

DEFAULT PROVISION

In case of default by the bidder or the contractor, the City of Columbus may terminate and may procure the articles or services from other sources and hold the bidder or contractor responsible for any excess costs occasioned or incurred thereby.

SIGNATURE REQUIRED

By submitting this response electronically, bidder/proposer is affixing an electronic signature as defined by the Ohio Uniform Transactions Act. Said signature represents that he/she has the authority to bind the entity to the terms and conditions contained herein.

APPLICABLE LAWS

The Revised Code of the State of Ohio, the Charter of the City of Columbus, and all City ordinances insofar as they apply to the laws of competitive bidding, contracts, and purchases, and wage theft prevention, are made a part hereof.

PRICING

Bidders are to quote firm or fixed prices for the duration of any contract which may be a result of this proposal unless otherwise noted in the specifications. In case of discrepancy in computing the amount of the bid, the **UNIT PRICE** quoted will govern.

Quotations are requested F.O.B. destination. If quoted F.O.B. Shipping Point include freight estimate and full value insurance cost.

CONTRACT AND BOND

The bidder to whom an award is made will be required to execute a written contract with the City of Columbus, Ohio within ten days after receiving such contract for execution, and if specified in the legal notice, furnish a good and approved bond conditioned upon the faithful performance of the same. The proposal, contract, proposal bond, (if applicable), and performance bond (if applicable) shall be in the form herein specified.

If, at any time during the continuance of the Contract, any surety shall, in the opinion of the Finance & Management Director, become irresponsible, then said Director shall have the right to require additional and sufficient surety or sureties. The Contractor shall furnish the surety

or sureties to the satisfaction of the said Director, within ten (10) days after notice. In default thereof the default provision herein shall apply.

LIABILITY, INSURANCE, LICENSES AND PERMITS

Where bidders are required to enter or go onto City of Columbus property to deliver materials or perform work or services as a result of bid award, the bidder will assume full duty, obligation and expense of obtaining all necessary licenses, permits, and insurance when required. The bidder shall be liable for any damages or loss to the City occasioned by negligence of the bidder (or his agent) or any person the bidder has designated in the completion of his contract as a result of his bid.

Particular attention is directed to the statutory requirements of the State of Ohio relative to the licensing of corporation organized under the Laws of any other State.

TAXES

Federal and/or State Taxes are not to be included in prices quoted. The successful bidder will be furnished an exemption certificate if needed.

SAMPLES

Samples, when requested, must be furnished free of expense to the City and if not destroyed, will upon request be returned at the bidder's expense.

DELIVERY

Time will be of the essence for any orders placed as a result of this bid. Purchaser reserves the right to cancel such orders or any part thereof, without obligations if delivery is not made within the time(s) specified. Delivery shall be made during normal working hours and to the destination shown on the proposal.

QUALITY

Unless otherwise stated by the bidder, the RFQ response will be considered as being in strict accordance with the specifications outlined in the Bid Document.

References to a particular trade, manufacturer's catalog or model number are made for descriptive purposes to guide the bidder in interpreting the requirements of the City. They should not be construed as excluding proposals on other types of materials, equipment and supplies. However, the bidder, if awarded the contract, will be required to furnish the particular item referred to in the specifications or description unless a departure or substitution is clearly noted and described in the proposal.

CHANGES AND ADDENDA TO BID DOCUMENTS

Each change or addenda issued in relation to this bid document will be published on the City's Vendor Services website no less than five (5) working days prior to the scheduled bid opening date. In addition, to the extent possible, notice will be e-mailed to each person registered as having interest in the commodities selected for this bid. Total bid inquiry or specific item cancellations may be issued later than that time specified above.

WITHHOLDING OF INCOME TAX

All bidders are advised that in order for a contract to bind the City, each contract must contain the provisions found in Chapter 362 C.C.C. with regard to income taxes due or payable to the City of Columbus for wages, salaries and commissions paid to the contractor's employees as well as requiring those contractors to ensure that subcontractors withhold in a like manner.

CAMPAIGN CONTRIBUTIONS

Contractor hereby certifies the following: that it is familiar with Ohio Revised Code ("O.R.C.") Section 3517.13; that all applicable parties listed in Subsection (I) or (J) of O.R.C. Section 3517.13 are in full compliance with Subsection (I) and (J) of that Section; that it is eligible for this contract under the law and will remain in compliance with O.R.C. Section 3517.13 for the duration of this contract and for one year thereafter.

PUBLIC RECORDS REQUESTS

The City of Columbus, as a political subdivision of the State of Ohio, is subject to Ohio Revised Code Chapter 149, known as the Ohio Public Records Law. Consequently, the Offeror understands that ALL documents submitted in response to this solicitation are considered public records and WILL be released when a public records request is

INFORMATION FOR BIDDERS

made by news media, competitors, or other interested parties, in accordance with the law. If you contend that certain CLEARLY MARKED portions of your response constitute an exception to Ohio's public records law, you MUST submit your legal basis in support of that assertion with your response.

If a public records request is made for any portion of the documents that you have submitted and you have NOT clearly marked such documents as information constituting an exception to Ohio's public records law, your information will be released immediately.

If a public records request is made for such information and you HAVE clearly marked portions of your response as information constituting an exception to Ohio's public records law, AND you have submitted the legal basis supporting such claim, the City will release a redacted version of your information to the requestor and notify you that a request was made and that a redacted version of your response was released. Should the requestor indicate that the redacted version is not sufficient for their purposes, you then will be IMMEDIATELY responsible for obtaining an order from a Court of competent jurisdiction in Franklin County, Ohio enjoining release of your clearly marked information constituting an exception to Ohio's public records law.

If a public records request is made for such information and you HAVE clearly marked portions of your response as information constituting an exception to Ohio's public records law, but you have NOT submitted the legal basis supporting such claim, the City WILL RELEASE your information to the requestor and notify you that a request was made and that your response was released.

DO NOT mark your entire response/submittal as information constituting an exception to Ohio's public records law. If your entire response/submittal is so marked, the City of Columbus will not consider your offer.

INFORMATION FOR BIDDERS (Continued)

IN THE EVENT OF A CONTRACT

1. Where applicable according to the specifications successful seller shall transfer and deliver to City goods which conform to the specifications.
2. The City shall accept from seller goods that conform to the specifications, and shall pay for the goods in accordance with the terms of an agreement, which may result from this proposal.
3. The risk of loss from any causality to the goods regardless of the cause of the casualty shall be on seller until the goods have been delivered at the address designated in the order and are approved after inspection by the City.
4. Seller warrants and represents that seller has absolute and good title to and full right to dispose of the goods, and that there are no liens, claims, or encumbrances of any kind against the goods, and at the time of delivery shall be free from any security interests or other lien or encumbrance.
5. If there is a breach by seller of the warranty against encumbrances granted by seller in an agreement, which may result from this proposal, the City shall have the option to cancel an agreement, which may result from this proposal.
6. Seller shall defend any action brought against the City so far as the action is based on a claim that the goods, or any part of the goods, furnished under an agreement which may result from this proposal constitutes an infringement of any patent of the United States or a trademark. Seller shall be notified promptly in writing of the action and be given authority, information, and assistance, at the expense of seller, for the defense of the action. Seller shall pay all damages and costs awarded in the action. In case the goods or a part thereof are held to constitute infringement and the use of the goods or part thereof is enjoined, seller shall, at the expense of the seller, either procure for the City the rights to continue using the goods, replace the goods or a part hereof with non-infringing goods of equal or better quality, modify the goods so that the goods become non-infringing while continuing to meet or exceed the original specifications, or retake the goods and refund the purchase prices and the transportation and installation costs of the goods at the option of the City.
7. Seller warrants that (1) the goods to be supplied pursuant to an agreement which result from this proposal are fit and sufficient for the purpose intended, (2) the goods are merchantable, of a good quality, and free from defects, whether patent or latent, in material or workmanship and (3) the goods sold to the City pursuant to an agreement which may result from this proposal conform to the specifications. The particular purpose of which the goods are required may be set forth in the specifications.
8. The benefit of any warranty made in an agreement which may result from this proposal by seller shall extend to the City and to the employees of the City, any employee of the City may bring an action directly against seller for damages or injuries sustained by the employee resulting from any breach of warranty by seller.
9. All goods ordered shall be subject to final inspection and approval at the facility of the City designated for delivery. Any goods, which do not conform to the order of the City, may be rejected by the City. The City may hold any goods rejected pending instructions from the seller or the City may return goods to seller at seller's expense.
10. If any tender or delivery by seller is rejected by the City for nonconformity, no notice of intention to cure can be effective unless it is received by the City agency within five (5) days after notice of rejection is sent to seller.
11. The liability of the City for either non-acceptance of conforming goods or repudiation of the agreement which might result from this proposal shall be limited to the difference between the market price at the time and place for tender of the goods and the unpaid sales price together with any incidental damages, but less expenses paid in consequence of the breach by the City.
12. An agreement which may result from this proposal shall not be modified or altered by any subsequent course of performance between parties or by additional terms contained in any subsequent documents unless said additional or differing terms are incorporated by contract modification authorized to be entered into by ordinance.
13. Contractor shall protect, indemnify and save the City harmless from and against any damage, cost, or liability, including reasonable attorneys' fees, resulting from claims for any or all injuries to persons or damage to property arising from intentional,

willful or negligent acts or omissions of Contractor, its officers, employees, agents, or Subcontractors.

14. The City will not indemnify the contractor and is prohibited from doing so.
15. This Contract may not be assigned or otherwise transferred to others by the Contractor without the prior written consent of the City. If this Contract is so assigned, it shall inure to the benefit of and be binding upon any respective successors and assigns (including successive, as well as immediate, successors and assignees) of the Contractor.
16. The signatories to this Contract represent that they have the authority to bind themselves and their respective organizations to this Contract.
17. In the event either party is unable to perform its obligations under the terms of this Agreement because of acts of God, strikes, equipment or transmission failure or damage reasonably beyond its control, epidemics, pandemics, or other causes reasonably beyond its control, such party shall not be liable for damages to the other for any damages resulting from such failure to perform or otherwise from such causes.

LOCAL CREDIT

Pursuant to City of Columbus Ordinance # 2607-2012, in determining the lowest bid for a contract the local bidder credit will not be applied.

WAGE THEFT PREVENTION

Chapter 377 of the Columbus City Codes is hereby incorporated into the contract and seller is required to comply with said chapter. This includes, but is not limited to reporting requirements and the obligation to review the commission list of contractors and subcontractors that received an adverse determination. Penalties for failure to comply with the wage theft prevention code include suspension for three years, up to permanent disbarment.

CERTIFICATE OF TITLE ON EQUIPMENT

If applicable to this purchase, all documents required to obtain a State of Ohio Certificate of Title **must** be delivered to:

**Fleet Management Administrator
City of Columbus/Fleet Management Div.
4211 Groves Road
Columbus, Ohio 43232**

After signature by the Fleet Management Administrator, an original title is to be delivered to the above address within three (3) days. No payment for vehicles requiring a title will be authorized by the Fleet Management Administrator until a valid title is received.

REMEDIES

All claims, counterclaims, disputes and other matters in question between the City, its agents and employees, and the Contractor arising out of or relating to this agreement or its breach will be decided in a court of competent jurisdiction within the County of Franklin, State of Ohio.

OFFERORS TERMS AND CONDITIONS

Terms and conditions, submitted with this proposal, which are contrary to City Code or Charter shall be disregarded for the purpose of any subsequent contract. The successful bidder shall be notified as to which terms and conditions, if any, have been deleted.

PUBLICATIONS

The Contractor agrees to submit to the City's Contract Administrator all advertising, sales promotion, and other publicity matters relating to this Contract wherein the City's name is mentioned or language used from which the connection of the City's name therewith may, in the City's judgment, be inferred or implied. The Contractor further agrees not to publish, or use such advertising, sales promotion, or publicity matter without the prior written consent of the City except that may be required under law.

**City of Columbus, Department of Technology
Computer and Accessories UTC Specifications**

1.0 SCOPE AND CLASSIFICATION

1.1 **Scope:** This proposal is to provide the City of Columbus, Department of Technology with a Universal Term Contract to purchase Configured to Order (CTO) desktop, laptop, mobile table, and table computers. These computers are direct replacements equipment. Specified manufacturers are required. The proposed contract will be in effect through April 30, 2024.

1.2 **Classification:** The successful bidder will provide and deliver computers, bundled accessories, and other hardware, as necessary. Bidders must be Authorized Resellers of the equipment offered. Bidders must show experience in providing this type of equipment as detailed in these specifications.

1.2.1 **Bidder Experience:** The Offeror must submit an outline of its experience and work history in these types of materials and/or warranty service for the past five years.

1.2.2 **Bidder References:** The Offeror shall have documented proven successful contracts from at least four customers that the Offeror supports that are similar in scope, complexity, and cost to the requirements of this specification.

1.3 **Specification Questions:** Questions regarding this bid must be submitted on the Vendor Services portal by 1:00 PM EST Thursday, February 17, 2022. Responses will be posted on the RFQ on Vendor Services no later than Friday, February 24, 2022 at 1:00 PM EST.

1.4 For additional information concerning this bid, including procedures on how to submit a proposal, you must go to the City of Columbus Vendor Services web site at <https://columbusvendorservices.powerappsportals.com/> and view this Case ID: RFQ020870.

2.0 APPLICABLE PUBLICATIONS AND STANDARDS

2.1 Must meet or exceed all City, State, Federal safety guidelines and standards.

2.2 All OSHA applicable guidelines and standards.

2.3 All equipment must comply with ENERGY STAR Eligibility Criteria.

3.0 REQUIREMENTS

3.1 **General Information:**

3.1.1 **Term:** The proposed contract shall be in effect from May 1, 2022 up to and including April 30, 2024.

**City of Columbus, Department of Technology
Computer and Accessories UTC Specifications**

- 3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for one additional year, or portion thereof, at the same pricing and the same escalator clause.
- 3.1.2 **Pricing:** Discount(s) quoted shall be firm for the duration of this contract. Bidder shall indicate on proposal page the price list and the percentage discount to be applied to price list. A copy of all price list(s) or website address(s) are to be included with this bid. If, during the contract period, a price schedule referenced in this bid is superseded by a new price schedule the Purchasing Office shall be notified of such change in writing. The prices reflected on the superseded price schedule shall remain in effect until the City receives the new schedule or until the effective date of the new schedule, whichever is latest. Price changes made universally to all supplier's customers on a supplier's punch-out catalog shall be exempted from this requirement. After application of any discount(s), all prices will be rounded to two digits after the decimal point following general rounding rules, being rounded down if the number is 4 or less or up if the number is 5 or more.
- 3.1.2.1 **Escalator Clause:** No adjustment of the discount shall be granted during the first twelve (12) months duration of an awarded contract. Thereafter no more than two such adjustments may occur during the life of the contract. In the event the supplier receives a general price increase in the cost of the finished product contracted for, due to increase in the cost of raw materials, labor, freight, etc., upon giving thirty (30) days prior notice and proper documentation as proof, said adjustment in addition to the price quoted herein, may be permitted, subject to the sole discretion of the City of Columbus Finance and Management Director. In the event any such adjustment is granted, no adjustment shall be permitted on orders received by supplier which are in process or filled but awaiting shipment prior to the increase. All price decreases inure to the benefit of the City of Columbus. The written notice and following documentation shall be sent to: City of Columbus Purchasing Office: vendorservices@columbus.gov
- 3.1.2.2 **Price Documentation:** The supplier shall submit the following documentation with each request for an adjustment:
- 1) Copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the supplier and the corresponding increase; and
 - 2) Copies of correspondence sent by the supplier's supplier explaining the source of the increase in such areas of raw materials, freight, fuel or labor, etc.; and
 - 3) Copies of excerpts from business publications, market quotations or trade journals recognized as being representative of their particular trade or industry,

**City of Columbus, Department of Technology
Computer and Accessories UTC Specifications**

that indicate a trend toward an increase in the current market for the commodities under the awarded contract.

- 3.1.2.3 **Right of Cancellation:** If at any time during the term of the contract the supplier's total request(s) for a price increase(s) are greater than fifteen percent (15%), the City of Columbus may cancel this agreement with thirty (30) days written notification.
- 3.1.3 **Quantity Estimate:** The City of Columbus estimates spending approximately \$1,500,000 in accordance with this contract. This is an estimate of the annual needs of the City under this contract and are for bidding purposes only. This estimate is not to be construed as representing an actual order for that amount, or a guarantee that any minimum amount will actually be purchased. The City reserves the right to purchase up to twice the estimated quantity.
- 3.1.4 **Quality Standards:** The City intends to purchase new, unused and the most current model. The specifications describe a minimum acceptable requirement which a bidder has to meet. However, the bidder is allowed to exceed a minimum requirement where the excess enhances the function of the unit and which the City can accept. It is not acceptable for a bidder to exceed a maximum desired limit.
- 3.2 **Bidder Requirements:** The City will use the requirements of this section to determine if each bidder meets the minimum standards to be considered a responsible bidder. **Please print, complete and attach** Reference pages and attach any supplemental pages as may be necessary to meet these requirements. **For instructions on how to attach a document to your bid, refer to the Vendor Services User Guide.**
- 3.2.1 **Experience Required:** Documentation shall include (at a minimum) information meeting the following criteria.
 - 3.2.1.1 **Equipment and Warranty Capabilities:** Offeror must document, and submit in a letter attached to the bid, their capability of providing the equipment and warranty service specified herein.
 - 3.2.1.2 **Manufacturer Relationship:** The Offeror shall provide the history of their relationship with manufacturer(s) that will potentially be providing these types of equipment/parts and warranty service for the past five years, including but not limited to the following:
 - a) Length of the relationship
 - b) Level of the relationship
 - c) A brief history of the relationship

**City of Columbus, Department of Technology
Computer and Accessories UTC Specifications**

- 3.2.2 **References:** The Offeror shall have documented proven successful contracts from at least four customers that the Offeror supports that are similar in scope, complexity, and cost to the requirements of this specification.
- 3.2.2.1 **Contact Information Required:** The reference contact information shall include the customer name, customer e-mail address, street address, telephone number, fax number, contact name and equipment purchase date.
- 3.2.2.2 **Equipment / Warranty Service Information:** A description of the equipment/parts provided and type of warranty service that was provided.
- 3.2.3 **Subcontractor Information Required:** If subcontractor(s) are to be used, please list names, addresses, telephone numbers and a contact person for each subcontractor. All subcontractors must have valid contract compliance certification.
- 3.2.3.1 **Subcontractor Contact:** Should the Offeror use subcontractors, the City shall use the Offeror as the primary contact point.
- 3.2.4 **Specification Questions:** Questions regarding this bid including any exceptions and/or suggested changes to the requirements must be submitted on the vendor services portal by 1:00 PM (local time) on Thursday, February 17, 2022. Responses and any necessary addenda will be posted as an amendment to this RFQ on the City's Vendor Services portal no later than 1:00 PM (local time) on February 24, 2022. The City strongly encourages bidders to submit exceptions and/or changes during this stage of the process. Bidders submitting exceptions and/or changes before this date will greatly reduce the likelihood of their bid being rejected as non-responsive to the specifications. Bidders whom have not registered and created a new user on the City's portal <https://columbusvendorservices.powerappsportals.com/> are strongly encouraged to do so. Notice of any pre-bid notes and addenda will only be sent to Bidders whom have registered at the site.
- 3.2.4.1 For further instructions on how to submit "Vendor Questions" through the Vendor Portal, please see Section "Add Vendor Questions" in the City of Columbus Vendor Services User Guide.
- 3.2.4.2 The City has instructional videos to assist bidders at the portal. Tutorial videos are available to be viewed through You Tube or by clicking the following link: https://youtu.be/-Xr_8bj-8So
- 3.3 **Product Requirement Specifications:**
- 3.3.1 Configured to Order Equipment (standard configurations) Requirements: Standard configurations will be provided as catalog items. Configurations are listed herein for a Mobile Tablet, GIS workstation, Professional Desktop, Value

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desktop, Micro PC, standard laptop, standard Ultrabook, standard Windows tablet, Standard GIS Laptop, standard LCD display (20" and 24"), a standard laptop peripheral bundle, standard Ultrabook peripheral bundle, standard Windows Tablet peripheral bundle, Mobile laptop and related peripherals, and standard GIS Laptop peripheral bundle.

- 3.3.1 Bidders do not have to offer all configurations.
 - 3.3.1.1 The term peripheral(s) refers to items required for operation, and protection of the computer. It does not include printers, scanners, speakers, cameras, or other ancillary equipment.
 - 3.3.1.2 Standard Configuration Updates: On a quarterly basis, or as needed, the successful Offeror will be required to coordinate meetings with the City for the purpose of obtaining a mutually acceptable configuration to replace outdated hardware, and update the standard configuration hardware specifications listed.
 - 3.3.1.3 Meeting Responsibilities: As needed, hardware specification updates for standard configurations will be recorded by the Offeror in the city catalogue format. Updates to reflect agreed upon changes to hardware specifications within thirty days of being notified by the manufacturer when any newer generation hardware available for sale.
 - 3.3.1.4 Undeliverable Configurations: The successful Offeror will be required to meet with the contract administrator upon completion of a final contract to establish mutually agreeable procedures to prevent standard configuration orders involving outdated hardware specifications.
 - 3.3.1.5 Standard Configurations: Bidders are encouraged to provide a Commercial off the Shelf (COTS) price for each CTO, if available.
- 3.3.2 **Mobile - Panasonic Rugged Toughbook 55 (Item # 1):**
 - MODEL: FZ-55CA-00VM
 - Operating System: Windows 10 Professional 64bit OS TPM Chip
 - Processor: Latest Generation Intel Core i7 (or equivalent replacement)
 - Video: 14" screen with 1920X1080 FHD with nit gloved multi touch screen
 - Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
 - System Memory: 16GB
 - MIL-STD-810G compliant
 - Audio: Onboard Audio w/ built-in Speaker(s)
 - Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
 - Wireless: 802.11ac Wi-Fi w/Bluetooth
 - HDMI connectivity onboard – full HDMI or must include full HDMI adapter
 - HD Infrared Web Cam
 - Emissive Backlit Keyboard

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Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

3.3.2.1 Mobile - Panasonic Rugged Toughbook 55 Vehicle Dock (Item # 2):

MODEL: HA-55LVD2

Havis Dual Pass Laptop Dock

3.3.2.2 Mobile - Panasonic Rugged Toughbook 55 Vehicle Charger (Item # 3):

MODEL: CF-LNDDC120

Lind Vehicle Charger

3.3.2.3 Mobile - Panasonic Rugged Toughbook 55 2nd Battery (Item # 4):

MODEL: FZ-55 MK1

2nd Battery

3.3.2.4 Mobile - Panasonic Rugged Toughbook 33 (Item # 5):

MODEL: CF-33SZ011VM

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Video: 12" screen with 1920X1080 FHD with nit gloved multi touch screen

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 16GB

MIL-STD-810G compliant

Audio: Onboard Audio w/ built-in Speaker(s)

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

HDMI connectivity onboard – full HDMI or must include full HDMI adapter

HD Infrared Front & Rear Web Cam

Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

3.3.2.5 Mobile - Panasonic Rugged Toughbook 33 Vehicle Dock (Item # 6):

MODEL: H-33-TVD2-L

Havis Dual Pass Tablet Dock

3.3.2.6 Mobile - Panasonic Rugged Toughbook 33 Vehicle Charger (Item # 7):

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MODEL: CF-LNDDC120
Lind Vehicle Charger

- 3.3.2.7 **Mobile - Panasonic Rugged Toughbook 33 Keyboard (Item # 8):**
MODEL: KBA-BLTX-USNNRUS
Separate Keyboard- Rugged 83 Keyboard w/touchpad and Red Backlighting, straight cord.
- 3.3.2.8 **Mobile - Panasonic Rugged Toughbook 33 Docking Keyboard (Item # 9):**
MODEL: CF-VEK333LMP
Premium Keyboard to make CF-33 into laptop
- 3.3.2.9 **Mobile - Panasonic Rugged Toughbook 33 Hand Strap (Item # 10):**
MODEL: TBC33HDSTP-P
Rotating Hand Strap
- 3.3.3 **Dell Latitude 5420 Rugged Laptop (Item # 11):**
MODEL: 5420 Rugged Laptop
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Video: 14" FHD Screen (1920X1080) Outdoor Readable Screen
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
Audio: Onboard Audio w/ built-in Speaker(s)
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
HDMI connectivity onboard – full HDMI or must include full HDMI adapter
Web Camera
Emissive Backlit Keyboard
Digital Pen / Stylus
Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint
Security: Cable Security Lock – Combination Lock
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage
Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)
- 3.3.3.1 **Dell Latitude 5420 Rugged Laptop Peripheral Kit (Item # 12):**
Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)
- 3.3.3.2 **Dell Latitude 5420 Rugged Laptop Vehicle Charger (Item # 13):**
Lind Vehicle Charger for Dell Latitude 5420 Rugged Laptop

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3.3.4 Dell Latitude 7220 Rugged Tablet (Item # 14):

MODEL: 7220 Rugged Tablet

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Video: 11.6", FHD (1920 x 1080), 1000 Nit Outdoor-Readable, AG/AS/AP, Glove-Capable Touchscreen

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB

Audio: Onboard Audio w/ built-in Speaker(s)

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

HDMI connectivity onboard – full HDMI or must include full HDMI adapter

HD Infrared Front & Rear Web Cam

Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Security: Cable Security Lock – Combination Lock

Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Video: 1920X1080 FHD with nit gloved multi touch screen

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB

Audio: Onboard Audio w/ built-in Speaker(s)

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

HDMI connectivity onboard – full HDMI or must include full HDMI adapter

HD Infrared Front & Rear Web Cam

Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

3.3.4.1 Dell Latitude 7220 Rugged Tablet Peripheral Kit (Item # 15):

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

3.3.4.2 Dell Latitude 7220 Rugged Tablet Vehicle Charger (Item # 16):

Lind Vehicle Charger for Dell Latitude 7220 Rugged Laptop

3.3.4.3 Dell Latitude 7220 Rugged Tablet Keyboard (Item # 17):

Dell Keyboard with Kickstand for Rugged Extreme Tablet

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3.3.5 Micro PC (Item # 18) Dell and HP:

Chassis: Micro Chassis
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i5 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 8GB
Audio: Onboard Audio w/ built-in Speaker(s)
Video: Dual Display Port and 1 HDMI connectivity
Network: 10/100/1000 Onboard RJ45 Network
Wireless: 802.11ac Wi-Fi w/Bluetooth
Peripherals: USB Quiet Key Keyboard, USB Optical Mouse
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.6 Standard Desktop (Item # 19) Dell and HP:

Chassis: Small Form Factor Chassis
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i5 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 8GB
Audio: Onboard Audio w/ built-in Speaker(s)
Video: Dual Display Port connectivity
DVD+-RW ROM
Peripherals: USB Quiet Key Keyboard, USB Optical Mouse
Network: 10/100/1000 Network Card RJ45 (onboard or Card)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.7 Professional Desktop (Item # 20) Dell and HP:

Chassis: Small Form Factor Chassis
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
Audio: Onboard Audio w/ built-in Speaker(s)
Video: 2GB – Dual Display Port connectivity
DVD+-RW ROM
Peripherals: USB Quiet Key Keyboard, USB Optical Mouse
Network: 10/100/1000 Network Card RJ45 (onboard or Card)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.8 GIS Desktop (Item # 21) Dell and HP:

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Chassis: Small Form Factor Chassis
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Xeon (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 32GB
Audio: Onboard Audio w/ built-in Speaker(s)
Video: 8GB – Dual Display Port connectivity
DVD+-RW ROM
Peripherals: USB Quiet Key Keyboard, USB Optical Mouse
Network: 10/100/1000 Network Card RJ45 (onboard or Card)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.9 Standard Laptop (Item # 22) Dell and HP:

Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i5 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 8GB
Display: 14" LED Display
HDMI connectivity onboard
Peripherals: Integrated HD Camera / Microphone combo
Power Options: Standard Primary Battery & AC Adapter
Audio: Internal Chassis Speaker
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
Security: Cable Security Lock – Combination Lock
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.9.1 Standard Laptop Peripheral Bundle (Item # 23) Dell and HP:

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

3.3.10 Standard Windows Tablet (Item # 24) Dell and HP:

Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i5 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 8GB
Display: 13" Full HD 3k2k 3000X2000 minimum, Touchscreen
Integrated Web Cam Front & Back
Audio: Headphone Audio Output, Integrated Audio & Microphone
Detachable Keyboard – Backlit

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Stylus/Pen
Secondary AC Adapter
Network: 10/100/1000 Network USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
HDMI Video Adapter Cable

- 3.3.10.1 **Standard Windows Tablet Bundle (Item # 25) Dell and HP:**
Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)
- 3.3.11 **Professional Ultrabook 2-in-1 (Item # 26) Dell and HP:**
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
Display: 14" LED Display, Touchscreen – NOT DETACHABLE
HDMI connectivity onboard
Peripherals: Integrated HD Camera / Microphone combo
Power Options: Standard Primary Battery & AC Adapter
Audio: Internal Chassis Speaker
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
Security: Cable Security Lock – Combination Lock
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)
- 3.3.11.1 **Professional Ultrabook Peripheral Bundle (Item # 27) Dell and HP:**
Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)
- 3.3.12 **GIS Laptop (Item # 28) Dell and HP:**
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Xeon (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 32GB
Video: Onboard 8GB HDMI or Display Port connectivity
Display: 17" screen or approximate in size
Audio: Internal Chassis Speaker
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
Security: Cable Security Lock – Combination Lock
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

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Warranty: 3 Year Next Business Day Onsite Service

Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.12.1 GIS Laptop Bundle (Item # 29) Dell and HP:

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

3.3.13 Standard 20" Monitor (Items # 30) Dell and HP:

20" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty

3.3.14 Standard 24" Monitor (Items # 31) Dell and HP:

24" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty

3.3.15 Standard 32" Monitor (Items # 32) Dell and HP:

32" Display: QHD LED, Height Adjustable, Pivot-able, HDMI, Display Port, USB-C capable, and 3year Warranty

3.4 Additional Items: Additional equipment and supplies can be added during the term of the contract. Item description, and cost(s) must be submitted in writing to the Purchasing Office for review and approval, prior to implementation.

3.5 Alternates: Bids will be considered on units complying with the specifications. **All alternates must be detailed in an attached letter to bid and the Manufacturer and Model clearly identified.** Explanations must fully state what is to be furnished. All alternates must meet or exceed specifications. The City of Columbus reserves the right to determine whether any proposed alternates are within the specifications.

3.6 Technical Specification Notes:

3.6.1 All equipment must be business class

3.6.2 A Checklist must be provided to demonstrate the fulfillment of each product and the specific items we are requesting

3.6.3 All products offerings that might vary in color options such as detachable keyboards, cases, covers, etc.; it is our preference to default to silver, black, or grey as our first choice.

3.6.4 Any product identified as a standard configuration that becomes unavailable and/or retired must be replaced with like or a similar replacement product of

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equal or greater value; and must inform all appropriate parties within the City of Columbus of said changes within 3 business days of the changes.

- 3.6.5 Any product identified as a standard configuration that becomes unavailable and/or retired after an existing Purchase Order has been cut, all Purchase Order pricing must be honored for the replacement products.
- 3.6.6 It will be the responsibility of the reseller to ensure the City of Columbus has current products and pricing for any of their standard items.

4.0 INSPECTION AND TEST PROCEDURES

4.1 **Inspection:** All parts shall be thoroughly, physically inspected upon delivery by an authorized representative of the Department of Technology for verification of conformance to the specifications. Any damaged, defective, or substandard item shall be promptly removed by the supplier, and replaced at no cost to the City of Columbus. The supplier will be responsible for all shipping costs.

4.1.1 **Testing:** The City reserves the right to conduct testing on supplies provided by the ensuing contract before acceptance for specification compliance at any time during the duration of the contract. Any product not meeting the above described specifications shall be rejected and returned to the supplier.

5.0 ORDERING, DELIVERY and INVOICING

5.1 **Ordering Procedure:** A written purchase order will be established by the Director of Finance and Management. The Purchase Order will have the delivery information and invoice information.

5.2 **Delivery days after Order:** Bidder shall insert in the "Discount" tab of the bid the Lead Time expressed as the number of calendar days after receipt of order that delivery will be made. Vendors shall state actual delivery time in calendar days in the space provided under Delivery/Payment Terms. Delivery time may be a factor in determining award of bid. Failure to deliver in the days proposed may lead the City to consider the contract holder in partial or full breach of the contract. In the case of such breach, the City reserves the right to pursue all remedies and actions available under this contract and relevant law.

5.2.1 **Delivery Instructions:** Each delivery location may have specific requirements for delivery specified on the purchase order. If no instructions are listed please contact the City agency listed on the purchase order to determine specific delivery instructions.

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- 5.3 **Packaging:** All items must be packaged in the minimum standard packing material designed to protect against damage during shipment. Note the use of Environmentally Friendly materials is encouraged.
- 5.4 **Invoicing:** Each invoice shall show the City Purchase Order number, a brief description identifying the item, the unit price, and the total amount. The invoice amount must exactly match the purchase order amount in accordance with the bid proposal. All Invoices should be mailed to the address shown on the purchase order ensure proper payment.
- 5.5 **Will Call Requirements:** The bidder may offer the City an opportunity to pick up the goods from a designated "Will Call" location(s) located in the City of Columbus or central Ohio area. The bidder must include, in a separate attachment to the bid, a letter outlining the address of will call location(s), the normal business hours for pickup of goods and any necessary lead time requirements for order preparation prior to pick up.
- 5.6 **Expedited Shipment:** In cases when parts are needed immediately and not available for pick up, the agency may request that it be shipped the quickest way possible. The exact price must be determined and agreed upon by an appointed designee and a notation included on the order before authorization is granted for an expedited order. The additional charge shall cover freight charges for shipping the part from the supplier. Such charges should be shown separately on the invoice and a copy of the freight invoice will be attached to the invoice upon submittal.

6.0 **NOTES**

- 6.1 **Universal Term Contract:** This proposal is bidder's offer to sell the item(s) set forth in the bidders' response to the RFQ at the price(s) quoted by bidder therein, under the terms and conditions of these bid documents. An estimated quantity or estimated annual expenditure is set forth in the proposal. Bidder is to take notice that the City makes no warranties or representations that the estimated quantity, or any quantity at all, will be ordered by the City even though bidder's proposal is accepted by the City and a firm offer for sale executed.

If bidder's proposal is accepted by the City and the firm offer for sale is executed the bidder is to take further notice that no act, failure to act, or order placed by the City shall constitute an order or contractually bind the City without the proper certificate by the City Auditor that funds sufficient for full payment due on any order are available. Each order placed under the firm offer for sale shall require execution of a purchase order. Therefore in consideration of one (1) dollar received by the awarded bidder, said bidder shall offer to sell buyer, City of Columbus, who shall have the Contract Term to exercise this option to purchase, at the price and on the terms set forth in this proposal.

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The City shall not be precluded from buying the same or similar items from other suppliers.

- 6.1.1 **Written Purchase Order:** Written Purchase orders may be established for various City Agencies referencing the terms of this contract and specifying delivery locations. No shipment shall be authorized until such issuance of a Purchase Order.

- 6.2 **Online Bidding Instructions:** The bidder shall submit a firm, fixed discount (or mark-up, if applicable) to the listed prices for each standard published price list(s) catalog (or web catalog) they wish to bid. Bidder shall indicate in the comment field **OR** on the attached proposal each Price Catalog with effective date or website address from which these parts will be purchased and the applicable discount. The City may purchase any item or group of like items in the catalog and/or price list from the successful bidder after a purchase order for the listed items is issued.
 - 6.2.1 **Worksheet Instructions:** The worksheet pages contain specified items. Bidders are to complete all blanks on the worksheet. They are to be priced as representative bids, that is, the same discount must be applied to these like items as is offered on the price list from which they originated. All prices completed on the worksheet must be in accordance with, and verifiable to, the discount structure submitted.
 - 6.2.2 **Multiple Discounts:** All multiple discounts submitted must be in such a fashion that cost to the City of items not specifically listed in the bid is easily comprehensible. It is understood that any like item(s) not designated but listed in the bidder's price list and/or catalog shall be given the same discount.
 - 6.2.3 **Alternates:** Bids will be considered on units complying with the specifications. All alternates must be detailed in an attached letter to bid. Explanations must fully state what is to be furnished. All alternates must meet or exceed specifications. The City of Columbus reserves the right to determine whether any proposed alternates are within the specifications.
 - 6.2.4 **Minimum Order:** The bidder shall state in the comment section **OR** in the space indicated on the proposal document any minimum quantity required for delivery. If no quantity is specifically stated, it will be presumed that no minimum quantity is required for delivery. Any minimum quantity stated by the Bidder may be used by the City in evaluation of the bid.
 - 6.2.5 **Attachments:** For instruction on attaching documents to online quotes, please see the "City of Columbus Vendor Services User Guide", made available through the Vendor Portal.

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- 6.3 **Successful bidders must provide Price List(s), Catalog(s), and/or Web Site Login:** Once a contract is awarded the successful bidder(s) will be responsible for providing (price lists and/or catalogs, when so requested by the City. Individual website log-ins and passwords for each City User is not acceptable.
- 6.4 **E-Catalog Requirements:** Notwithstanding any price list, catalog, website, etc. that must be submitted to comply with the bidding requirements within this document, the City has implemented an “E-Catalog” system that will require all awarded vendors to provide additional product information that is required by the City to identify and create Purchase Orders for any product (or service) that is included in the proposal submitted by the vendor.
- 6.4.1 **Product Data:** The information required must be submitted in the Excel format in accordance with Attachment A. Electronic copies will be provided to the successful bidder for completion. The information needed for each product includes, but is not limited to:
- | | |
|------------------------------|---------------------------------------|
| Agreement Number (from City) | Agreement expiration date (from City) |
| Product Description | Awardee Part Number (if applicable) |
| Manufacturer Name | Manufacturer Product Number |
| Product UNSPSC | Product Lead Time |
| Product Price | Product UOM |
- 6.4.2 **Implementation Methods:** Any contract awardee must work with the City prior to final execution of the contract for this solicitation to implement a catalog/price list in the City’s “E-Catalog” system. This may be fulfilled by offering a “punch out” to the vendor’s web catalog, electronic price list or Excel spreadsheet.
- 6.4.2.1 Awardees offering a “punch out” option must be able to limit offered catalog based items based on categories awarded in the contract or other approved method.
- 6.4.2.2 Awardees offering a price list of specific items must work with the City prior to final execution of the contract in order to implement a price list in the City’s “E-Catalog” system. This can be fulfilled by offering an Excel spreadsheet with the required information requested by the City.
- 6.4.2.3 Awardees will be responsible for notifying and supplying the City with any subsequent price increases to the price list or excel spreadsheets in a timely manner to allow for updating the E-Catalog system, subject to the price escalation clause included in this contract.
- 6.5 **Cooperative Purchasing:** The successful bidder shall also supply all items under the terms and conditions of the proposed contract to agencies officially

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sanctioned by the City in its cooperative purchasing effort, the Central Ohio Organization of Public Purchasers (COOPP). Any agency that is not subject to a City of Columbus purchase order must be invoiced directly by the supplier. Those agencies participation is subject to a credit approval by the supplier, as the City of Columbus is in no way obligated to those agencies' financial commitments. The supplier shall be notified of any additional agencies sanctioned by the City of Columbus via letter signed by the Finance and Management Director.

- 6.6 **Correspondences:** During the bidding and evaluation process an Offeror is strictly prohibited from communicating with any City employees or officers regarding the solicitation. Any communication from the vendor to the City should be limited to only the contact(s) listed in the RFQ and/or below. A violation of this section on the part of the Offeror may lead to disqualification.

All correspondences regarding this bid should be sent to:
Kahaytas@columbus.gov



Brown Enterprise Solutions

5935 Wilcox Place, Suite E

Dublin, Ohio 43016

Office: 614.588.0248

March 02, 2022

Kathleen Haytas
City of Columbus
Purchasing Office
1111 E. Broad Street
Columbus, OH 43205

Reference: RFQ020870: Computers and Accessories UTC

Dear Ms. Haytas,

Brown Enterprise Solutions is a multi-million dollar technology provider of hardware, software, services and solutions to the State of Ohio agencies as well as Ohio Universities and Colleges for more than 19 years with proven expertise and a reference list of satisfied clients. We take pride in our ability to deliver the right technology solutions to meet your business needs while providing the best service and value in the business. The partnerships we have developed with top technology leaders like Dell Technologies enables us to provide the best of breed technology and solutions to our clients at a most competitive price. We are dedicated to providing an environment of mutual trust with the highest level of integrity and customer service.

The primary contact for this RFQ is Doreen Needham, Sr. Account Executive. Ms. Needham has the authority to answer questions regarding this proposal. Ms. Needham's contact information is as follows:
Email: dneedham@besolutions.org Phone: (614) 588-0248 Ext. 21

Brown Enterprise Solutions was established in 2002 and is an Ohio LLC with a Federal Tax ID # 90-0353698; D-U-NS number 111417676, and with a principal place of business being 5935 Wilcox Place, Suite E, Dublin, Ohio 43016.

Brown Enterprise Solutions is State of Ohio MBE and EDGE certified.

Regards,

George Brown
President/CEO

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RFQ020870 BIDDER GUIDE**

The following information is provided by the City of Columbus to assist you in navigating the formal bid procedures. This information is not to supersede or replace any of the actual bid specifications or requirements; its sole purpose is to provide information on the process. If you have any questions regarding the process, please contact the appropriate City of Columbus representative listed on the bid solicitation (for specification questions see instructions below).

Any addenda issued by the City of Columbus will be posted on this site. The City of Columbus will send notification of addenda to Bidders that have an active login id and password with Columbus Vendor Services **and are registered for the commodity code(s) associated with this solicitation.**

Though the notification methods above will be utilized to notify bidders of addenda it is ultimately the Bidder's responsibility to check this site for verification of any issued addenda.

IN ORDER FOR YOUR BID TO BE CONSIDERED: (CHECK ONE BELOW)

X **Pricing** is to be entered into the Attachment A of the RFQ. Please print, complete, and attach your completed price listing to your bid response.

The following documents must be completed and attached to your response. Complete this checklist to confirm the items required in your bid. Failure to submit the listed documents may be cause for rejection of your bid.

X Proposal Pages

X Attachment A Pricing Worksheet

X Reference Pages

X Experience Documentation - SECTION 3: BROWN ENTERPRISE SOLUTIONS RESPONSE

X Subcontractor Information - Brown Enterprise Solutions will not be using subcontractors for this RFQ020870.

X Warranties

Please refer to the Vendor Services User Guide, under the Help tab on the link below, for guidance using the Attachment feature to attach references, literature, warranty information and any other documentation as needed.

<https://columbusvendorservices.powerappsportals.com/>

**City of Columbus
Computers and Accessories
Proposal Page**

1. Manufacturer's Name Panasonic

Catalogue Name or Number _____

Catalogue Date _____

Price List Date _____

Web Site Address _____

Delivery ARO _____

Required Minimum Order _____

Discount Percent (Firm or fixed
discounts required) _____

2. Manufacturer's Name Dell

Catalogue Name or Number _____

Catalogue Date _____

Price List Date All US List Pricing is listed on www.dell.com under Products

Web Site Address Computers, Monitors & Technology Solutions | Dell USA - <https://www.dell.com/en-us/>

Delivery ARO 30 Days

Required Minimum Order None

Discount Percent (Firm or fixed See Attached 3.6.2 Checklist for discounts on Item#11 through Item# 32
discounts required) Discounts on Dell non-standard configurations and accessories is 20% off List Price

3. Manufacturer's Name Hewlett Packard

Catalogue Name or Number _____

Catalogue Date _____

Price List Date _____

Web Site Address _____

Delivery ARO _____

Required Minimum Order _____

Discount Percent (Firm or fixed
discounts required) _____

All Prices quoted are F.O.B. Destination, Freight Pre-paid, and Allowed to any City of Columbus address specified on a Purchase Order.

**City of Columbus
Computers and Accessories
Proposal Page**

4. Manufacturer's Name

Catalogue Name or Number

Catalogue Date

Price List Date

Web Site Address

Delivery ARO

Required Minimum Order

Discount Percent (Firm or fixed discounts required)

5. Manufacturer's Name

Catalogue Name or Number

Catalogue Date

Price List Date

Web Site Address

Delivery ARO

Required Minimum Order

Discount Percent (Firm or fixed discounts required)

6. Manufacturer's Name

Catalogue Name or Number

Catalogue Date

Price List Date

Web Site Address

Delivery ARO

Required Minimum Order

Discount Percent (Firm or fixed discounts required)

All Prices quoted are F.O.B. Destination, Freight Pre-paid, and Allowed to any City of Columbus address specified on a Purchase Order.

BROWN ENTERPRISE SOLUTIONS

City of Columbus 2022 Computer and Accessories UTC

3.6.2 A Checklist must be provided to demonstrate the fulfillment of each product and the specific items we are requesting

		Unit Price	List Price	Discount
3.3.3	Dell Latitude 5420 Rugged Laptop (Item # 11):	\$ 3,075.08	\$ 6,795.97	54.75%
	<p>MODEL: 5420 Rugged Laptop Now EOL with No inventory Remaining</p> <p>Operating System: Windows 10 Professional 64bit OS TPM Chip</p> <p>Processor: Latest Generation Intel Core i7 (or equivalent replacement)</p> <p>Video: 14" FHD Screen (1920X1080) Outdoor Readable Screen</p> <p>Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar</p> <p>System Memory: 16GB</p> <p>Audio: Onboard Audio w/ built-in Speaker(s)</p> <p>Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter</p> <p>Wireless: 802.11ac Wi-Fi w/Bluetooth</p> <p>HDMI connectivity onboard – full HDMI or must include full HDMI adapter</p> <p>Web Camera</p> <p>Emissive Backlit Keyboard</p> <p>Digital Pen / Stylus</p> <p>Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint</p> <p>Security: Cable Security Lock – Combination Lock</p> <p>Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)</p> <p>Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage</p>	<p>Dell Latitude 5430 Rugged [210-BCFW]</p> <p>Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish[619-AQMP]</p> <p>Intel Core Processor i7-1185G7, (QC, 3.0 to 4.3 GHz, 28W, vPro)[379-BERR]</p> <p>14" Touch 1100 nits WVA FHD (1920 x 1080) 100% sRGB Anti-Glare, Outdoor Viewable</p> <p>512GB M.2 PCIe NVMe Class 40 Solid State Drive[400-BMRY]</p> <p>16GB, 2x8GB, 3200 MHz DDR4 Non-ECC[370-AGTH]</p> <p>Universal Stereo headset/mic combo, Rugged quality speakers, Noise reducing array microphones</p> <p>Integrated Intel i219LM 10/100/1000 Mb/s Ethernet (RJ-45) with One RJ-45 connector</p> <p>Intel AX210 Wireless Card with Bluetooth[555-BHCH]</p> <p>HDMI 2.0</p> <p>Microphone +RGB HD camera; Touch; WLAN/WWAN antennae; Pogo vehicle docking and RF passthrough[319-BBHV]</p> <p>English US RGB Backlit Sealed Internal keyboard[583-BILF]</p> <p>Dell Passive Pen for Latitude Rugged 5430-7330 SKU: 750-ADQB</p> <p>DW5930E w/o eSIM WWAN Card Qualcomm SDX55 5G-NR for Vrzn[556-BCYL]</p> <p>Kensington N17 Combination Cable Lock for Dell Devices with Wedge Slots - Security cable lock SKU: AA549668</p> <p>PNC-218 Laptop Briefcase - Fits Laptop with Screen Sizes Up to 18-inch - Black SKU: A6823638</p> <p>Dell Limited Hardware Warranty Initial Year[808-6805], Dell Limited Hardware Warranty Extended Year(s)[975-3461], ProSupport: Next Business Day Onsite, 1 Year Extended[808-6782], ProSupport: Next Business Day Onsite, 3 Years[808-6784], ProSupport: 7X24 Technical Support, 4 Years[808-6810], Accidental Damage Service, 4 year[973-9200]</p>		

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113607515.2 & 3000113585212.1

3.3.3.1 Dell Latitude 5420 Rugged Laptop Peripheral Kit (Item # 12):	Dell Latitude 5430 Rugged Laptop Peripheral Kit	\$ 285.00	\$ 479.98	40.62%
<p>Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging</p> <p>Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)</p>	<p>Latitude Rugged Display Port Desk Dock, Customer Kit SKU: 452-BCGQ</p> <p>Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse</p> <p>Quote No.3000113582691.1</p>			
3.3.3.2 Dell Latitude 5420 Rugged Laptop Vehicle Charger (Item # 13):	Lind PS for Rugged 5430	\$ 118.00	\$ 126.99	7.08%
<p>Lind Vehicle Charger for Dell Latitude 5420 Rugged Laptop</p>	<p>Lind USB-C-4901 - Car power adapter - 11 - 16 V - 60-watt SKU: AA532631</p> <p>Quote No.3000113601242.1</p>			
3.3.4 Dell Latitude 7220 Rugged Tablet (Item # 14):	Dell Latitude 7220 Rugged, CTO 210-ATEF	\$ 2,627.70	\$ 5,598.82	53.06%
<p>MODEL: 7220 Rugged Tablet</p> <p>Operating System: Windows 10 Professional 64bit OS TPM Chip</p> <p>Processor: Latest Generation Intel Core i7 (or equivalent replacement)</p> <p>Video: 11.6", FHD (1920 x 1080), 1000 Nit Outdoor-Readable, AG/AS/AP, Glove-Capable Touchscreen</p> <p>Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar</p> <p>System Memory: 16GB</p> <p>Audio: Onboard Audio w/ built-in Speaker(s)</p> <p>Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter</p> <p>Wireless: 802.11ac Wi-Fi w/Bluetooth</p> <p>HDMI connectivity onboard – full HDMI or must include full HDMI adapter</p> <p>HD Infrared Front & Rear Web Cam</p> <p>Digital Pen / Stylus</p> <p>Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint</p> <p>Security: Cable Security Lock – Combination Lock</p> <p>Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)</p>	<p>Dell Latitude 7220 Rugged, CTO[210-ATEF]</p> <p>Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish[619-AQMP]</p> <p>8th Generation Intel Core i7-8665U Processor (4 Core,8MB Cache,1.9GHz,15W)[379-BDQU]</p> <p>11.6", FHD (1920 x 1080), 1000 Nit Outdoor-Readable, AG/AS/AP, Glove-Capable Touchscreen, 5G[391-BGFP]</p> <p>M.2 512GB PCIe NVMe Class 40 Solid State Drive[400-BGWO]</p> <p>16GB 2133MHz LPDDR3 Memory[370-AFDB]</p> <p>Combo headphone and mic jack. Built-in stereo speaker. 2 non-array, integrated mics</p> <p>Network port: Ethernet connection available through DELL USB-C Mobile Adapter - DA310 SKU: 470-AETL Expansion Module or dock</p> <p>Intel Dual Band Wireless AC 9560 (802.11ac) 2x2 with Bluetooth[555-BFJV]</p> <p>DELL USB-C Mobile Adapter - DA310 SKU: 470-AETL; Ports Available Include HDMI, DP, VGA, Ethernet, USB-C And USB-A.</p> <p>5 MP HD IR webcam /8 MP rear camera with Flash and Dual Microphone</p> <p>Passive Stylus for the Latitude 7220 Rugged Extreme Tablet SKU: 750-ABNE</p> <p>DW5930E Qualcomm SDX55 WWAN 5G for Verizon[556-BCYY]</p> <p>Kensington Universal 3-in1 Combination Laptop Lock - Resettable - Security cable lock -6 ft SKU: AB564492</p> <p>PNC-218 Laptop Briefcase - Fits Laptop with Screen Sizes Up to 18-inch - Black SKU: A6823638</p>			

Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental
 Damage coverage
 Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

Dell Limited Hardware Warranty Initial Year[997-6988], Dell Limited Hardware Warranty Extended Year(s)[975-3461], ProSupport: Next Business Day Onsite, 1 Year Extended[804-0498], ProSupport: Next Business Day Onsite, 3 Years[804-0500], ProSupport: 7X24 Technical Support, 4 Years[997-6996], Accidental Damage Service, 4 year[973-9200] Shipping Material, Shuttle[340-AQMD], All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>
 Quote No.3000113584614.2 & 3000113585212.1

3.3.4.1	Dell Latitude 7220 Rugged Tablet Peripheral Kit (Item # 15):	\$ 320.00	\$ 484.98	34.01%
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Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Desktop Dock for the Latitude 12 Rugged Tablet SKU: 470-ABNJ

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse

Quote No.3000113563821.1

3.3.4.2	Dell Latitude 7220 Rugged Tablet Vehicle Charger (Item # 16):	\$ 126.99	\$ 129.99	7.30%
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Lind Vehicle Charger for Dell Latitude 7220 Rugged Laptop

Lind PS for Dell Latitude Rugged Tablet

Lind DE1950-4448 - Car power adapter SKU: A9749440

Quote No. 3000113600004.1

3.3.4.3	Dell Latitude 7220 Rugged Tablet Keyboard (Item # 17):	\$ 257.07	\$ 349.99	26.54%
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Dell Keyboard with Kickstand for Rugged Extreme Tablet

Dell Keyboard with Kickstand for Rugged Extreme Tablet SKU: 580-AGLL

Quote No.3000113564558.1

3.3.5	Micro PC (Item #18):	\$ 690.00	\$ 1,700.00	59.41%
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Chassis: Micro Form Factor Chassis

Dell OptiPlex 5090 Micro Chassis 210-AYRX

OptiPlex 5090 Micro XCTO [210-AYRX], ENERGY STAR [387-BBLW]

Operating System: Windows 10 Professional 64bit OS TPM Chip

Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], Trusted Platform Module (TPM Enabled) [329-BBJL]

Processor: Latest Generation Intel Core i5 (or equivalent replacement)

Intel Core i5-11500T (6 Cores/12MB/12T/1.5GHz to 3.9GHz/35W); supports Windows 10/Linux [338-BZMF]

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

M.2 512GB PCIe NVMe Class 40 Solid State Drive [400-BLOS]

System Memory: 8GB

8GB (2x4GB) DDR4 Non-ECC Memory [370-AFJF]

Audio: Onboard Audio w/ built-in Speaker(s)

4 Channel High Definition Audio, Audio controller: Realtek ALC3246; Speaker for OptiPlex MFF[520-AARC]

Video: Dual Display Port and 1 HDMI connectivity

Intel Integrated Graphics, Dual DisplayPort 1.4, Optional HDMI 2.0b Video Port[382-BBFJ]

Network: 10/100/1000 Onboard RJ45 Network

Integrated Ethernet LAN 10/100/1000, RJ45 Ethernet port

Wireless: 802.11ac Wi-Fi w/Bluetooth

Qualcomm QCA9377 Dual-band 1x1 802.11ac Wireless with MU-MIMO + Bluetooth 5.0 [555-BDZT] with Internal Antenna

Peripherals: USB Quiet Key Keyboard, USB Optical Mouse

Dell KB216 Wired Keyboard English Black [580-ADJC], Dell Optical Mouse - MS116 (Black) [570-ABIE]

Warranty: 3 Year Basic, 3 Year Next Business Day Onsite Service

Dell Limited Hardware Warranty Plus Service[804-9043], ProSupport: Next Business Day Onsite 3 Years[804-9070], ProSupport: 7x24 Technical Support, 3 Years[804-9050]

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

Shipping Material[340-CQYN]; All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113544061.1

3.3.6	Standard Desktop (Item # 19) Dell:	Dell OptiPlex 5090 SFF 210-AYSC	\$ 698.00	\$ 1,718.00	59.37%
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Chassis: Small Form Factor Chassis

OptiPlex 5090 SFF XCTO [210-AYSC], ENERGY STAR Version 6.1 [387-BBLW]

Operating System: Windows 10 Professional 64bit OS TPM Chip

Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], TPM Enabled [329-BBJL]

Processor: Latest Generation Intel Core i5 (or equivalent replacement)

Intel Core i5-11500 (6 Cores/12MB/12T/2.7GHz to 4.6GHz/65W); supports Windows 10/Linux [338-BZOX]

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

M.2 512GB PCIe NVMe Class 40 Solid State Drive [400-BLOS]

System Memory: 8GB

8GB (1x8GB) DDR4 Non-ECC Memory [370-AGFP]

Audio: Onboard Audio w/ built-in Speaker(s)

Realtek ALC3246 with Waves MaxxAudio Pro, Internal Speaker [520-AARD]

Video: Dual Display Port connectivity

Two DisplayPort 1.4 ports

DVD+-RW ROM

8x DVD+-RW 9.5mm Optical Disk Drive [429-ABFH]

Peripherals: USB Quiet Key Keyboard, USB Optical Mouse

Dell KB216 Wired Keyboard English Black [580-ADJC], Dell Optical Mouse - MS116 (Black) [570-ABIE]

Network: 10/100/1000 Network Card RJ45 (onboard or Card)

Integrated Ethernet LAN 10/100/1000, One RJ45 Ethernet port

Warranty: 3 Year Basic, 3 Year Next Business Day Onsite Service

Dell Limited Hardware Warranty Plus Service[804-9043], ProSupport: Next Business Day Onsite 3 Years[804-9070], ProSupport: 7x24 Technical Support, 3 Years[804-9050]

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

Shipping Material for SFF [340-CQYR], All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113544530.1

3.3.7	Professional Desktop (Item # 20) Dell:	Dell OptiPlex 5090 SFF 210-AYSC	\$ 937.00	\$ 2,211.00	57.62%
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Chassis: Small Form Factor Chassis

OptiPlex 5090 SFF XCTO [210-AYSC], ENERGY STAR Version 6.1 [387-BBLW]

Operating System: Windows 10 Professional 64bit OS TPM Chip

Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], TPM Enabled [329-BBJL]

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Intel Core i7-11700 (8 Cores/16MB/16T/2.5GHz to 4.9GHz/65W); supports Windows 10/Linux[338-BZOX]

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

M.2 512GB PCIe NVMe Class 40 Solid State Drive [400-BLOS]

System Memory: 16GB

16GB (2x8GB) DDR4 Non-ECC Memory[370-AGFS]

Audio: Onboard Audio w/ built-in Speaker(s)

Realtek ALC3246 with Waves MaxxAudio Pro, Internal Speaker [520-AARD]

Video: 2GB – Dual Display Port connectivity

AMD Radeon 550 2GB LP (DP/DP) [490-BGLT]

DVD+-RW ROM

8x DVD+-RW 9.5mm Optical Disk Drive [429-ABFH]

Peripherals: USB Quiet Key Keyboard, USB Optical Mouse

Dell KB216 Wired Keyboard English Black [580-ADJC], Dell Optical Mouse - MS116 (Black) [570-ABIE]

Network: 10/100/1000 Network Card RJ45 (onboard or Card)

Integrated Ethernet LAN 10/100/1000, One RJ45 Ethernet port

Warranty: 3 Year Basic, 3 Year Next Business Day Onsite Service

Dell Limited Hardware Warranty Plus Service [804-9043], ProSupport: Next Business Day Onsite 3 Years [804-9070], ProSupport: 7x24 Technical Support, 3 Years[804-9050]

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

Shipping Material for SFF [340-CQYR], All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113544785.2

3.3.8	GIS Desktop (Item # 21) Dell:	Dell Precision 3650 Tower 210-AYSV	\$ 2,185.00	\$ 4,441.34	50.80%
	<p>Chassis: Small Form Factor Chassis</p> <p>Operating System: Windows 10 Professional 64bit OS TPM Chip</p> <p>Processor: Latest Generation Intel Xeon (or equivalent replacement)</p> <p>Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar</p> <p>System Memory: 32GB</p> <p>Audio: Onboard Audio w/ built-in Speaker(s)</p> <p>Video: 8GB – Dual Display Port connectivity DVD+-RW ROM</p> <p>Peripherals: USB Quiet Key Keyboard, USB Optical Mouse</p> <p>Network: 10/100 or 10/100/1000 Network Card RJ45 (onboard or Card)</p> <p>Warranty: 3 Year Next Business Day Onsite Service</p> <p>Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)</p>	<p>Precision 3650 Tower CTO BASE [210-AYSV], HxWxD: 13.19 in x 6.95 in. x Depth: 13.58 in. Weight: 18.74 lb. ENERGY STAR Qualified [387-BBLW]</p> <p>Windows 10 Pro for Workstations (6 Cores) Multi - English, French, Spanish [619-APQY], Dell Precision TPM [340-ACBY]</p> <p>11th Generation Intel Xeon W-1350, 12 MB Cache, 6 Core, 3.3 GHz to 5.0 GHz [338-BZLB]</p> <p>512GB PCIe NVMe Class 40 M.2 SSD[400-BLQY]</p> <p>32GB (2x16GB) DDR4 UDIMM non-ECC Memory [370-AGEH]</p> <p>Integrated Realtek® ALC3246 High Definition Audio Codec (2 Channel), Internal Speaker for Precision 3650[520-AASQ]</p> <p>Nvidia Quadro RTX 4000, 8GB, 3DP, VirtualLink (Precision 3650T)[490-BGNX]</p> <p>8x DVD+/-RW 9.5mm Optical Disk Drive[429-ABDW]</p> <p>Dell KB216 Wired Keyboard English Black [580-ADJC], Dell Optical Mouse - MS116 (Black) [570-ABIE]</p> <p>No Additional Network Card Selected (Integrated NIC included) [555-BBJO], 1x RJ45 Network Connector</p> <p>Dell Limited Hardware Warranty Plus Service [997-2808], ProSupport: Next Business Day Onsite, 3 Years [997-6782], ProSupport: 7x24 Technical Support, 3 Years[997-2836]</p> <p>Ship material - EPEAT Certification [340-COYI], All of the files needed for Driver and OS restore are available for download on https://www.dell.com/support/home/en-us</p>			
Quote No.3000113546737.1					
3.3.9	Standard Laptop (Item # 22) Dell:	Dell Latitude 5420 XCTO Base 210-AYNM	\$ 1,027.00	\$ 3,016.02	65.95%
	<p>Operating System: Windows 10 Professional 64 bit OS TPM Chip</p> <p>Processor: Latest Generation Intel Core i5 (or equivalent replacement)</p> <p>Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar</p> <p>System Memory: 8GB</p> <p>Display: 14" LED Display</p> <p>HDMI connectivity onboard</p> <p>Peripherals: Integrated HD Web Cam / Microphone combo</p> <p>Power Options: Standard Primary Battery & AC Adapter</p> <p>Audio: Internal Chassis Speaker</p> <p>Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter</p> <p>Wireless: 802.11ac Wi-Fi w/Bluetooth</p> <p>Security: Cable Security Lock – Combination Lock</p> <p>Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)</p>	<p>Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], Trusted Platform Module (TPM) Security Chip</p> <p>11th Generation Intel Core i5-1145G7 (4 Core, 8M cache, base 2.6GHz, up to 4.4GHz, vPro) [379-BEHF]</p> <p>M.2 512GB PCIe NVMe Class 40 Solid State Drive[400-BNHR]</p> <p>8GB, 2x4GB, DDR4 Non-ECC [370-AFEI]</p> <p>14" FHD (1920x1080) Non-Touch, Anti-Glare, 250nits[391-BFPR]</p> <p>HDMI 2.0 port</p> <p>HD Camera Bezel with Mic [325-BDYX]</p> <p>4 Cell 63Whr Long Life Battery (includes 3 year limited hardware warranty) [451-BCUM], 65W Type-C EPEAT Adapter [492-BCXP]</p> <p>High-definition audioController REALTEK ALC3204 Internal interface, two internal speakers</p> <p>Integrated 10/100/1000 Mbps, RJ-45 Ethernet port</p> <p>Intel Wi-Fi 6 AX201 2x2 .11ax 160MHz + Bluetooth 5.2 [555-BGGT]</p> <p>Noble Locks TZ03TC ultra-compact Wedge (TM) Lock with resettable 4-digit combination and peripheral [AA963241]</p> <p>Dell Essential Briefcase 15 (ES1520C) SKU: 460-BCTK</p>			

Warranty: 3 Year Next Business Day Onsite Service

Dell Limited Hardware Warranty [997-8317], ProSupport: 7x24 Technical Support, 3 Years [997-8344], ProSupport: Next Business Day Onsite, 3 Years [997-8349][997-8354]

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113548106.2

3.3.9.1 Standard Laptop Peripheral Bundle (Item # 23) Dell: \$ 270.00 \$ 458.98 41.17%

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Dell Dock – WD19S 90W Power Delivery – 130w AC [210-AZBG]
Advanced Exchange Service, 3 Years[824-3984]
Dell Limited Hardware Warranty[824-3993]

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse

Quote No.3000113521027.1

3.3.10 Standard Windows Tablet (Item # 24) Dell: Dell 7320 Detachable 210-AYRB \$ 1,486.11 \$ 3,882.53 61.72%

Operating System: Windows 10 Professional 64 bit OS TPM Chip

Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], Trusted Platform Module (TPM) Security Chip
11th Generation Intel(R) Core(TM) i5-1140G7 (4 Core, 8M cache, base 1.8GHz, up to 4.2GHz, vPro capable) [379-BEKG]

Processor: Latest Generation Intel Core i5 (or equivalent replacement)
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

M.2 512GB PCIe NVMe Class 35 Solid State Drive[400-BHRH]

System Memory: 8GB

8 GB, LPDDR4X SDRAM, 4267MHz (on board) [370-AGNZ]

Display: 13" Full HD 3k2k 3000X2000 minimum, Touchscreen

13" 3:2 FHD+ (1920 x 1280) Touch, 500 nits Super Low Power, Low Blue Light, Gorilla Glass 6 DX, Mic[391-BFVJ]

Integrated Web Cam Front & Back

RGB IR Camera /w Prox snsr (Front)[319-BBHN]; Camera type: 8 MP RGB Camera, Camera location:World Facing Camera, Number of cameras: Two

Audio: Headphone Audio Output, Integrated Audio & Microphone

External audio interface: Universal Audio Jack, Integrated Audio & Microphone

Detachable Keyboard – Backlit

Latitude 7320 Detachable Keyboard (US English) and Pen SKU: 580-AJSE

Stylus/Pen

See Above - included with detachable keyboard

Secondary AC Adapter

Dell USB-C 90W Power Adapter with 3ft cord - United States SKU: 492-BCBK

Network: 10/100/1000 Network USB-C to RJ45 adapter

Dell Adapter- USB-C to Ethernet (PXE Boot) SKU: 470-ABND

Wireless: 802.11ac Wi-Fi w/Bluetooth

Intel Wi-Fi 6 AX201 2x2 802.11ax 160MHz + Bluetooth 5.2 [555-BFVZ]

HDMI Video Adapter Cable

Dell Adapter - USB-C to HDMI SKU: 470-ABMZ

Quote No.3000113568112.1

3.3.10.1 Standard Windows Tablet Bundle (Item # 25) Dell: \$ 270.00 \$ 458.98 41.17%

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Dell Dock – WD19S 90W Power Delivery – 130w AC [210-AZBG]
Advanced Exchange Service, 3 Years[824-3984]
Dell Limited Hardware Warranty[824-3993]

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse

Quote No.3000113521027.1

3.3.11 Professional Ultrabook 2-in-1 (Item # 26) Dell: Dell Latitude 7420 2-in-1 210-AYBC \$ 1,451.61 \$ 4,153.11 65.04%

Operating System: Windows 10 Professional 64 bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 16GB

Display: 14" LED Display, Touchscreen – NOT DETACHABLE

HDMI connectivity onboard

Peripherals: Integrated HD Camera / Microphone combo

Power Options: Standard Primary Battery & AC Adapter

Audio: Internal Chassis Speaker

Network: 10/100/1000 Network USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

Security: Cable Security Lock – Combination Lock

Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

Warranty: 3 Year Next Business Day Onsite Service

Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

Windows 10 Pro (Includes Windows 11 Pro License) English, French, Spanish [619-AQMP], Trusted Platform Module (TPM) Security Chip

11th Generation Intel Core i7-1185G7 (4 Core, 12M cache, base 3.0GHz, up to 4.8GHz, vPro)[379-BEGS]

M.2 512GB PCIe NVMe Class 40 Solid State Drive[400-BNKX]

16GB, Non-ECC, Integrated [370-AFMH]

2-in-1 14.0" FHD(1920x1080) AR+AS, SLP, Touch, WVVA, 300nit, HD IR Cam ALS, Mic, WLAN, CF, Pen Support[391-BFRH]

HDMI 2.0 port

HD IR Cam ALS, Mic

3 Cell 42Whr Long Life Battery (includes 3 year limited hardware warranty)[451-BCUX], 65W Type-C EPEAT Adapter[492-BCXP]

External audio interface: Universal Audio Jack, Audio controller: Realtek ALC3281-CG, Number of speakers: Two

Dell Adapter- USB-C to Ethernet (PXE Boot) SKU: 580-AJSE

Intel Wi-Fi 6 AX201 2x2 802.11ax 160MHz + Bluetooth 5.2 [555-BFVZ]

Kensington Universal 3-in1 Combination Laptop Lock - Resettable - Security cable lock -6 ft SKU: AB564492

Dell EcoLoop Pro Briefcase - CC5623 SKU: 460-BDKI

Dell Limited Hardware Warranty Plus Service[804-2167], ProSupport: Next Business Day Onsite, 3 Years[804-2173], ProSupport: 7x24 Technical Support, 3 Years[804-2174]

Mix Model Ship, 65W, 2 n 1[340-CUSP], All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No.3000113566714.2

3.3.11.1	Professional Ultrabook Peripheral Bundle (Item # 27) Dell:	\$ 270.00	\$ 458.98	41.17%
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Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

Dell Dock – WD19S 90W Power Delivery – 130w AC [210-AZBG] Advanced Exchange Service, 3 Years[824-3984]

Dell Limited Hardware Warranty[824-3993]

Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse

Quote No.3000113521027.1

3.3.12	GIS Laptop (Item # 28) Dell:	\$ 2,708.46	\$ 5,668.66	52.22%
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Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Xeon (or equivalent replacement)

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 32GB

Video: Onboard 8GB HDMI or Display Port connectivity

Display: 17" screen or approximate in size

Audio: Internal Chassis Speaker

Windows 10 Pro for Workstations (6 cores, Includes Windows 11 Pro License) English, French, Spanish[619-AQQG]

Intel Xeon Processor W-11855M (6 Core, 18MB Cache, 3.20GHz to 4.90GHz, 45W, vPro)[379-BELP]

512 GB, M.2 2280, Gen3 PCIe x4 NVMe, SSD, Class 40[400-BKTY]

32 GB, 2 x 16 GB, DDR4, 3200MHz, Non-ECC, SODIMM[370-AFXS]

NVIDIA RTX A4000 w/8 GB GDDR6[490-BGRK]

17.3" IPS FHD, 1920x1080, 60Hz, Anti-Glare, Non-Touch, 100% DCIP3, 500 Nits, Cam/Mic, WLAN[391-BFZZ]

Audio controller: ALC3204, Number of speakers: Two

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
 Wireless: 802.11ac Wi-Fi w/Bluetooth
 Security: Cable Security Lock – Combination Lock
 Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
 Warranty: 3 Year Next Business Day Onsite Service
 Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

One RJ-45 Ethernet port 10/100/1000 Mbps
 Intel Wi-Fi 6E AX210 Wireless Card with Bluetooth 5.2[555-BGJL]
 Noble Desktop Lock with Peripheral Cable Trap - System security kit - silver SKU: A9275440
 PNC-218 Laptop Briefcase - Fits Laptop with Screen Sizes Up to 18-inch - Black SKU: A6823638
 Dell Limited Hardware Warranty Plus Service[823-3810], ProSupport: Next Business Day Onsite, 3 Years[823-3822], ProSupport: 7x24 Technical Support, 3 Years[823-3832]
 Mix Model Packaging[340-CWIG], All of the files needed for Driver and OS restore are available for download on <https://www.dell.com/support/home/en-us>

Quote No. 3000113588050.2 & 3000113556666.3

3.3.12.1	GIS Laptop Bundle (Item # 29) Dell:		\$ 332.00	\$ 548.98	39.52%
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Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
 Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

Dell Thunderbolt Dock- WD19TBS[210-AZBI]
 Advanced Exchange Service, 3 Years[824-3984]
 Dell Limited Hardware Warranty[824-3993]
 Dell Premier Multi-Device Wireless Keyboard & Mouse - KM7321W [580-AJIX] Seamlessly connect up to three devices with this premium keyboard and mouse combo. The dual mode RF 2.4 GHz and Bluetooth 5.0 connectivity lets you effortlessly switch across devices with the connection-mode key or button on your keyboard and mouse

Quote No. 3000113558549.1

3.3.13	Standard 20" Monitor (Items # 30) Dell :	Dell 20 Monitor - E2020H	\$ 117.00	\$ 179.99	35.00%
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20" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty

Dell 20 Monitor - E2020H, 49.5cm (19.5") [210-AUNB]
 Dell Limited Hardware Warranty[814-9340]
 Advanced Exchange Service, 3 Years[814-9341]
 PLEASE NOTE: The E2020H Monitor is Tilt only but is not adjustable not adjustable nor does it have pivot capability.

Quote No. 3000113576962.1

3.3.14	Standard 24" Monitor (Items # 31) Dell:	Dell 24 Monitor - P2422H	\$ 233.00	\$ 369.99	37.03%
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24" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty

Dell 24 Monitor - P2422H, 60.5cm (23.8") [210-BBCC]
 Dell Limited Hardware Warranty[814-5380]
 Advanced Exchange Service, 3 Years[814-5381]
Dell 24 Monitor - P2422H, 23.8",1920x1080, LED, full adjustability to pivot, tilt, adjust the height, and swivel. ADJUSTABILITY: Height adjustable stand (150 mm), Tilt (-5° to 21°), Swivel (-45° to 45°), Pivot (-90° to 90°), 1 x HDMI (ver1.4), 1 x Display Port (ver 1.2), 1 x VGA, USB 3.2 super-Speed Hub connectors (x5 USB3.2 Gen1, x4 downstream, x1 upstream), Energy Star certified

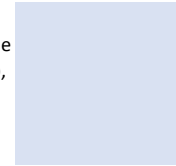
Quote No. 3000113576513.1

3.3.15	Standard 32" Monitor (Items # 32) Dell:	Dell 32 USB-C Monitor - P3221D	\$ 428.00	\$ 679.99	37.05%
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32" Display: QHD LED, Height Adjustable, Pivot-able, HDMI, Display Port, USB-C capable, and 3year Warranty

Dell 32 USB-C Monitor - P3221D, 80.1cm (31.5") [210-AXLX]
 Dell Limited Hardware Warranty[844-0983]
 Advanced Exchange Service 3 Years[844-0984]

Dell 32 USB-C Monitor - P3221D, 31.5" with QHD resolution, 2560x1440, LED, full adjustability to pivot, tilt, adjust the height, and swivel. ADJUSTABILITY: Height-adjustable stand (150 mm), Tilt (-5° to 21°), Swivel (-30° to 30°), Pivot (-90° to 90°), 1 x HDMI (ver1.4), 1 x Display Port (ver 1.2), 1 x USB Type-C(USB 3.2 Gen1 (5 Gbps) upstream port, Power Delivery PD up to 65W), 2 x USB 2.0 downstream port - Back, 2 x SuperSpeed USB 5Gbps (USB 3.2 Gen1), Energy Star certified



**City of Columbus, Department of Technology
Computers and Accessories UTC Specifications**

REFERENCES

The Offeror shall have documented proven successful contracts from at least four customers that the Offeror supports that are similar in scope, complexity, and cost to the requirements of this specification.

Business Name: Franklin County Data Center Tel # 614-525-5826

Address: 373 S. High Street, Columbus, Ohio 43215

E-mail Address: jalust@franklincountyohio.gov Fax #.

Contact: Julie Lust Equipment purchase date: June 2019 to Present

Equipment Provided/ Warranty Service Performed:

Since June of 2019 I have been providing Dell Laptops, Desktops and Monitors for various departments

Business Name: Ohio Department of Rehab and Corrections Tel # 614-728-4082

Address: 4545 Fisher Road, Columbus, Ohio 43228

E-mail Address: Dennis.Mitchell@odrc.state.oh.us Fax #

Contact: Dennis Mitchell Equipment purchase date: 11/12/2021

Equipment Provided/ Warranty Service Performed:

Server Refresh Project: DRC_Dell PowerEdge R740XD2, Dell PowerEdge R640

Brown Enterprise delivered QTY 80 Dell PowerEdge R740XD2 Servers and QTY 30 Dell PowerEdge R640 Servers

**City of Columbus, Department of Technology
Computers and Accessories UTC Specifications**

References continued.

Business Name: Columbus State Community College Tel # 614-287-5628

Address: 550 East Spring Street, Columbus, Ohio 43216

E-mail Address: arminr@csc.edu Fax #

Contact: Stefan Armintrout Equipment purchase date: 2013 to Present

Equipment Provided/ Warranty Service Performed:

This is long standing customer, in the past 12 months I provided \$1.2M of Dell and Lenovo hardware to the
College delivering QTY 450 Dell Monitors, QTY 700 Lenovo Thinkpads and QTY 50 Dell Desktops
to support the staff and student population.

Business Name: Ohio Department of Health Tel # 614-644-0183

Address: 35 East Chestnut Street, Columbus, Ohio 43215

E-mail Address: Danny.Yates@odh.ohio.gov Fax #

Contact: Danny Yates Equipment purchase date: 11/30/2021

Equipment Provided/ Warranty Service Performed:

Laptop Refresh for QTY 275 Dell Latitude 7420 XCTO

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**City of Columbus, Department of Technology
Computers and Accessories UTC Specifications**

References continued.

Business Name: Kent State University Tel # 330-672-9192

Address: 800 East Summit, Kent, OH 44242

E-mail Address: tkonczal@kent.edu Fax #.

Contact: Tim Koncazi Equipment purchase date: 03/2012 to Present

Equipment Provided/ Warranty Service Performed:

 We provide the University with their Dell servers, desktops, laptops, peripherals and warranty renewals.

 This is one of the college we are interfaced with their punch-out systems to process their orders.

Business Name: Miami University Tel # 513-529-0990

Address: 501 East High Street, Oxford, Ohio 45056

E-mail Address: hansonw@MiamiOH.edu Fax #

Contact: Wren Hanson Equipment purchase date: 05/2011 through Present

Equipment Provided/ Warranty Service Performed:

 We provide the university with all their Dell desktops, laptops and peripherals. Brown Enterprise Solutions

 was awarded a Penguin Computing High Performance Computing Clusters for \$500k installed in 2018/2019



SECTION 3: BROWN ENTERPRISE SOLUTIONS' RESPONSE

3.0 REQUIREMENTS

3.1 General Information:

3.1.1 **Term:** The proposed contract shall be in effect from May 1, 2022 up to and including April 30, 2024

3.1.1.1 **Annual Extension:** Subject to mutual agreement, the period covered by the ensuing contract, under the same terms and conditions stated therein can be extended for one additional year, or portion thereof, at the same pricing and the same escalator clause.

3.1.2 **Pricing:** Discount(s) quoted shall be firm for the duration of this contract. Bidder shall indicate on proposal page the price list and the percentage discount to be applied to price list. A copy of all price list(s) or website address(s) are to be included with this bid. If, during the contract period, a price schedule referenced in this bid is superseded by a new price schedule the Purchasing Office shall be notified of such change in writing. The prices reflected on the superseded price schedule shall remain in effect until the City receives the new schedule or until the effective date of the new schedule, whichever is latest. Price changes made universally to all supplier's customers on a supplier's punch-out catalog shall be exempted from this requirement. After application of any discount(s), all prices will be rounded to two digits after the decimal point following general rounding rules, being rounded down if the number is 4 or less or up if the number is 5 or more.

3.1.2.1 **Escalator Clause:** No adjustment of the discount shall be granted during the first twelve (12) months duration of an awarded contract. Thereafter no more than two such adjustments may occur during the life of the contract. In the event the supplier receives a general price increase in the cost of the finished product contracted for, due to increase in the cost of raw materials, labor, freight, etc., upon giving thirty (30) days prior notice and proper documentation as proof, said adjustment in addition to the price quoted herein, may be permitted, subject to the sole discretion of the City of Columbus Finance and Management Director. In the event any such adjustment is granted, no adjustment shall be permitted on orders received by supplier which are in process or filled but awaiting shipment prior to the increase. All price decreases inure to the benefit of the City of Columbus. The written notice and following documentation shall be sent to: City of Columbus Purchasing Office: vendorservices@columbus.gov

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges section 3.1.2 Pricing to bid firm or fixed prices. All manufacturer warranties will be passed on to the City of Columbus. On FOB Destination, Freight Prepaid and Allowed applies to ground delivery (door to door service) which does not include liftgate service. On section 3.1.2.1 Escalator Clause, Brown Enterprise Solutions has read and acknowledges the section for the Computer and Accessories UTC.



3.1.2.2 **Price Documentation:** The supplier shall submit the following documentation with each request for a price increase:

- 1) Copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the supplier and the corresponding increase; and
- 2) Copies of correspondence sent by the supplier's supplier explaining the source of the increase in such areas of raw materials, freight, fuel or labor, etc.; and
- 3) Copies of excerpts from business publications, market quotations or trade journals recognized as being representative of their particular trade or industry, that indicate a trend toward an increase in the current market for the commodities under the awarded contract.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges section 3.1.2.2 *Price Documentation* and will provide documentation with each request for a price increase as outlined in 1), 2) & 3).

3.1.2.3 **Right of Cancellation:** If at any time during the term of the contract the supplier's total request(s) for a price increase(s) are greater than fifteen percent (15%), the City of Columbus may cancel this agreement with thirty (30) days written notification.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges this requirement.

3.1.3 **Quantity Estimate:** The City of Columbus estimates spending approximately \$1,500,000 in accordance with this contract. This is an estimate of the annual needs of the City under this contract and are for bidding purposes only. This estimate is not to be construed as representing an actual order for that amount, or a guarantee that any minimum amount will actually be purchased. The City reserves the right to purchase up to twice the estimated quantity.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges this requirement.

3.1.4 **Quality Standards:** The City intends to purchase new, unused and the most current model. The specifications describe a minimum acceptable requirement which a bidder has to meet. However, the bidder is allowed to exceed a minimum requirement where the excess enhances the function of the unit and which the City can accept. It is not acceptable for a bidder to exceed a maximum desired limit.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges this requirement.



- 3.2 **Bidder Requirements:** The City will use the requirements of this section to determine if each bidder meets the minimum standards to be considered a responsible bidder. **Please print, complete and attach** Reference pages and attach any supplemental pages as may be necessary to meet these requirements. **For instructions on how to attach a document to your bid, go to page 15 of the Vendor Services User Guide.**

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has read and acknowledges the requirements as set forth in the Computers & Accessories UTC and that our response meets these requirements.

- 3.2.1 **Experience Required:** Documentation shall include (at a minimum) information meeting the following criteria.

BROWN ENTERPRISE SOLUTIONS RESPONSE: As a Dell Technologies Standards previous vendor, Brown Enterprise Solutions has a proven track record providing the City of Columbus with preconfigured standard Dell hardware, Dell Catalog listed items and maintenance from 2011 to 12/31/2020. During the years we maintained the list of the City of Columbus standard configurations on contract, we ensured the configurations were orderable and refreshed with new models as needed with the approval of the City of Columbus Information Systems Supervisor to avoid obsolescence. We worked regularly with the City of Columbus IT Managers to provide quotes for the standard configurations as requested, address technical product questions and work with them on special configurations from the Dell Catalog listed items for project requirements.

Brown Enterprise Solutions has a strong reputation for delivery and customer service. We are one of a few MBE technology firms located in central Ohio with such capabilities.

- 3.2.1.1 **Equipment and Warranty Capabilities:** Offerors must document, and submit in a letter attached to the bid, their capability of providing the equipment and warranty service specified herein.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has delivered large volumes of Dell hardware technology to the City of Columbus since 2011. In addition, we have provided Dell technology hardware solutions and services to the State of Ohio governmental agencies for the past fourteen (14) years. We have a solid reputation with a proven track record for accuracy and timely delivery with the capability to process large orders greater than \$1M to deliver over \$20Million annually in Dell technology. Attached to the bid is the Dell Technologies Partner Program official “Gold” tier notification, which is effective through January 2023. (APPENDIX A: Gold_Partner tier in the Dell Technologies Partner Program)



3.2.1.2 Manufacturer Relationship: The offeror shall provide the history of their relationship with manufacturer(s) that will potentially be providing these types of equipment/parts and warranty service for the past five years, including but not limited to the following:

- a) Length of the relationship
- b) Level of the relationship
- c) A brief history of the relationship

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has been a Dell authorized partner since 2003. Currently, we are a Dell Technologies Gold, Solution Provider Partner with competencies in Core client, Converged Infrastructure, Data Protection, Client Data Security, Networking, Server, Storage and Workstation. We work with the Dell Field Account teams to provide Client Product Roadmaps for our clients to keep them updated on new technologies and product transitions.

Brown Enterprise Solutions is on the Dell Technologies State of Ohio, State Term Schedule allowing us to deliver Dell products to State of Ohio agencies, local government entities like Franklin County Data Center and institutions of higher learning like Columbus State Community College.

We also have “punch-out” systems with three universities in Ohio: Miami University delivering Dell desktops, monitors and laptops since 2011, Kent State University since 2012 for Dell desktops, laptops, servers, peripherals and warranty renewals and Youngstown State University has also been a Dell punch-out client since October 2012.

3.2.2 References: The Offeror shall have documented proven successful contracts from at least four customers that the Offeror supports that are similar in scope, complexity, and cost to the requirements of this specification.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions has provided Professional References from six (6) customers we have established ongoing relationships to provide Dell Technologies in similar scope, complexity, and cost. (See REFERENCES). In addition to the references provided we deliver large quantities of Dell desktops, laptops, workstations, monitors and servers to many other State of Ohio agencies and local government customers like City of Cleveland, Ohio Department of Workers’ Compensation, Hamilton County, Portsmouth Police Department, Ohio Department of Job and Family Services, Cuyahoga County and Franklin County Public Health to name a few.



3.2.2.1 **Contact Information Required:** The reference contact information shall include the customer name, customer e-mail address, street address, telephone number, fax number, contact name and equipment purchase date.

3.2.2.2 **Equipment Warranty Service Information:** A description of the equipment/parts provided and type of warranty service that was provided

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions is providing a Dell Technologies solution for configurations in Item# 11 through Item# 32. The warranty solutions are follows:

Dell Rugged Configurations meet the BID SPEC Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage:

Dell Limited Hardware Warranty Initial Year, Dell Limited Hardware Warranty Extended Year(s)[975-3461], ProSupport: Next Business Day Onsite, 1 Year Extended[808-6782], ProSupport: Next Business Day Onsite, 3 Years[808-6784], ProSupport: 7X24 Technical Support, 4 Years[808-6810], Accidental Damage Service, 4 year[973-9200]

Dell Desktop Configurations meet the BID SPEC Warranty: Warranty: 3 Year Basic, 3 Year Next Business Day Onsite Service:

Dell Limited Hardware Warranty Plus Service[804-9043], ProSupport: Next Business Day Onsite 3 Years[804-9070], ProSupport: 7x24 Technical Support, 3 Years[804-9050]

Dell Laptop Configurations meet the BID SPEC Warranty: Warranty: 3 Year Next Business Day Onsite Service:

Dell Limited Hardware Warranty Plus Service[804-2167], ProSupport: Next Business Day Onsite, 3 Years[804-2173], ProSupport: 7x24 Technical Support, 3 Years[804-2174]

Dell Monitors meet the BID SPEC Warranty: 3year Warranty

Advanced Exchange Service, 3 Years[824-3984] Dell Limited Hardware Warranty[824-3993]

All Dell manufacturer warranties will be passed on to the City of Columbus. See Dell Warranty Information section for details of warranty offerings.



3.2.3 **Subcontractor Information Required:** If subcontractor(s) are to be used, please list names, addresses, telephone numbers and a contact person for each subcontractor. All subcontractors must have valid contract compliance certification.

BROWN ENTERPRISE SOLUTIONS RESPONSE: Brown Enterprise Solutions will not be using subcontractors for the performance of the Dell Technologies computer, accessories and services required under this contract.

3.2.3.1 **Subcontractor Contact:** Should the offeror use subcontractors, the City shall use the offeror as the primary contact point.

3.2.4 **Specification Questions:** Questions regarding this bid including any exceptions and/or suggested changes to the requirements must be submitted on the vendor services portal by 1:00 PM (local time) on Thursday, February 17, 2022. Responses and any necessary addenda will be posted as an amendment to this RFQ on the City's Vendor Services portal no later than 1:00 PM (local time) on February 24, 2022. The City strongly encourages bidders to submit exceptions and/or changes during this stage of the process. Bidders submitting exceptions and/or changes before this date will greatly reduce the likelihood of their bid being rejected as non-responsive to the specifications. Bidders whom have not registered and created a new user on the City's portal <https://columbusvendorservices.powerappsportals.com/> are strongly encouraged to do so. Notice of any pre-bid notes and addenda will only be sent to Bidders whom have registered at the site.

3.2.4.1 For further instructions on how to submit "Vendor Questions" through the Vendor Portal, please see Section "Add Vendor Questions" provided on page 16 of the City of Columbus Vendor Services User Guide.

3.2.4.2 The City has instructional videos to assist bidders at the portal. Tutorial videos are available to be viewed through You Tube or by clicking the following link: <https://youtu.be/-Xr8bj-8So>

3.3 **Product Requirement Specifications:**

3.3.1 Configured to Order Equipment (standard configurations) Requirements: Standard configurations will be provided as catalog items. Configurations are listed herein for a Mobile Tablet, GIS workstation, Professional Desktop, Value desktop, Micro PC, standard laptop, standard Ultrabook, standard Windows tablet, Standard GIS Laptop, standard LCD display (20" and 24"), a standard laptop peripheral bundle, standard Ultrabook peripheral bundle, standard Windows Tablet peripheral bundle, Mobile laptop and related peripherals, and standard GIS Laptop peripheral bundle.



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- 3.3.1 Bidders do not have to offer all configurations.
- 3.3.1.1 The term peripheral(s) refers to items required for operation, and protection of the computer. It does not include printers, scanners, speakers, cameras, or other ancillary equipment.
- 3.3.1.2 **Standard Configuration Updates:** On a quarterly basis, or as needed, the successful Offeror will be required to coordinate meetings with the City for the purpose of obtaining a mutually acceptable configuration to replace outdated hardware, and update the standard configuration hardware specifications listed.
- 3.3.1.3 **Meeting Responsibilities:** As needed, hardware specification updates for standard configurations will be recorded by the Offeror in the city catalogue format. Updates to reflect agreed upon changes to hardware specifications within thirty days of being notified by the manufacturer when any newer generation hardware available for sale.
- 3.3.1.4 **Undeliverable Configurations:** The successful offeror will be required to meet with the contract administrator upon completion of a final contract to establish mutually agreeable procedures to prevent standard configuration orders involving outdated hardware specifications.
- 3.3.1.5 **Standard Configurations:** Bidders are encouraged to provide a Commercial off the Shelf (COTS) price for each CTO, if available.
- 3.3.2 **Mobile - Panasonic Rugged Toughbook 55 (Item # 1):**
MODEL: FZ-55CA-00VM
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Video: 14" screen with 1920X1080 FHD with nit gloved multi touch screen
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
MIL-STD-810G compliant
Audio: Onboard Audio w/ built-in Speaker(s)
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
HDMI connectivity onboard – full HDMI or must include full HDMI adapter
HD Infrared Web Cam
Emissive Backlit Keyboard Digital Pen / Stylus
Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint
Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage
Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)



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- 3.3.2.1 **Mobile - Panasonic Rugged Toughbook 55 Vehicle Dock (Item # 2):**
MODEL: HA-55LVD2
Havis Dual Pass Laptop Dock
- 3.3.2.2 **Mobile - Panasonic Rugged Toughbook 55 Vehicle Charger (Item # 3):**
MODEL: CF-LNDDC120
Lind Vehicle Charger
- 3.3.2.3 **Mobile - Panasonic Rugged Toughbook 55 2nd Battery (Item # 4):**
MODEL: FZ-55 MK1
2nd Battery
- 3.3.2.4 **Mobile - Panasonic Rugged Toughbook 33 (Item # 5):**
MODEL: CF-33SZ011VM
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Video: 12" screen with 1920X1080 FHD with nit gloved multi touch screen
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
MIL-STD-810G compliant
Audio: Onboard Audio w/ built-in Speaker(s)
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
HDMI connectivity onboard – full HDMI or must include full HDMI adapter
HD Infrared Front & Rear Web Cam
Digital Pen / Stylus
Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint
Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage
Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)
- 3.3.2.5 **Mobile - Panasonic Rugged Toughbook 33 Vehicle Dock (Item # 6):**
MODEL: H-33-TVD2-L
Havis Dual Pass Tablet Dock
- 3.3.2.6 **Mobile - Panasonic Rugged Toughbook 33 Vehicle Charger (Item # 7):**
MODEL: CF-LNDDC120
Lind Vehicle Charger



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- 3.3.2.7 **Mobile - Panasonic Rugged Toughbook 33 Keyboard (Item # 8):**
MODEL: KBA-BLTX-USNNRUS
Separate Keyboard- Rugged 83 Keyboard w/touchpad and Red Backlighting, straight cord.
- 3.3.2.8 **Mobile - Panasonic Rugged Toughbook 33 Docking Keyboard (Item # 9):**
MODEL: CF-VEK333LMP
Premium Keyboard to make CF-33 into laptop
- 3.3.2.9 **Mobile - Panasonic Rugged Toughbook 33 Hand Strap (Item # 10):**
MODEL: TBC33HDSTP-P
Rotating Hand Strap
- 3.3.3 **Dell Latitude 5420 Rugged Laptop (Item # 11):**
MODEL: 5420 Rugged Laptop
Operating System: Windows 10 Professional 64bit OS TPM Chip
Processor: Latest Generation Intel Core i7 (or equivalent replacement)
Video: 14" FHD Screen (1920X1080) Outdoor Readable Screen
Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar
System Memory: 16GB
Audio: Onboard Audio w/ built-in Speaker(s)
Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter
Wireless: 802.11ac Wi-Fi w/Bluetooth
HDMI connectivity onboard – full HDMI or must include full HDMI adapter
Web Camera
Emissive Backlit Keyboard
Digital Pen / Stylus
Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint
Security: Cable Security Lock – Combination Lock
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage
Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)
- 3.3.3.1 **Dell Latitude 5420 Rugged Laptop Peripheral Kit (Item # 12):**
Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.
Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)
- 3.3.3.2 **Dell Latitude 5420 Rugged Laptop Vehicle Charger (Item # 13):**
Lind Vehicle Charger for Dell Latitude 5420 Rugged Laptop



3.3.4 Dell Latitude 7220 Rugged Tablet (Item # 14):

MODEL: 7220 Rugged Tablet

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Video: 11.6", FHD (1920 x 1080), 1000 Nit Outdoor-Readable, AG/AS/AP,

Glove-Capable Touchscreen

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 16GB

Audio: Onboard Audio w/ built-in Speaker(s)

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

HDMI connectivity onboard – full HDMI or must include full HDMI adapter

HD Infrared Front & Rear Web Cam

Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Security: Cable Security Lock – Combination Lock

Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Video: 1920X1080 FHD with nit gloved multi touch screen

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 16GB

Audio: Onboard Audio w/ built-in Speaker(s)

Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter

Wireless: 802.11ac Wi-Fi w/Bluetooth

HDMI connectivity onboard – full HDMI or must include full HDMI adapter

HD Infrared Front & Rear Web Cam

Digital Pen / Stylus

Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint

Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage

Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)

3.3.4.1 Dell Latitude 7220 Rugged Tablet Peripheral Kit (Item # 15):

Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports.

Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)

3.3.4.2 Dell Latitude 7220 Rugged Tablet Vehicle Charger (Item # 16):

Lind Vehicle Charger for Dell Latitude 7220 Rugged Laptop



3.3.4.3 Dell Latitude 7220 Rugged Tablet Keyboard (Item # 17):

Dell Keyboard with Kickstand for Rugged Extreme Tablet

3.3.5 Micro PC (Item # 18) Dell and HP:

Chassis: Micro Chassis

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i5 (or equivalent replacement)

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 8GB

Audio: Onboard Audio w/ built-in Speaker(s)

Video: Dual Display Port and 1 HDMI connectivity

Network: 10/100/1000 Onboard RJ45 Network

Wireless: 802.11ac Wi-Fi w/Bluetooth

Peripherals: USB Quiet Key Keyboard, USB Optical Mouse

Warranty: 3 Year Next Business Day Onsite Service

Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.6 Standard Desktop (Item # 19) Dell and HP:

Chassis: Small Form Factor Chassis

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i5 (or equivalent replacement)

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 8GB

Audio: Onboard Audio w/ built-in Speaker(s)

Video: Dual Display Port connectivity

DVD+-RW ROM

Peripherals: USB Quiet Key Keyboard, USB Optical Mouse

Network: 10/100/1000 Network Card RJ45 (onboard or Card)

Warranty: 3 Year Next Business Day Onsite Service

Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

3.3.7 Professional Desktop (Item # 20) Dell and HP:

Chassis: Small Form Factor Chassis

Operating System: Windows 10 Professional 64bit OS TPM Chip

Processor: Latest Generation Intel Core i7 (or equivalent replacement)

Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar

System Memory: 16GB

Audio: Onboard Audio w/ built-in Speaker(s)

Video: 2GB – Dual Display Port connectivity

DVD+-RW ROM



Peripherals: USB Quiet Key Keyboard, USB Optical Mouse
Network: 10/100/1000 Network Card RJ45 (onboard or Card)
Warranty: 3 Year Next Business Day Onsite Service
Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)

- 3.4.10 **Standard Windows Tablet (Item # 10) Dell, or Hewlett Packard:**
Operating System: Windows 10 Professional 64bit OS TPM Chip
PROCESSOR: Intel Core i5 – 8265U (or equivalent replacement)
DISPLAY: 13" Full HD 3k2k 3000X2000 minimum, Touchscreen
Integrated Web Cam Front & Back
Memory: 8GB
Audio: Headphone Audio Output, Integrated Audio & Microphone
Detachable Keyboard – Backlit
Stylus/Pen
Secondary AC Adapter
Drive: 250GB (or similar 256GB) SSD Minimum
RJ45 Network Adapter Cable
HDMI Video Adapter Cable
- 3.4.11 **Standard 20" LCD Display (Items # 11) Dell, or Hewlett Packard:**
20" Display: LED, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty
- 3.4.12 **Standard 24" LCD Display (Items # 12) Dell, or Hewlett Packard:**
24" Display: LED, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty
- 3.4.13 **Standard Laptop Peripheral Bundle (Item # 13)**
Compatible Dock for Standard Laptop – must have AC power, must be dual video capable.
Wireless Keyboard and Mouse
Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)
- 3.4.14 **Standard Ultrabook Peripheral Bundle (Item # 14)**
Compatible Dock for Standard Ultrabook – must have AC power, must be dual video capable.
Wireless Keyboard and Mouse



Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

3.4.15 Standard Windows Tablet Bundle (Item # 15)

Compatible Dock for Standard Windows Tablet– must have AC power, must be dual video capable.

Wireless Keyboard and Mouse

Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

3.4.16 Standard GIS Laptop Bundle (Item # 16)

Compatible Dock for Standard GIS Laptop– must have AC power, must be dual video capable.

Wireless Keyboard and Mouse

Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap)

3.5 Additional Items: Additional equipment and supplies can be added during the term of the contract. Item description, and cost(s) must be submitted in writing to the Purchasing Office for review and approval, prior to implementation.

3.6 Technical Specification Notes:

3.6.1 All equipment must be business class

3.6.2 A Checklist must be provided to demonstrate the fulfillment of each product and the specific items we are requesting

3.6.3 All products offerings that might vary in color options such as detachable keyboards, cases, covers, etc.; it is our preference to default to silver, black, or grey as our first choice.

3.6.4 Any product identified as a standard configuration that becomes unavailable and/or retired must be replaced with like or a similar replacement product of equal or greater value; and must inform all appropriate parties within the City of Columbus of said changes within 3 business days of the changes.

3.6.5 Any product identified as a standard configuration that becomes unavailable and/or retired after an existing Purchase Order has been cut, all Purchase Order pricing must be honored for the replacement products.

3.6.6 It will be the responsibility of the reseller to ensure the City of Columbus has current products and pricing for any of their standard items.



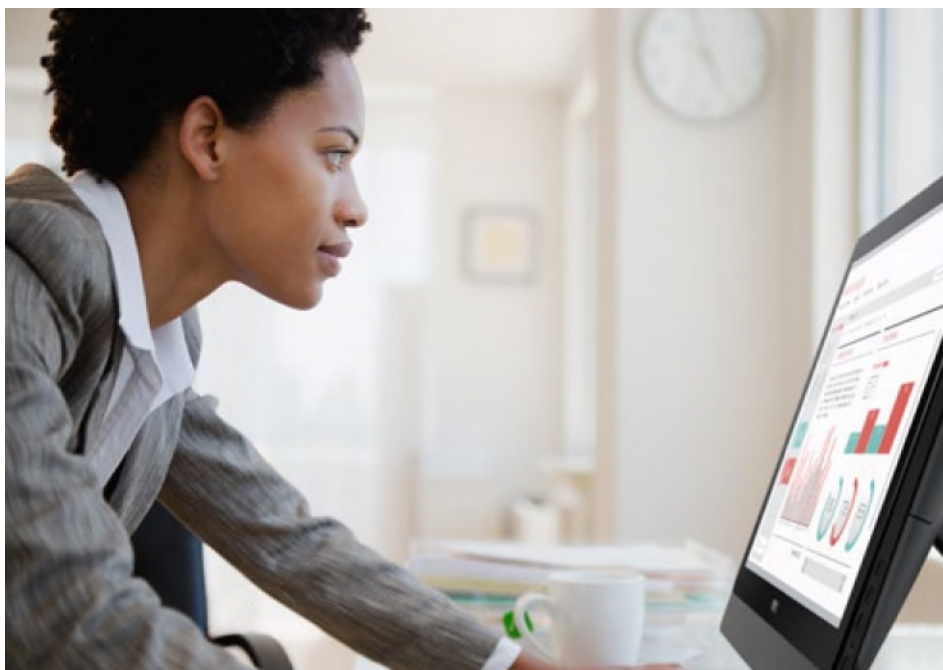
Dell Warranty Information

- Dell ProSupport Overview Brochure
- Dell Limited Hardware Warranty
- 3 Year Premium Panel Advanced Exchange Service



Dell ProSupport

Priority support service for PCs and tablets



90%

Dell ProSupport
customer
satisfaction

60+

Countries offering
Same Business
Day response

Dell ProSupport delivers proactive IT support that is fast and easy

ProSupport for PCs and Tablets is designed to provide fast proactive IT support for businesses of all sizes. Dell ProSupport makes it easy because you get a team of engineers who are always accessible, provide you with a single source for hardware and software issues, and respond quickly to help maximize user uptime. ProSupport also features SupportAssist technology for proactive monitoring and detection of issues and automatic case creation for faster resolution. With Dell ProSupport your IT team is free to focus on strategic priorities, moving your business forward, and not time consuming day to day user support.

Talk to your Dell representative today about ProSupport and learn how you can partner with Dell to extend your IT team virtually, while at the same time better manage costs and maintain user uptime.

Choose ProSupport

- 24x7x365 direct access to in-region ProSupport engineers
- Next business day on-site support
- Single source for both hardware and software issues
- Collaborative support for 3rd party software
- SupportAssist technology for:
 - Automated proactive issue detection and alerts
 - Automated case creation

- 167 countries supported
- 24,000+ people: Tech Support, Field Service
- 55 languages spoken
- 10+ Million Annual part shipments
- 2000+ Carry in Service centers
- 5 Global Command Centers
- 115+ Million systems supported
- 550+ Part distribution centers
- 49 ProSupport phone, email, and chat sites

Comprehensive support for your business

Business benefits:

- Increase productivity with automated proactive support
- Resolve issues quickly with 24x7 access to ProSupport engineers
- Get a single point of contact for both hardware and software issues
- Minimize downtime with next business day onsite service
- Focus on strategic initiatives and let Dell handle the day-to-day issues



Experts

- 24x7 direct access to ProSupport engineers
- Collaborative support for common business software and applications
- Deep, broad expertise on hardware and software products

Insights

- System health status via SupportAssist
- Actionable data for fast issue resolution with SupportAssist

Ease

- Automated proactive issue detection and alerts
- Automated case creation and notification

SupportAssist

With years of experience proactively monitoring datacenters, Dell is now bringing automated proactive support to PCs and tablets.

SupportAssist provides:

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics

TechDirect

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell representative or visit Dell.com/ProSupportPlus.com

¹Onsite service not available on Chromebook A35, Venue 7, 8, and 8 Pro tablets, Wyse Thin Clients, and Rugged Latitude.

²SupportAssist is only available on Windows 8 and 8.1 based products. Not available on Windows RT, Android, Wyse Thin Client Operating Systems or Google Chrome.

Availability varies by country. To learn more, customers and Dell Channel Partners should contact their Dell sales representative for more information.
© 2015 Dell Inc. All rights reserved. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell service offerings do not affect consumer's statutory rights | August 2015 | Dell-ProSupport-DS | Rev. 1.0



ProSupport for Enterprise

Introduction

Dell Technologies¹ is pleased to provide ProSupport for Enterprise (the “**Service(s)**” or “**Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell Technologies (the “**Order Form**”) will include the name(s) of the Product(s)², applicable Service(s) and related option(s), if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your Dell Technologies sales representative. For Customers who purchase from Dell under a separate Agreement that authorizes the sale of these Services, the Dell Services Terms & Conditions Supplement³ also applies to these Services. For a copy of your agreement with your applicable Dell Technologies reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access on a 24x7 basis (including holidays)⁴ to the Dell Technologies Customer Service and Support organization for troubleshooting assistance of Products.
- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell Technologies as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem. See below for more details on severity levels and onsite service options.

Please review the table below for more details.

How to Contact Dell Technologies if You Require Service

Online, Chat, and Email Support: Dell Technologies website, chat, and email support available for select products at <https://www.dell.com/support>.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit <https://www.dell.com/support> for a list of applicable telephone numbers for your location.

The following chart lists the service features of ProSupport for Enterprise provided under Dell Technologies’s warranty and/or maintenance terms. ProSupport for Enterprise is available to support and maintain:

1. Dell Technologies® Equipment which is identified on the [Dell Technologies Product Warranty and Maintenance Table](#) or on your Order Form as
 - including ProSupport for Enterprise during the applicable warranty period; or
 - eligible for upgrade to ProSupport for Enterprise during the applicable warranty period; or
 - eligible for ProSupport for Enterprise during a subsequent maintenance period.
2. Dell Technologies Software which is identified on the [Dell Technologies Product Warranty and Maintenance Table](#) or on your Order Form as eligible for ProSupport for Enterprise during a maintenance period.

¹ “Dell Technologies”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell Technologies” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

² As used in this document, “Dell Technologies Products”, “Products”, “Equipment” and “Software” means the Dell Technologies Equipment and Software identified on the [Dell Technologies Product Warranty and Maintenance Table](#) or on your Order Form, and “Third Party Products” is defined in your Agreement, or in the absence of such definition in your Agreement, in the [Dell Technologies Commercial Terms of Sale](#), or your local Dell Technologies terms of sale, as applicable. “You” and “Customer” refers to the entity named in the purchaser of these Services named in the Agreement.

³ To review the Dell Services Terms of Sale Supplement, please go to <https://www.dell.com/servicecontracts/global>, choose your country and select the Support Services tab on the left hand navigation column of your local country page.

⁴ Availability varies by country. Contact your sales representative for more information.

SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	Customer contacts Dell Technologies by telephone or web interface on a 24x7 basis to report an Equipment or Software problem. Telephone contacts will be routed to a remote technical support contact to assist with their issue.	Included.
ONSITE RESPONSE	Dell Technologies sends authorized personnel to Installation Site to work on the problem after Dell Technologies has isolated the problem and deemed Onsite Response necessary.	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems Onsite Support is necessary.</p> <p><u>4-Hour Mission Critical On-site Response</u></p> <p>Typically arrives on-site within 4 hours after completion of telephone-based troubleshooting.</p> <ul style="list-style-type: none"> • Available seven (7) days each week, twenty-four (24) hours each day - including holidays. • Available within defined four (4) hour response locations. • 4 Hour parts locations stock essential operational components, as determined by Dell Technologies. Non-essential parts may be shipped using overnight delivery. • Ability to define if the issue is a Severity 1 upon remote supports initial diagnosis • Critical situation procedures - Severity level 1 issues are eligible for quick Escalation/Resolution Manager and “CritSit” incident coverage. • Emergency dispatch - onsite service technician dispatched in parallel with immediate phone-based troubleshooting for Severity 1 issues. <p><u>Next Business Day On-site Response</u></p> <p>Following telephone-based troubleshooting and diagnosis, a technician can usually be dispatched to arrive on-site the next business day.</p> <ul style="list-style-type: none"> • Calls received by Dell Technologies after local cutoff at Customer site local time may require an additional business day for service technician to arrive at Customer’s location. • Available only on select models of Products. <p>Onsite Response does not apply to Software and may be separately purchased.</p>

***SEVERITY LEVEL DEFINITIONS**

SEVERITY 1 Critical – loss of ability to perform critical business functions and requires immediate response

SEVERITY 2 High – able to perform business functions, but performance/capabilities are degraded or severely limited.

SEVERITY 3 Medium/Low – little to no business impact.

REPLACEMENT PARTS DELIVERY	Dell Technologies provides replacement parts when deemed necessary by Dell Technologies.	<p>Included. Replacement parts delivery objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours, after Dell Technologies deems that a replacement part delivery is necessary. A Same Business Day part is one which upon failure may prevent the Supported Product that causes the loss of ability to perform critical business functions and requires immediate response. Parts deemed non-critical include, but are not limited to: bezels, mechanical chassis, hard drive blanks, rail kits, cable management accessories. Parts that may be deemed critical are: motherboards, CPUs, select memory modules and hard disk drives.</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts.</p> <p>Installation of all replacement parts performed by Dell Technologies as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See Dell Technologies Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment or contact Dell Technologies for more details.</p> <p>If Dell Technologies installs the replacement part, Dell Technologies will arrange for its return to an Dell Technologies facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell Technologies.</p> <p>If the Dell technician determines that the Supported Product is one that should be replaced as a whole unit, Dell Technologies reserves the right to send Customer a whole replacement unit. Whole unit replacements may not be stocked for same day response times and there may be extended lead times for arrival of a whole unit replacement at your location, depending on where you are located and the type of Product being replaced.</p>
PROACTIVE SOLID STATE DRIVE REPLACEMENT	Included for Storage and Converged Products. If the Endurance Level (as defined below) for any solid-state drive prior to the device reaching its full capacity or less (as determined by Dell Technologies), the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.	<p>Included.</p> <p>Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above. Customer must activate and maintain the currently supported version(s) of SupportAssist and/or Secure Remote Support software during the applicable term of support. SupportAssist and/or Secure Remote Support enablement, as applicable is a prerequisite for these additional renewal service features.</p>
RIGHTS TO NEW RELEASES OF SOFTWARE	Dell Technologies provides the rights to new Software Releases as made generally available by Dell Technologies.	Included.
INSTALLATION OF NEW SOFTWARE RELEASES	Dell Technologies performs the installation of new Software Releases.	<p>Equipment Operating Environment (OE) Software Included with ProSupport 4 Hour/Mission Critical only for Software which Dell Technologies classifies as Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell Technologies warranty or then current Dell Technologies maintenance contract.</p> <p>Other Software (non-OE) Customer performs the installation of new Software Releases unless otherwise deemed necessary by Dell Technologies.</p>

24X7 REMOTE MONITORING AND REPAIR	Certain Products will automatically and independently contact Dell Technologies to provide input to assist Dell Technologies in problem determination. Dell Technologies remotely accesses Products if necessary for additional diagnostics and to provide remote support.	Included for Products that have remote monitoring tools and technology available from Dell Technologies. Once Dell Technologies is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell Technologies's web-based knowledge and self-help customer support tools via the Dell Technologies Online Support site.	Included.

ADDITIONAL SUPPORT WITH CLOUDIQ

SERVICE FEATURE	DESCRIPTION	COVERAGE DETAILS
CLOUDIQ	Customers who have properly connected their entitled-system to Dell Technologies using either Secure Remote Services or SupportAssist have access to CloudIQ, which provides proactive health scores, performance impact analysis and anomaly detection and workload contention analysis.	Included for the following Dell Technologies platforms; PowerMax, PowerStore, PowerScale, PowerVAIut, Dell EMC Unity XT, XtremIO, SC Series, VxBlock and Connectrix switches.

COLLABORATIVE ASSISTANCE

If a Customer opens a service request and Dell Technologies determines that the problem arises with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell Technologies warranty or maintenance contract, Dell Technologies will endeavor to provide Collaborative Assistance under which Dell Technologies: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlements directly with the respective third-party vendor and Dell Technologies or an authorized Dell Technologies reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer's problem. **Dell Technologies IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS' PRODUCTS OR SERVICES.** A list of Collaborative Assistance partners can be found on the [Collaborative Assistance List](#). Please note that supported third-party products may change at any time without notice to Customers.

DELL TECHNOLOGIES SYSTEM SOFTWARE SUPPORT

Dell Technologies Software support included within ProSupport for Enterprise provides support for select Third Party Products, including select end-user applications, operating systems, hypervisors and firmware when such Third Party Products are 1) purchased from Dell Technologies, 2) purchased with Products, 3) currently installed and operating on Products at the time that support is requested, and 4) the Product is covered by an existing ProSupport for Enterprise support and maintenance term of service. Customer is solely responsible for correcting any problems with licenses and purchases of eligible software to be eligible to receive these Services at any time during the coverage period. A list of eligible software can be found on the [Comprehensive Software Support List](#). Please note that supported Third Party Products may change at any time without notice to Customers. Situations giving rise to Customer's questions must be reproducible on a single system, which may be physical or virtual. Customer understands and accepts that resolutions of certain issues giving rise to Customer's service request may not be available from the publisher of the relevant software title and may require support from the publisher, including installation of additional software or other changes to Products, Customer accepts that in such situations where no resolution is available from the publisher of the relevant software title, Dell Technologies's obligation to provide support to the Customer will be fully satisfied.

Additional Terms and Conditions Applicable to End Users Purchasing Product(s) from an OEM

An “OEM” is a reseller who sells the Supported Products in a capacity as an original equipment manufacturer that is purchasing Dell Technologies Products and Services from the OEM Solutions (or its successor) business group for an OEM project. An OEM typically embeds or bundles such Dell Technologies Products in or with OEM Customer’s proprietary hardware, software or other intellectual property, resulting in a specialized system or solution with industry or task-specific functionality (such system or solution an “OEM Solution”) and resells such OEM Solution under OEM’s own brand. With respect to OEMs, the term “Supported Products” includes Dell Technologies Supported Products that are provided without Dell Technologies branding (i.e. unbranded OEM-ready system), and “End-User” means you, or any entity purchasing an OEM Solution for its own end-use and not for reselling, distributing or sub-licensing to others. It is OEM’s responsibility to provide first level troubleshooting to the End User. An appropriate best-effort initial diagnosis should be performed by OEM before the call goes to Dell Technologies. This OEM maintains responsibility for providing the initial troubleshooting even when its End User engages Dell Technologies to request service, and if an End User contacts Dell Technologies for service without contacting their OEM, Dell Technologies will ask the End User to contact their OEM to receive first level troubleshooting before contacting Dell Technologies.

Dell Technologies ProSupport for Enterprise on Non-Standard Parts in Custom Server Products

The repairs and exchanges of non-standard or unique parts (“Non-Standard Component Support Services”) are a value-added exchange service complementing Customer’s PowerEdge Product warranty that covers standard Dell Technologies components in a standard configuration, and that require replacement due to defects in workmanship or materials (“Warranty Repairs”). Dell Technologies branded firmware/software for “Non-Standard Components” is NOT available, and the Customer must use manufacturer provided utilities to monitor and/or update the component. The Customer will also work with the manufacturer directly to resolve any quality issues related to software/firmware, utilities, and hardware. Dell Technologies will provide Non-Standard Support Services to replace non-standard or unique parts that Customer forecasted and guaranteed to be available as set forth above, and once Customer has made corresponding arrangements to assist Dell Technologies in placing any orders for service stock in order to facilitate repair activity. Provided Customer has accurately forecasted stocking needs, Dell Technologies will exchange the part that exhibits a defect according to the Customer’s applicable response time for Warranty Repairs and install the replacement part in the Customer’s Product, but Customer acknowledges and agrees that Dell Technologies is not liable to Customer to ensure part availability. Same day (e.g. 4 hour) parts and field response may not be available for “non-standard” component replacement, and Dell Technologies will default to Next Business Day Service in these cases. Replacement parts may be new or refurbished as permitted by local law, and fulfillment of Non-Standard Component Support Services repairs and exchanges may require Dell Technologies to utilize a third party manufacturer/third party publisher’s warranty and/or maintenance services, and Customer agrees to assist Dell Technologies and provide any materials requested by any third party manufacturer or third party publisher to facilitate utilization of the corresponding third party warranty and/or maintenance services.

Dell Technologies’s engineering testing of the resulting configuration pursuant to a separate statement of work (SOW) after installation of the non-standard or unique parts, software requested by Customer is a point in time activity and the Non-Standard Component Support Services are available only on the specific configuration as defined by Customer and tested by Dell Technologies. Dell Technologies will communicate the exact hardware configuration tested including firmware levels. Once engineering testing is complete Dell Technologies will provide the results via reports with indication of Pass/Fail. Dell Technologies will use commercially reasonable efforts to support recognition and operation of the non-standard component on the Dell Technologies Product, however modification of Dell Technologies standard utilities (including BIOS, IDRAC, and SupportAssist) will not be supported. Customer will be responsible for working with the manufacturer directly to resolve any non-standard component issues which arise during engineering testing (including quality issues, software, firmware, or hardware specifications/limitations). Additional Dell Technologies engineering testing after Customer has received a report with an indication of PASS will require a new SOW and associated non-recurring engineering fees, including any engineering testing requested in connection with a repair or replacement of any component of the configuration during the warranty term of the Customer’s Equipment.

Other Details about Your Service

The warranty periods and support options (“Support Information”) on this website apply (i) only between Dell Technologies and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell Technologies (the “Dell Technologies Customer”); and (ii) only to those products or support options ordered by the Dell Technologies Customer at the time that the Support Information is current. Dell Technologies may change the Support Information at any time. Other than changes caused by publishers and manufacturers of Third Party Products, the Dell Technologies Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell Technologies and the Dell Technologies Customer, but any such change shall not apply to products or support options ordered by the Dell Technologies Customer prior to the date of such change.

Dell Technologies will have no obligation to provide Support Services with respect to Equipment that is outside the Dell Technologies Service Area. "Dell Technologies Service Area" means a location that is within (i) one hundred (100) drivable miles or one hundred sixty (160) drivable kilometers of an Dell Technologies service location for Storage and Data Protection Equipment and/or components; and (ii) the same country as the Dell Technologies service location, unless otherwise defined in your governing agreement with Dell Technologies, in which case the definition in the governing agreement prevails. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available within a distance of up to 150 kilometers from nearest Dell Technologies Logistics location (PU DO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

This Service is not available at all locations. If your Product is not located in the geographic location that matches the location reflected in Dell Technologies's service records for your Product, or if configuration details have been changed and not reported back to Dell Technologies, then Dell Technologies must first re-qualify your Product for the support entitlement you purchased before applicable response times for the Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell Technologies's obligation to supply the Services to relocated Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Products at Dell Technologies's then-current time and materials consulting rates. Unless otherwise agreed between Dell Technologies and Customer, in cases where service parts are shipped directly to Customer, the Customer must be able to accept shipment at the location of the Products to be serviced. Dell Technologies will not be held liable for support delays due to the Customer's failure or refusal to accept shipment of parts. Multi-component storage systems require active support option agreements on all hardware and software components of the system in order to receive all of the benefits of the support agreement for the entire solution. Unless otherwise agreed in writing with Customer, Dell Technologies reserves the right to change the scope of Support Services on sixty (60) days' prior written notice to Customer.

Products or services obtained from any Dell Technologies reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell Technologies to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Customers and resellers who perform warranty and/or maintenance services or professional services must be properly trained and certified. Performance of any services by untrained/uncertified Customers, resellers or third parties may result in additional fees if support from Dell Technologies is required in response to such third parties' performance of services. Please contact the reseller or the local Dell Technologies sales representative for additional information on Dell Technologies's performance of warranty and maintenance services on Products obtained from a reseller.

CONTACT US

To learn more, contact your local representative or authorized reseller.

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Dell Limited Hardware Warranty

Limited hardware warranties

Dell-branded hardware products purchased in the U.S. or Canada may come with a 90-day, 1-year, 2-year, 3-year, 4-year, 5-year or other limited hardware warranty. Dell may offer different delivery methods for warranty service, including but not limited to parts and product dispatches, mail-in service and onsite/in-home service. Renewals and extensions of your limited hardware warranty may also be available after you purchase your product(s). To determine the warranty that came with your hardware product(s), or the warranty renewal or extension that you purchased, see your packing slip, invoice, receipt or other sales documentation. Some components of the hardware you purchased may have a shorter warranty than that listed on your packing slip, invoice, receipt or other sales documentation. Additional details related to warranty duration are listed below.

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[Dell Printer Consumables Limited Warranties](#)

[Limited Lifetime Warranty for Dell-branded tape media](#)

What is covered by this limited hardware warranty?

This limited hardware warranty covers defects in materials and workmanship in your Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

- Software, including without limitation, 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 products and accessories
- Problems that result, directly or indirectly, from:
 - External causes such as accident, abuse, misuse or problems with electrical power.
 - Servicing not authorized by Dell.
 - Usage that is not in accordance with product instructions.
 - Failure to follow the product instructions or failure to perform preventive maintenance.
 - Using accessories, parts or components not supplied by Dell.
- Commercial hardware products that use, or in which have been installed, products or components that have not been provided by Dell.
- Products with missing or altered service tags or serial numbers
- Products for which Dell has not received payment
- Normal wear and tear

FOR COMMERCIAL CUSTOMERS (INCLUDING SMALL, MEDIUM AND LARGE BUSINESS AND GOVERNMENT AND PUBLIC SECTOR CUSTOMERS) AND RESELLERS.

This paragraph applies if you purchase Dell products for resale or for commercial or professional purposes. DELL'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR DELL-BRANDED PRODUCTS, DELL PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NONINFRINGEMENT; (2) RELATING TO ANY THIRD-PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE. DELL EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. THIS LIMITED HARDWARE WARRANTY MAY BE VOIDED BY DELL, AT DELL'S SOLE DISCRETION, IF THIRD PARTY PRODUCTS THAT WERE NOT PROVIDED BY DELL ARE INSTALLED ON YOUR DELL SYSTEM.

FOR CONSUMERS. This section applies if you purchase Dell products that are normally used for personal, family or household purposes.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE OR JURISDICTION TO JURISDICTION.

DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT.

FOR ANY INCIDENT COVERED BY THIS DELL LIMITED HARDWARE WARRANTY, YOU MUST USE DELL-PROVIDED PARTS AND PRODUCTS, WHICH DELL WILL PROVIDE TO YOU FOR NO ADDITIONAL CHARGE.

TO THE EXTENT NOT PROHIBITED BY LAW IN YOUR STATE, PROVINCE, JURISDICTION OR COUNTRY, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED.

EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT AND TO THE EXTENT NOT PROHIBITED BY LAW, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, MERCHANTABILITY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AND CONDITIONS AGAINST HIDDEN OR LATENT DEFECTS. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES AND CONDITIONS, SO THIS DISCLAIMER MAY NOT APPLY TO YOU.

TO THE EXTENT SUCH WARRANTIES AND CONDITIONS CANNOT BE DISCLAIMED UNDER THE LAWS OF THE UNITED STATES, CANADA (AND ITS PROVINCES) OR OTHERWISE, DELL LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES AND CONDITIONS TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY (AS REFLECTED ON YOUR PACKING SLIP, INVOICE, RECEIPT OR OTHER SALES DOCUMENTATION) AND, AT DELL'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES MAY NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

NO WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WARRANTY SUPPORT ONLY APPLIES WHEN THE COVERED PRODUCT IS LOCATED WITHIN THE COUNTRY IN WHICH DELL ORIGINALLY SOLD THE SYSTEM, AS REFLECTED IN DELL'S RECORDS. IF YOU NEED SUPPORT FOR THE PRODUCT OUTSIDE OF THE COUNTRY OF ORIGIN (FOR EXAMPLE, WHILE TRAVELING, OR IF THE SYSTEM HAS BEEN RELOCATED TO A NEW COUNTRY), THEN DELL MAY OFFER YOU OTHER SUPPORT OPTIONS FOR AN ADDITIONAL CHARGE.

ADDITIONAL TERMS FOR U.S. CONSUMERS. IF YOU CANCEL ANY RENEWED, EXTENDED OR ENHANCED WARRANTY WITHIN THIRTY (30) DAYS OF RECEIPT OF THIS WARRANTY, YOU WILL RECEIVE A FULL REFUND IF NO CLAIMS HAVE BEEN MADE AGAINST THE WARRANTY. IF ANY CLAIM HAS BEEN MADE AGAINST THE WARRANTY, THEN YOU WILL RECEIVE A PRO-RATA REFUND BASED ON THE RETAIL VALUE OF ANY SERVICE PERFORMED. IF YOU CANCEL THIS WARRANTY AFTER THIRTY (30) DAYS OF YOUR RECEIPT OF THIS WARRANTY, YOU ARE ENTITLED TO A PRO-RATA REFUND AS FOLLOWS: REFUND = THE TOTAL PRICE MINUS THE FOLLOWING: (A) THE VALUE ATTRIBUTABLE TO THE PORTION OF THE RENEWED, EXTENDED OR ENHANCED WARRANTY ALREADY USED (CALCULATED BASED ON THE PERCENTAGE OF DAYS OF THE RENEWED, EXTENDED, OR ENHANCED TERM THAT ALREADY HAVE BEEN USED PRIOR TO OUR RECEIVING NOTICE OF YOUR CANCELLATION); (B) 0.1 MULTIPLIED BY THE TOTAL PRICE; AND (C) THE COST OF ANY REPAIR OR REPLACEMENT PROVIDED TO YOU BEFORE CANCELLATION.

FOR ALL CUSTOMERS. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY, AND WE DO NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST OR DAMAGED DATA OR SOFTWARE. DELL DOES NOT WARRANT THAT THE OPERATION OF ANY DELL PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE SPECIFIC PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited hardware warranty last?

This limited hardware warranty lasts for the time period indicated on your packing slip, invoice or receipt except for the following Dell-branded hardware:

- All variants of ioDrive® NAND Flash devices carry the length of the limited hardware warranty coverage for the Dell system with which the ioDrive NAND Flash device is shipped. ioDrive NAND Flash devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Additionally, ioDrive NAND Flash devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Rated Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Rated Life. **ioDrive is a registered trademark of Fusion-io.**
- As part of standard portable configuration, batteries carry a base 1-year limited hardware warranty regardless of the length of the system warranty. In addition, for some products, a customer has the option of purchasing a battery that comes with a 3-year limited hardware warranty.
- The warranty for a print head that is included as original equipment in the Dell mobile printer is for parts only and is effective for a period of 1-year after the date of purchase of the printer or 1000 prints of printer usage, whichever occurs first.
- Your series 5, 6 or 7 PowerEdge™ RAID Controller (PERC) battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services, may be available to provide longer service periods for an additional fee.
- Your Series 8/9 PERC controller battery comes with a 3-year limited hardware warranty, which cannot be extended beyond 3 years. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services, may be available to provide longer service periods for an additional fee.
- Projector lamps carry a 1 year limited hardware warranty.
- Dell-certified and Dell-branded memory purchased separately from a Dell system (Dell-certified memory) carries a lifetime limited hardware warranty.
- The limited hardware warranty for monitors purchased independent of a system lasts for the time period indicated on your packing slip, invoice, receipt or other sales documentation. Monitors purchased with a system are covered by the system limited hardware warranty.
- The limited hardware warranty for a Dell external hard disk drive purchased simultaneously with a laptop, desktop, tablet or thin client PC lasts for the longer of (a) 2 years; or (b) the duration of the system's limited hardware warranty.
- Earphones and remote in-line controls carry a 1-year limited hardware warranty.
- Other add-on hardware carries longer hardware warranty of either a 1-year limited hardware warranty for new parts and a 90-day limited hardware warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell product on which such parts are installed.

- Serial ATA (SATA) hard drives in PowerEdge and PowerVault™ systems carry a 1-year limited hardware warranty, independent of system warranty. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services may be available to provide longer service periods for the SATA hard drive for an additional fee.
- Select PowerConnect™ products: the PowerConnect 2800 series, the PowerConnect 3500 series, the PowerConnect 5500 series, the PowerConnect 6200 series, the PowerConnect 7000 series, the PowerConnect 8000 series and the PowerConnect 8100 series and select Dell Networking products: Dell Networking X1000□ and X4000□ series; the N1000, N2000, N3000 and N4000 series and the S3100 series are covered by the lifetime limited hardware warranty. These products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for as long as you own the product. Repair or replacement support for any Dell Networking product with limited lifetime warranty does not include configuration or configuration assistance, or other advanced service and support provided by Dell ProSupport Services. The warranty does not apply to products purchased before first announcement in Spring 2011. Dates vary by region. Contact customer service to verify if your product qualifies. See dell.com/LifetimeWarranty for more details.
- Select PowerConnect products carry an Extended Life Limited Hardware Warranty with Basic Hardware Service, which extends until 5 years after end of product model sales, subject to the specific clarifications and limitations listed below. The Extended Life Limited Hardware Warranty does not include configuration or other advanced service provided by Dell ProSupport™. The Extended Life Limited Hardware Warranty is not transferrable.

Clarifications and limitations pertaining to products with Extended Life Limited Hardware Warranty

- B-Series FCX/FCXs — Internal power supply and fans are covered; however, warranty excludes removable optics and LEDs.
- J-Series EX4200 — Warranty does not include optics and limits fan and power supply to 5 years from date of purchase.
- W-Series Access Points: W-AP92/93/93H, W-IAP92/93, W-AP104/105, W-IAP105, W-AP124/125, W-AP134/135, W-IAP134/135 — Warranty limits any power supply, antennae or accessories to 1 year from date of purchase.
- Enterprise SATA value/mix use solid-state drives (SSDs), enterprise SATA read intensive SSDs and slim SATA SSDs are not eligible for purchase of extended warranty coverage beyond 3 years, unless purchased with a separate service offering, such as Dell ProSupport™, Dell ProSupport Plus or Dell ProSupport Flex services, which may be available to provide longer service periods for an additional fee.
- Dell power distribution units (PDUs) and keyboard/monitor/mouse consoles (KMMs) purchased independent of a system carry a 1-year limited hardware warranty. Dell PDUs and KMMs purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty.
- All variants of PowerEdge Express Flash PCI Express (PCIe) SSD devices carry the length of the limited hardware warranty coverage for the Dell system with which the PowerEdge Express Flash PCIe SSD device is shipped. PowerEdge Express Flash PCIe SSD devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date unless purchased with a separate service offering, such as Dell ProSupport™, Dell ProSupport Plus or Dell ProSupport Flex services. Additionally, PowerEdge Express Flash PCIe SSD devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life.
- Except for SAS solid-state drives (SSDs) used in PS Series and SC Series products, enterprise SATA, SAS and NVMe SSDs are not eligible for purchase of extended warranty coverage beyond 3 years from the original shipment date, unless purchased with a separate service offering, such as Dell ProSupport™, Dell ProSupport Plus or Dell ProSupport Flex services, which may be available to provide longer service periods for an additional fee. All such devices have a maximum number of physical bytes that can be written to the device (the Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life.

The limited hardware warranty on all Dell-branded products purchased directly from Dell begins on the date of the packing slip, invoice, receipt or other sales documentation. For products purchased from third-party retailers or resellers, the limited hardware warranty begins on the date of your original sales receipt. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited hardware warranties, at its discretion, but any changes will not be retroactive.

Important Notice Relating to Third Party Product

Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party. In some cases, such as with battery packs and power adapters, use of third party product may pose an increased risk of reliability or safety issues, including increased risk of fire or explosion. This limited hardware warranty does not cover issues caused by installation or use in a Dell system of any third party product that was not provided by Dell. For Commercial customers, this limited hardware warranty may be voided by Dell, at Dell's sole discretion, if you install or use in a Dell system any third party product that was not provided by Dell.

What do I do if I need warranty service?

Before contacting Dell, please try one or more of the following:

1. Ensure that you have installed any updates or resolved any issues identified by the monitoring, diagnostic, and proactive support tools such as Dell SupportAssist that are installed on your product. Dell SupportAssist may also be available for download onto your product if it is not already installed. Visit dell.com/supportassist for download files and resources;
2. Access dell.com/support for troubleshooting advice and directions on running hardware diagnostics; and
3. Consult your Owner's Manual.

If you need additional assistance, then, before the warranty expires, please use one of the following support options to contact Dell or our authorized representatives:

1. **Online:** Online, chat and other forms of remote support may be available. Contact information is available at dell.com/support
2. **Telephone support requests:** Contact information is included in the table below. Long distance telephone carrier charges may apply.

Please also have your Dell Service Tag or order number available when you contact Dell.

If you purchased through a retailer (not directly from Dell), you may be required to provide Dell with your original sales receipt from your purchase to receive any warranty service from Dell.

If you purchased through Best Buy, you must have all original sales receipts from your purchase to receive any warranty service at a Best Buy store. For Canada, if you purchased through Future Shop, you must have all original sales receipts from your purchase to receive any warranty service at a Future Shop store.

Web Support



Contact	Phone (U.S. Only)	Service Desk (U.S. Only)
Individual Home Consumers: U.S. Only		
Hardware Warranty Support	1-800-624-9896	
Customer Service	1-800-624-9897	
Best Buy Customers	Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Best Buy store. Visit bestbuy.com to locate the nearest Best Buy store.	
Wireless Service Provider	1-800-308-3355	
	Your wireless service provider may also be able to provide hardware warranty service on your Dell smartphone or tablet.	

Individual Home Consumers who purchased through an Employee Purchase Program:

Hardware Warranty Support and Customer Service 1-800-822-8965

Home and Home Office Customers:

Hardware Warranty Support and Customer Service 1-800-456-3355

Small, Medium, Large or Global Commercial Customers, Healthcare Customers and Value-Added Resellers (VARs):

Support and Customer Service 1-800-822-8965

Government and Education Customers:

Support and Customer Service 1-800-234-1490

Dell-Certified Memory 1-800-BUY-DELL

Alienware™

Hardware Warranty Support and Customer Service 1-800-ALIENWARE

Contact Phone (Canada Only)

Individual Home Consumers, Home-Office: 1-800-847-4096

All Business, Government, Education Customers and Value-Added Resellers (VARs): 1-800-387-5757

Best Buy Customers Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Best Buy store. Visit [bestbuy.ca](https://www.bestbuy.ca) to locate the nearest Best Buy store.

Future Shop Customers Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Future Shop store. Visit [futureshop.ca](https://www.futureshop.ca) to locate the nearest Future Shop store.

What will Dell do?

Upon contacting Dell, you will be required to engage in a remote diagnosis session to help determine the cause of your issue. Remote diagnosis may involve customer access to the inside of the product and multiple or extended sessions. If Dell determines that your issue is the result of a defect in materials or workmanship but the issue is not able to be resolved remotely, Dell, at its sole discretion, may dispatch a replacement part to you, arrange for you to send your product or defective part back to Dell's repair depot or replace the part or product with a comparable part or product that may be new or refurbished. If the Dell Limited Hardware Warranty for your product includes onsite/in-home warranty service, then Dell may also elect to dispatch a service technician to your location to perform the repair or replacement (see Important Information about Onsite/In-Home Warranty Service After Remote Diagnosis below).

If your limited hardware warranty has expired or if we determine that the problem is not covered under this limited hardware warranty, we may be able to offer you service alternatives on a fee basis.

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and products. Refurbished parts and products are parts or products that have been returned to Dell, some of which were never used by a customer. All parts and products are inspected and tested for quality. Replacement parts and products are covered for the remaining period of the limited hardware warranty for the product you purchased. Dell owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to Dell.

Dell may use authorized representatives to provide any of the technical support or repair services under this limited hardware warranty.

Important information about returning products to Dell for repair or replacement:

For Mail-in Service: Customer supplies box, pays shipping: Upon a determination by Dell that your product should be returned to Dell for repair or replacement, we will issue a Return Material Authorization (RMA) number that you must include with your return. You must return the product to us in its original or equivalent packaging, prepay shipping charges and insure the shipment or accept the risk if the product is lost or damaged in shipment, which

could void warranty coverage as customer-induced damage. We will return the repaired or replacement product to you. We will pay to ship the repaired or replaced product to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the product to you freight collect.

For Mail-in Service: Customer supplies box, Dell pays shipping: Upon a determination by Dell that your product should be returned to Dell for repair or replacement, shipping instructions will be provided to you. You must package the product in its original or equivalent packaging and call the carrier designated on your shipping instructions to arrange a pickup time or, at your convenience, you may take the adequately packaged product to a designated carrier pick up location. As long as you follow our shipping instructions, we will pay standard shipping charges for shipping the product in for repair and for shipping it back to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the product to you freight collect.

For Mail in Service: Dell supplies box and pays shipping: Upon a determination by Dell that your product should be returned to Dell for repair or replacement, packaging, shipping instructions and a prepaid shipping waybill will be sent to you. Upon receipt of the shipping supplies, you must package the product in the material required and call the carrier designated on your shipping instructions to arrange a pickup time. As long as you follow our shipping instructions, we will pay standard shipping charges for shipping the product in for repair and for shipping it back to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the product to you freight collect.

When you contact us regarding certain products, we may offer to ship you a replacement product prior to receiving your original product back. In such instance, we may require a valid credit card number at the time you request a replacement product. We will not charge or invoice you for the replacement product as long as you return the original product to us within 10 days of your receipt of the replacement product and we confirm that your product issue is covered under this limited hardware warranty. If we do not receive your original product within 10 days, we will charge your credit card or invoice you for the then-current standard price for the product. If upon receipt of your original product, we determine that your product issue is not covered under this limited hardware warranty, you will be given the opportunity to return the replacement unit, at your sole expense, within 10 days from the date we contact you regarding the lack of coverage for your issue or we will charge to your credit card or invoice you the then-current standard price for the product. In addition, if you fail to pay Dell the amounts, Dell may suspend your limited hardware warranty support until the applicable amount is paid. A suspension of your limited hardware warranty for failure to properly return a product or to pay an amount charged for such failure to return a product will not toll the term of your limited hardware warranty and the limited hardware warranty will still expire in accordance with its original term.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media such as storage cards or devices, DVDs/CDs or PC Cards regardless of whether a technician is also providing in-home or onsite assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. Please, only include the product components requested by Dell.

Important information about part dispatches by Dell:

For some issues, Dell may dispatch a new or refurbished part for you to replace a defective part, if we agree that the defective part needs to be replaced. You must return the defective part to Dell. When you contact us, we may offer to ship you a replacement part prior to receiving your original part back. In such instances, we may require a valid credit card number at the time you request a replacement part. We will not charge or invoice you for the replacement part as long as you return the original part to us within 10 days of your receipt of the replacement part. Failure to timely return the defective part to Dell in accordance with the written instructions provided with the replacement part may result in the suspension of your limited hardware warranty support or a charge to your credit card or invoice in the amount of the then-current standard Dell price for that part. A suspension of your limited hardware warranty for failure to properly return a part will not toll the term of your limited hardware warranty and the limited hardware warranty will still expire in accordance with its original term.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media such as storage cards or devices, DVDs/CDs or PC Cards regardless of whether a technician is also providing in-home or onsite assistance. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. When returning parts to Dell, please only include the product components requested by Dell.

Important information about Onsite/In-Home Warranty Service After Remote Diagnosis:

If the Dell Limited Hardware Warranty for your product includes onsite/in-home warranty service, then if Dell determines that your issue is covered under this limited hardware warranty and your problem cannot be resolved remotely, or, if applicable, by dispatching a part or replacement product to you, then Dell may dispatch a service technician to your location within the United States (including Puerto Rico, but excluding the other U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Please tell the technician the full address of your system's location. Both the performance of service and service response times depend upon the time of day your request is received by Dell, the service alternative you purchased, parts availability, geographical restrictions, weather conditions and the terms of this limited hardware warranty. An adult must be present at all times during the service technician's visit. You must grant the service technician full access to the system and (at no cost to Dell) have working space, electricity and a local telephone line. If these requirements are lacking, Dell is not obligated to provide service. In addition, Dell is not obligated to provide service if you fail to provide an environment that is conducive to computer repair, including for example, if you insist on service to be provided at varying locations, if you fail to properly restrain a pet, if you threaten our technician either verbally or physically, or if your location or the general area where the system is located is dangerous, infested with insects, rodents, pests, biohazards, human or animal excrement and/or chemicals as reasonably determined to be unsafe by our technician. If you or your authorized representative is not at the location when the service technician arrives, the service technician will not be able to service your system and you may be charged an additional amount for a follow-up service call.

If Dell determines that your system needs a replacement part, you authorize the on-site technician to act as your service agent to handle the delivery and return of the warranty parts necessary to render on-site repairs. You may incur a charge if you fail to allow the on-site technician to return nonworking/unused units/warranty parts to Dell.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us, a service contract with a third-party service provider, please refer to that contract for details on how to obtain service.

See dell.com/servicecontracts for more details.

May I transfer the limited hardware warranty?

Limited hardware warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited hardware warranty on Dell-certified memory may not be transferred. For U.S. customers, you may record your transfer by going to Dell's website:

Customer Type:	U.S. Ownership Transfer Website:
Home and Home Office:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=19&l=en&s=dhs&-ck=mn
Small and Medium Business:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=04&l=en&s=bsd&-ck=mn
Large Enterprise:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=555&l=en&s=biz&-ck=mn
Federal Government:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC1009777&l=en&s=fed&-ck=mn
State and Local Government:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC978219&l=en&s=slg&-ck=mn
Higher Education:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC956904&l=en&s=hied&-ck=mn
K-12 Education:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC1084719&l=en&s=k12&-ck=mn
Healthcare:	//support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&cs=RC968571&l=en&s=hea&-ck=mn

For Canadian customers, you may record your transfer by going to Dell's Canadian website:

[//www.dell.com/support/retail/ca/en/cadhs1/ownershiptransfer/IdentifySystem?-ck=mn](https://www.dell.com/support/retail/ca/en/cadhs1/ownershiptransfer/IdentifySystem?-ck=mn)

If you do not have internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited hardware warranty agreement and Dell's applicable terms and conditions of sale located at dell.com/terms (for U.S. customers), dell.ca/terms (for Canadian customers – English) or dell.ca/conditions (for Canadian customers – French). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Dell Printer Consumables Limited Warranties

The following sections describe the limited warranty for Dell-branded printer consumables (ink cartridges, toner cartridges, photo print packs and photo paper) for the U.S., Canada and Latin America. Refer to the appropriate limited warranty accordingly.

Consumables Limited Warranty (U.S. and Canada Only)

Dell ink

Dell warrants to the original purchaser of genuine Dell-branded ink cartridges that they will be free from defects in material and workmanship for two years beginning on the date of invoice.

Toner

Dell warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge under normal use and storage conditions.

Lifetime toner warranty applies to the original toner only and does not apply to refilled or remanufactured toner cartridges.

Dell paper

Dell warrants to the original purchaser of genuine Dell Premium Photo Paper and photo print packs that they will be free from defects in material and workmanship for 90 days beginning on the date of invoice.

If any of these products prove defective in either material or workmanship, they will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to product damage resulting from misuse, abuse, accident, cartridge refilling or remanufacturing by customer, neglect, mishandling or incorrect environments.

Limited Lifetime Warranty for Dell-branded tape media

Dell warrants to you, the end-user customer, that this product will be free from defects in material and workmanship for the lifetime of the product, if it is properly used and maintained. If this product proves defective in either material or workmanship, Dell, at its option, will (a) repair the product, (b) replace the product or (c) refund the purchase price of the product, provided that the product has been returned to Dell with proof of purchase, such as a purchase order, invoice or sales receipt. You must first contact your local Dell support representative for your authorization option. To contact your local support representative, please visit dell.com, choose your country using the drop down menu located at the top of the page and then click on services and support. This limited lifetime warranty does not apply to failure of the product resulting from misuse, abuse, accident, neglect or mishandling, improperly adjusted or maintained drives, incorrect environments or wear from ordinary use.

THIS LIMITED LIFETIME WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE, JURISDICTION TO JURISDICTION OR COUNTRY TO COUNTRY. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS LIMITED LIFETIME WARRANTY STATEMENT. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, MERCHANTABILITY, MERCHANTABILITY, MERCHANTABILITY, MERCHANTABILITY, MERCHANTABILITY, PERFORMANCE, SUITABILITY OR NON-INFRINGEMENT. ANY IMPLIED WARRANTIES AND CONDITIONS THAT MAY BE IMPOSED BY AND THAT ARE NOT PERMITTED TO BE DISCLAIMED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED LIFETIME WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED LIFETIME WARRANTY AND WE DO NOT ACCEPT LIABILITY FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE

FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DELL'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DELL IS RESPONSIBLE.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

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^{*}Dell Business Credit: Offered to business customers by WebBank, Member FDIC, who determines qualifications for and terms of credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of the new balance shown on the monthly billing statement. Dell and the Dell logo are trademarks of Dell Inc.



3-Year Premium Panel Advanced Exchange Service

Overview

Can't live without your Dell™ Monitor- You're covered with Advanced Exchange from Dell. Your Dell Monitor includes all the benefits of Advanced Exchange¹, Dell's service and support and Limited Warranty² for three years. Take this opportunity to extend the benefits of Advanced Exchange and protect your investment for up to 5 years. What is Advanced Exchange- In the event you have a warranty issue (problem) with your Dell Monitor that cannot be resolved over the phone, we will ship you a replacement unit the next business day. Unpack your new unit, ship back the defective unit and continue to enjoy the power of your Dell Monitor.

¹Replacement system or replacement part will be dispatched, if necessary, following phone-based troubleshooting, in advance of receipt of returned defective part or system. Replacements may be refurbished. Defective unit must be returned. Availability varies. Other conditions apply.

²You can get a copy of our limited warranties and guarantees by writing Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682. To purchase warranty only or for information on other service options please call 1-800-915-3355 or visit www.dell4me.com/termsandconditions.

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Ever notice a bright spot on a monitor that won't go away? Dell has — and we know it's annoying. That's why Dell is now offering a Premium Panel Guarantee/Warranty that ensures zero "bright pixel" defects on your UltraSharp, Professional and Alienware monitors purchased from Dell.

While defective pixels do not necessarily impair the performance of your monitor, they can be annoying and distracting, especially if the pixels are located in positions where viewing quality is reduced.

Unyielding commitment to quality and the satisfaction of our customers has driven Dell to offer a Premium Panel Guarantee/Warranty as part of our standard Limited Guarantee/Warranty coverage. Even if only one bright pixel is found, a free monitor exchange is guaranteed during the Limited Guarantee/Warranty period.

The Premium Panel Guarantee/Warranty is available for UltraSharp, Professional and Alienware monitors sold with systems or as stand-alone units purchased from Dell, and is included with Dell's standard 3-year Limited Guarantee/Warranty. Customers who purchase a 4th or 5th year extended Limited Guarantee/Warranty can also take advantage of this coverage for the duration of the Limited Guarantee/Warranty period.

UltraSharp, Professional and Alienware monitors bought at Best Buy®, while covered by the Premium Panel Guarantee/Warranty, must visit a Best Buy store in order to exercise their exchange.

FAQ

1 What are bright pixels?

2 Will the brightness reduce over time?

3 What pixel defects are covered?

4 Dell's Premium Panel Guarantee/Warranty covers which monitors?

5 How do I get a replacement monitor?

6 How long is the Premium Panel Guarantee/Warranty period?

1 What are bright pixels?

A dead pixel refers to a pixel with a defect in its ability to display the correct color output. It may look like a tiny black or white spot on the screen. When the pixel remains permanently lit, it is known as a bright pixel.

2 Will the brightness reduce over time?

Unfortunately, no. A defective pixel will remain permanently lit.

3 What pixel defects are covered?

Dell's Premium Panel Guarantee/Warranty applies to UltraSharp, Professional and Alienware monitors with bright pixel defects only. The Premium Panel Guarantee/Warranty does not cover monitors with dark/ black type of dead pixels.

4 Dell's Premium Panel Guarantee/Warranty covers which monitors?

Dell's Premium Panel Guarantee/Warranty applies to all UltraSharp, Professional and Alienware monitors bought from Dell, and from retail stores with "bright pixel" defects during the Limited Guarantee/Warranty term.

If you purchased your UltraSharp, Professional and Alienware monitors through Best Buy, you can only exchange it at any Best Buy store. In order to receive Guarantee/Warranty service at a Best Buy store, you must have the original sales receipts from your purchase.

5 How do I get a replacement monitor?

Your Limited Guarantee/Warranty covers your monitor against defective parts and workmanship. If you experience a part failure during your Limited Guarantee/Warranty period, we'll first troubleshoot the system with you over the phone. If your issue is identified as a bright pixel after phone-based troubleshooting, Dell will ship you a replacement unit the next business day.

During the term of your Limited Guarantee/Warranty, your Dell monitor includes all of the benefits of Dell's 24x7 toll-free technical phone support and Advanced Exchange Service.

If you purchased your UltraSharp, Professional and Alienware monitors through Best Buy, you can only exchange it at any Best Buy store. In

order to receive warranty service at a Best Buy store, you must have the original sales receipts from your purchase.

6 How long is the Premium Panel Guarantee/Warranty period?

While most manufacturers only provide a 30-day zero bright pixel Guarantee/Warranty, Dell's Premium Panel Guarantee/Warranty is valid for the term of your Limited Guarantee/Warranty or extended Guarantee/Warranty terms of 4 or 5 years.

The Limited Guarantee/Warranty for monitors, purchased independent of a system, lasts for the time period indicated on your packing slip, invoice or receipt. Monitors purchased with a system are covered by the term of the system Limited Guarantee/Warranty.

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*Rewards are issued to your online Dell Rewards Account (available via your Dell.com My Account) typically within 30 business days after your order's ship date; Rewards expire in 90 days (except where prohibited by law). "Current rewards balance" amount may not reflect the most recent transactions. Check Dell.com My Account for your most up-to-date rewards balance. Bonus rewards on select purchases identified at dell.com/businessrewards or by calling 800-456-3355. Total rewards earned may not exceed \$2,000 within a 3-month period. Outlet purchases do not qualify for rewards. Expedited Delivery not available on certain monitors, batteries and adapters and is available in Continental (except Alaska) U.S. only. Other exceptions apply. Not valid for resellers and/or online auctions. See Dell.com/businessrewardsfaq.

^Dell Business Credit: Offered to business customers by WebBank, Member FDIC, who determines qualifications for and terms of credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of the new balance shown on the monthly billing statement. Dell and the Dell logo are trademarks of Dell Inc..

‡ Available to accredited K-12 schools for institutional use only. Speak to your Dell sales professional or Dell Partner Direct reseller to see if your school qualifies for this special offer. Contact your Microsoft representative for more information about Shape the Future.

Dell Promotional eGift Cards arrive via email 10-20 days from ship date. Expires in 90 days (except where prohibited by law). See dell.com/giftcard/promoterms.

APPENDIX A: Gold_Partner tier in the Dell Technologies Partner Program

The screenshot displays the Dell Technologies Partner Program dashboard. At the top, the navigation bar includes the Dell Technologies logo, 'Partner Program', and user information for Doreen Needham (BROWN ENTERPRISE SOLUTIONS, US - Solution Provider). The main menu lists 'Products, Solutions & Services', 'Sales & Purchase', 'Marketing', 'Programs', 'Training', and 'Support'. Below the menu, there is a section for 'Explore Partner Events' with a link to 'See Full Calendar/Search Events'. Three event cards are visible, all marked as 'Virtual':

- 03-08-2022: Heroes Webinar - Edge Solutions for Manu...
- 03-08-2022: Heroes Webinar - Edge Solutions for Manu...
- 03-10-2022: Women's Partner Network Partnering in Le...

On the right side, a sidebar titled 'My Favorites' (with a count of 1) displays the user's profile details:

- COMPANY: BROWN ENTERPRISE SOLUTIONS
- AFFINITY: 2615054115
- PARTNER PROGRAM TRACK: US - Solution Provider
- PARTNER PROGRAM TIER: Gold
- PURCHASE PATH: Direct
- SPECIALTY PRODUCT PURCHASE PATH: Distribution

At the bottom of the screenshot, a large blue banner features the Dell Technologies logo and the text 'GOLD PARTNER'.

BROWN ENTERPRISE SOLUTIONS

HAS MET THE PROGRAM PREREQUISITES AND BUSINESS REQUIREMENTS TO QUALIFY AS A DELL TECHNOLOGIES PARTNER PROGRAM GOLD SOLUTION PROVIDER

Rola Dagher
Global Channel Chief,
Dell Technologies

Attachment A Pricing Worksheet

To the Finance and Management Director of the City of Columbus, Ohio: We (I) propose to furnish the following service(s) at the price(s) and terms stated subject to all instructions, conditions, specifications and all attachments hereto. We (I) have read all attachments including the specifications and fully understand what is required. Prices quoted are F.O.B. Destination, Freight Pre-paid, and Allowed to any City of Columbus address on Purchase Order.

Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
1	Mobile - Panasonic Rugged Toughbook 55	MODEL: FZ-55CA-00VM Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Video: 14" screen with 1920X1080 FHD with nit gloved multi touch screen Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB MIL-STD-810G compliant Audio: Onboard Audio w/ built-in Speaker(s) Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth HDMI connectivity onboard – full HDMI or must include full HDMI adapter HD Infrared Web Cam Emissive Backlit Keyboard Digital Pen / Stylus Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)	NO BID		
2	Mobile - Panasonic Rugged Toughbook 55 Vehicle Dock	MODEL: HA-55LVD2 Havis Dual Pass Laptop Dock	NO BID		
3	Mobile - Panasonic Rugged Toughbook 55 Vehicle Charger	MODEL: CF-LNDDC120 Lind Vehicle Charger	NO BID		
4	Mobile - Panasonic Rugged Toughbook 55 2nd Battery	MODEL: FZ-55 MK1 2nd Battery	NO BID		
5	Mobile - Panasonic Rugged Toughbook 33	MODEL: CF-33SZ011VM Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Video: 12" screen with 1920X1080 FHD with nit gloved multi touch screen Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB MIL-STD-810G compliant Audio: Onboard Audio w/ built-in Speaker(s) Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth HDMI connectivity onboard – full HDMI or must include full HDMI adapter HD Infrared Front & Rear Web Cam Digital Pen / Stylus Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)	NO BID		

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Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
6	Mobile - Panasonic Rugged Toughbook 33 Vehicle Dock	MODEL: H-33-TVD2-L Havis Dual Pass Tablet Dock	NO BID		
7	Mobile - Panasonic Rugged Toughbook 33 Vehicle Charger	MODEL: CF-LNDDC120 Lind Vehicle Charger	NO BID		
8	Mobile - Panasonic Rugged Toughbook 33 Keyboard	MODEL: KBA-BLTX-USNNRUS Separate Keyboard- Rugged 83 Keyboard w/touchpad and Red Backlighting, straight cord.	NO BID		
9	Mobile - Panasonic Rugged Toughbook 33 Docking Keyboard	MODEL: CF-VEK333LMP Premium Keyboard to make CF-33 into laptop	NO BID		
10	Mobile - Panasonic Rugged Toughbook 33 Hand Strap	MODEL: TBC33HDSTP-P Rotating Hand Strap	NO BID		
11	Dell Latitude 5420 Rugged Laptop (Now EOL with No inventory Remaining) Replacement model: Dell Latitude 5430 Rugged	MODEL: 5420 Rugged Laptop Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Video: 14" FHD Screen (1920X1080) Outdoor Readable Screen Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB Audio: Onboard Audio w/ built-in Speaker(s) Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth HDMI connectivity onboard – full HDMI or must include full HDMI adapter Web Camera Emissive Backlit Keyboard Digital Pen / Stylus Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint Security: Cable Security Lock – Combination Lock Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap) Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)	\$ 3,075.08		
12	Dell Latitude 5430 Rugged Laptop Peripheral Kit	Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)	\$ 285.00		
13	Dell Latitude 5430 Rugged Laptop Vehicle Charger	Lind Vehicle Charger for Dell Latitude 5420 Rugged Laptop	\$ 118.00		

Attachment A Pricing Worksheet

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Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
14	Dell Latitude 7220 Rugged Tablet	<p>MODEL: 7220 Rugged Tablet Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Video: 11.6", FHD (1920 x 1080), 1000 Nit Outdoor-Readable, AG/AS/AP, Glove-Capable Touchscreen Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB Audio: Onboard Audio w/ built-in Speaker(s) Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth HDMI connectivity onboard – full HDMI or must include full HDMI adapter HD Infrared Front & Rear Web Cam Digital Pen / Stylus Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint Security: Cable Security Lock – Combination Lock Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap) Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Video: 1920X1080 FHD with nit gloved multi touch screen Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB Audio: Onboard Audio w/ built-in Speaker(s) Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth HDMI connectivity onboard – full HDMI or must include full HDMI adapter HD Infrared Front & Rear Web Cam Digital Pen / Stylus Integrated 4G/5G Cellular Chipset such as GOBI. Should be compatible with Verizon, AT&T, and Sprint Warranty: 4 Year Basic, 4 Year Next Business Day Onsite Service w/accidental Damage coverage Resources: All Shipping Material for System, All Resource DVD's (Drivers, OS Restore)</p>	\$ 2,627.70		
15	Dell Latitude 7220 Rugged Tablet Peripheral Kit	<p>Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth) Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)</p>	\$ 320.00		
16	Dell Latitude 7220 Rugged Tablet Vehicle Charger	Lind Vehicle Charger for Dell Latitude 7220 Rugged Laptop	\$ 126.99		
17	Dell Latitude 7220 Rugged Tablet Keyboard	Dell Keyboard with Kickstand for Rugged Extreme Tablet	\$ 257.07		

Attachment A Pricing Worksheet

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Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
18	Micro PC Dell - Dell OptiPlex 5090 Micro Chassis	Chassis: Micro Chassis Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i5 (or equivalent replacement) Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 8GB Audio: Onboard Audio w/ built-in Speaker(s) Video: Dual Display Port and 1 HDMI connectivity Network: 10/100/1000 Onboard RJ45 Network Wireless: 802.11ac Wi-Fi w/Bluetooth Peripherals: USB Quiet Key Keyboard, USB Optical Mouse Warranty: 3 Year Next Business Day Onsite Service Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 690.00		
19	Standard Desktop Dell - Dell OptiPlex 5090 SFF	Chassis: Small Form Factor Chassis Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i5 (or equivalent replacement) Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 8GB Audio: Onboard Audio w/ built-in Speaker(s) Video: Dual Display Port connectivity DVD+-RW ROM Peripherals: USB Quiet Key Keyboard, USB Optical Mouse Network: 10/100/1000 Network Card RJ45 (onboard or Card) Warranty: 3 Year Next Business Day Onsite Service Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 698.00		
20	Professional Desktop Dell - Dell OptiPlex 5090 SFF	Chassis: Small Form Factor Chassis Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i7 (or equivalent replacement) Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 16GB Audio: Onboard Audio w/ built-in Speaker(s) Video: 2GB – Dual Display Port connectivity DVD+-RW ROM Peripherals: USB Quiet Key Keyboard, USB Optical Mouse Network: 10/100/1000 Network Card RJ45 (onboard or Card) Warranty: 3 Year Next Business Day Onsite Service Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 937.00		
21	GIS Desktop Dell - Dell Precision 3650 Tower	Chassis: Small Form Factor Chassis Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Xeon (or equivalent replacement) Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 32GB Audio: Onboard Audio w/ built-in Speaker(s) Video: 8GB – Dual Display Port connectivity DVD+-RW ROM Peripherals: USB Quiet Key Keyboard, USB Optical Mouse Network: 10/100/1000 Network Card RJ45 (onboard or Card) Warranty: 3 Year Next Business Day Onsite Service Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 2,185.00		

Attachment A Pricing Worksheet

To the Finance and Management Director of the City of Columbus, Ohio: We (I) propose to furnish the following service(s) at the price(s) and terms stated subject to all instructions, conditions, specifications and all attachments hereto. We (I) have read all attachments including the specifications and fully understand what is required. Prices quoted are F.O.B. Destination, Freight Pre-paid, and Allowed to any City of Columbus address on Purchase Order.

Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
22	Standard Laptop Dell - Dell Latitude 5420 XCTO Base[210-AYNM]	Operating System: Windows 10 Professional 64bit OS TPM Chip Processor: Latest Generation Intel Core i5 (or equivalent replacement) Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar System Memory: 8GB Display: 14" LED Display HDMI connectivity onboard Peripherals: Integrated HD Camera / Microphone combo Power Options: Standard Primary Battery & AC Adapter Audio: Internal Chassis Speaker Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth Security: Cable Security Lock – Combination Lock Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap) Warranty: 3 Year Next Business Day Onsite Service Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 1,027.00		
23	Standard Laptop Peripheral Bundle Dell	Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)	\$ 270.00		
24	Standard Windows Tablet Dell Dell 7320 Detachable	Operating System: Windows 10 Professional 64bit OS TPM Chip, Processor: Latest Generation Intel Core i5 (or equivalent replacement), Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar, System Memory: 8GB, Display: 13" Full HD 3k2k 3000X2000 minimum, Touchscreen, Integrated Web Cam Front & Back, Audio: Headphone Audio Output, Integrated Audio & Microphone, Detachable Keyboard – Backlit, Stylus/Pen Secondary AC Adapter Network: 10/100/1000 Network USB-C to RJ45 adapter Wireless: 802.11ac Wi-Fi w/Bluetooth, HDMI Video Adapter Cable	\$ 1,486.11		
25	Standard Windows Tablet Bundle Dell	Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)	\$ 270.00		

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Item #	CTO Item Name	Item Description	CTO Cost	COTS Cost	COTS Model No.
26	Professional Ultrabook 2-in-1 Dell - Dell Latitude 7420 2-in-1	Operating System: Windows 10 Professional 64bit OS TPM Chip, Processor: Latest Generation Intel Core i7 (or equivalent replacement), Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar , System Memory: 16GB, Display: 14" LED Display, Touchscreen – NOT DETACHABLE , HDMI connectivity onboard, Peripherals: Integrated HD Camera / Microphone combo, Power Options: Standard Primary Battery & AC Adapter, Audio: Internal Chassis Speaker, Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter,Wireless: 802.11ac Wi-Fi w/Bluetooth, Security: Cable Security Lock – Combination Lock, Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap) Warranty: 3 Year Next Business Day Onsite Service, Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 1,451.61		
27	Professional Ultrabook Peripheral Bundle Dell	Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)	\$ 270.00		
28	GIS Laptop Dell - Dell Mobile Precision Workstation 7760	Operating System: Windows 10 Professional 64bit OS TPM Chip, Processor: Latest Generation Intel Xeon (or equivalent replacement), Storage & Media: M.2 512GB PCIe NVMe Class 40 Solid State Drive or similar, System Memory: 32GB, Video: Onboard 8GB HDMI or Display Port connectivity, Display: 17" screen or approximate in size, Audio: Internal Chassis Speaker, Network: 10/100/1000 Network RJ45 onboard or USB-C to RJ45 adapter, Wireless: 802.11ac Wi-Fi w/Bluetooth, Security: Cable Security Lock – Combination Lock Compatible Nylon Top Load Carry Case (Handles & Shoulder Strap), Warranty: 3 Year Next Business Day Onsite Service, Resources: All Shipping Material for System. All Resource DVD's (Drivers, OS Restore)	\$ 2,708.46		
29	GIS Laptop Bundle Dell	Compatible Desk Dock to provide support of 2 Display Port Monitors, Charging Capabilities and USB Ports. Wireless Keyboard and Mouse Combo (2.4GHz, Bluetooth)	\$ 332.00		
30	Standard 20" Monitor Dell - Dell 20 Monitor - E2020H	20" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty	\$ 117.00		
31	Standard 24" Monitor Dell - Dell 24 Monitor - P2422H	24" Display: LED Full HD, Height Adjustable, Pivot-able, HDMI, Display Port, VGA capable, and 3year Warranty	\$ 233.00		
32	Standard 32" Monitor Dell - Dell 32 USB-C Monitor - P3221D	32" Display: QHD LED, Height Adjustable, Pivot-able, HDMI, Display Port, USB-C capable, and 3year Warranty	\$ 428.00		
NOTES:					