



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 7

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 544022

Procurement Type: Central Purchase Order

Vendor ID: VS0000006253

Legal Name: NOMAR ENTERPRISES LLC

Alias/DBA: RUGGED DEPOT

Total Bid: \$65,875.00

Response Date: 05/07/2019

Response Time: 12:06

SO Doc Code: CRFQ

SO Dept: 0313

SO Doc ID: DEP1900000023

Published Date: 5/6/19

Close Date: 5/14/19

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum 2-Panasonic Toughbook Laptops or equal

Total of Header Attachments: 7

Total of All Attachments: 7



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder : 544022

Solicitation Description : Addendum 2-Panasonic Toughbook Laptops or equal

Proc Type : Central Purchase Order

Date issued	Solicitation Closes	Solicitation Response	Version
	2019-05-14 13:30:00	SR 0313 ESR05031900000005048	1

VENDOR

VS0000006253

NOMAR ENTERPRISES LLC

RUGGED DEPOT

Solicitation Number: CRFQ 0313 DEP1900000023

Total Bid : \$65,875.00

Response Date: 2019-05-07

Response Time: 12:06:58

Comments: Car charger comes with cig plug it can be cut off for hardwire installation as well for full vehicle compatibility. I would caution to have critical eye on warranties on other quotes. Panasonic warranties can be confusing for some and if they don't quote the warranty your requesting the price can vary widely and the service included subpar. The 4G LTE quoted on the unit has full GPS capability.
Thank you for considering us for your purchase.

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers

(304) 558-0246

jessica.s.chambers@wv.gov

Signature on File

FEIN #

DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Panasonic Toughbook or equal	17.00000	EA	\$3,445.000000	\$58,565.00

Comm Code	Manufacturer	Specification	Model #
43211503			

Extended Description :	Panasonic Toughbook or equal
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Comments: Panasonic CF-20 (3 Year On-Site/Accidental damage warranty Included in this pricing)
Windows 10 Pro, Intel Core i5-7Y57 1.20GHz, vPro, 10.1" WUXGA Gloved Multi Touch + Digitizer LCD, 256GB Solid State Drive, 8GB, Intel Wi-Fi a/b/g/n/ac, , Bluetooth, 4G LTE Advanced Multi Carrier (EM7455), Dual Pass (Ch1:WWAN/Ch2:WWAN-GPS), 8MP Camera, Infrared Hello Webcam, Bridge Battery, Hazardous Locations, TPM 2.0, Backlit Emissive Keyboard, 3 Year On-Site Accidental Panasonic Warranty

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Docking Station	17.00000	EA	\$287.000000	\$4,879.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	Docking Station
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Comments: Port Replicator Desktop Dock

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Car Charger	17.00000	EA	\$108.000000	\$1,836.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	Car Charger
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Comments: 120 Watt car charger Cig Adapter Included

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Hand/Shoulder Strap	17.00000	EA	\$35.000000	\$595.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	Hand/Shoulder Strap
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Comments: Hand and shoulder strap



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Quotation
21 - Info Technology

Proc Folder: 544022

Doc Description: Panasonic Toughbook Laptops or equal

Proc Type: Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2019-04-19	2019-05-07 13:30:00	CRFQ 0313 DEP1900000023	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Nomar Enterprises LLC dba Rugged Depot
27060 Decker Prairie Rosehill Rd, Magnolia, TX, 77355
281-305-5020

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers

(304) 558-0246

jessica.s.chambers@wv.gov

Signature X

FEIN # 01-0574406

DATE 05-06-19

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

The West Virginia Purchasing Division is soliciting bids on behalf of WV Department of Environmental Protection to establish a contract for the one-time purchase of seventeen (17) 2-in-1 Panasonic Toughbook or equal per the terms and conditions and specifications as attached.

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Panasonic Toughbook or equal	17.00000	EA	3,445	58,565

Comm Code	Manufacturer	Specification	Model #
43211503	Panasonic		CF-20G5972UM

Extended Description :

Panasonic Toughbook or equal

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Docking Station	17.00000	EA	345.00	5,865.00

Comm Code	Manufacturer	Specification	Model #
43210000	Panasonic		CF-UEB201U

Extended Description :

Docking Station

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Car Charger	17.00000	EA	108.00	1,836.00

Comm Code	Manufacturer	Specification	Model #
43210000	LIND		CF-LNDDC120

Extended Description :

Car Charger

INVOICE TO	SHIP TO
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US	ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Hand/Shoulder Strap	17.00000	EA	35.00	595.00

Comm Code	Manufacturer	Specification	Model #
43210000	Panasonic		TBC20MBBDL-P

Extended Description :

Hand/Shoulder Strap

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **NON-MANDATORY PRE-BID** meeting will be held at the following place and time:

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: April 29, 2019 at 9:00 AM (EDT)

Submit Questions to: Jessica Chambers
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)
Email: Jessica.S.Chambers@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID:

BUYER: Jessica Chambers
SOLICITATION NO.: CRFQ DEP1900000023
BID OPENING DATE: 05/07/2019
BID OPENING TIME: 1:30 PM (EDT)
FAX NUMBER: (304)558-3970

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression of Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus _____ convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

- ☐ Technical
☐ Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: May 7, 2019 at 1:30 PM (EDT)

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and should include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at:
<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. A request form to help facilitate the request can be found at:
<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. INTERESTED PARTY DISCLOSURE: West Virginia Code § 6D-1-2 requires that the vendor submit to the Purchasing Division a disclosure of interested parties to the contract for all contracts with an actual or estimated value of at least \$1 Million. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission prior to contract award. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

23. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☐ **Term Contract**

Initial Contract Term: This Contract becomes effective on _____ and extends for a period of _____ year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

☒ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☐ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☒ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

☐

☐

☐

☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancellation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

- ☒ **Commercial General Liability Insurance** in at least an amount of: 1,000,000.00 per occurrence.
- ☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.
- ☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence.
- ☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.
- ☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.
- ☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.
- ☐ **Pollution Insurance** in an amount of: _____ per occurrence.
- ☐ **Aircraft Liability** in an amount of: _____ per occurrence.
- ☐
- ☐
- ☐
- ☐

Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____

☐ Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Revised 01/24/2019

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

“substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Kyle Pittman Sales Manager
(Name, Title)
Kyle Pittman / Sales Manager
(Printed Name and Title)
27060 Decker Prairie Rosehill Rd, Magnolia TX, 77355
(Address)
281-305-5020 / 281-259-6615
(Phone Number)/(Fax Number)
Kyle.Pittman@ruggeddepot.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Nomar Enterprises LLC Dba Rugged Depot
(Company)
Kyle Pittman Kyle Pittman Sales Manager
(Authorized Signature) (Representative Name, Title)

Kyle Pittman / Sales Manager
(Printed Name and Title or Authorized Representative)

05/06/2019
(Date)

281-305-5020 / 281-259-6615
(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of WV Department of Environmental Protection to establish a contract for the one-time purchase of seventeen (17) 2-in-1 Panasonic Toughbook or equal.
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 **“Contract Item”** means Panasonic Toughbook Laptops or equal, as more fully described by these specifications.
 - 2.2 **“Pricing Page”** means the pages, contained in wvOASIS or attached as Exhibit A, upon which Vendor should list its proposed price for the Contract Items.
 - 2.3 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
 - 2.4 **“MIL-STD-810G”** is a series of tests designed by the U.S military to test its equipment limits in various conditions where it is expected to be used (environment) or transported (shocks). The tests vary according to the nature, size and weight of the equipment tested.
 - 2.5 **“IP65 Certified”** is a rating to certify equipment as “dust tight” and protection against water.
 - 2.6 **“Trusted Platform Module (TPM)”** is designed to provide hardware-based, security related functions. A TPM chip is a secure crypto-processor that helps you with actions such as generating, storing, and limiting the use of cryptographic keys.
 - 2.7 **“Hazardous Location Certifications (HazLoc) Class1/Division2”** is a certification for equipment that is used on sites where flammable vapors and gases may be present.
 - 2.8 **“HDMI port”** is for High Definition Multimedia Interface connection.
 - 2.9 **“SDXC”** stands for Secure Digital eXtended Capacity and is a type of memory card which meets the demands of full HD recording in terms of capacity and speed but is only compatible with SDXC devices.
 - 2.10 **“Micro SDXC”** is a type of removable flash memory card used for storing information.

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

3. GENERAL REQUIREMENTS:

3.1 Mandatory Contract Item Requirements: Contract Item must meet or exceed the mandatory requirements listed below. All equipment must be new, refurbished equipment will not be accepted.

3.1.1 2-in-1 Panasonic Toughbook or equal

- 3.1.1.1** Must be a rugged 2-in-1 device, that allows the screen to detach to become a tablet;
- 3.1.1.2** Must include a maximum screen size of 12 inches;
- 3.1.1.3** Must weigh a maximum of 5 lbs;
- 3.1.1.4** Must include Windows 10 Pro Operating System;
- 3.1.1.5** Must include a minimum of 8GB RAM;
- 3.1.1.6** Must include a minimum of 256 GB Solid State Hard Drive;
- 3.1.1.7** Must include a minimum 8mp rear camera with autofocus and LED flash;
- 3.1.1.8** Must include an Infrared Webcam, for use in tank inspections, in low light conditions;
- 3.1.1.9** Must be capable of capturing GPS coordinates;
- 3.1.1.10** Must be capable of a minimum 4G LTE multi carrier mobile broadband with satellite GPS connectivity, to allow connection to the DEP's AST/UST database from remote locations;
- 3.1.1.11** Must include Intel Dual Band Wi-Fi capability;
- 3.1.1.12** Must include Bluetooth connectivity capability;
- 3.1.1.13** Must include a minimum Intel Core I5 processor, or equal;

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

- 3.1.1.14** Must include a gloved multi touch display;
- 3.1.1.15** Must include minimum security feature of Trusted Platform Module (TPM) 2.0;
- 3.1.1.16** Must be MIL-STD-810G and IP65 certified, or equal certifications;
- 3.1.1.17** Must include Hazardous Location Certifications (HazLoc) minimum Class1/Division2 certification;
- 3.1.1.18** Must include a bridge battery that will provide power to system memory to enable hot-swap battery replacement for continuous use;
- 3.1.1.19** Must include minimum of two (2) USB ports on tablet;
- 3.1.1.20** Must include a component to function as a kickstand for the tablet;
- 3.1.1.21** Must include HDMI port;
- 3.1.1.22** Must include SDXC or Micro SDXC port to allow for storing information on removable media;
- 3.1.1.23** Must include a minimum of one (1) Ethernet Serial port;
- 3.1.1.24** Must include docking connector;
- 3.1.1.25** Price must include three (3) Year Manufacturer's Warranty, which includes on-site and on-call service, parts, repair and no-fault accident damage;
- 3.1.1.26** Shipping and delivery charges must be included in the vendor's total bid amount.

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

3.1.2 Docking Station

3.1.2.1 Must include Minimum of three (3) 3.0 USB ports, to plug in the mouse, keyboard, hard-drive, etc. and will allow the device to be taken from office to field.

3.1.2.2 Must be compatible with the laptop quoted.

3.1.3 Car Charger

3.1.3.1 Must be compatible with the laptop quoted.

3.1.4 Hand Shoulder Strap

3.1.4.1 Must be compatible with the laptop quoted.

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

4.2 Pricing Pages: Vendor should complete the Pricing Page by entering the unit price for each contract item defined on the Pricing Page. Vendor should complete the Pricing Page in its entirety, as failure to do so may result in Vendor's bid being disqualified.

The Pricing Page contains a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of the anticipated purchase only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should type or electronically enter the information into the Pricing Page through wvOASIS, if available, or as an electronic document. Vendor can download the electronic copy of the Pricing Pages from the wvOASIS Vendor Self-Service (VSS) website. If responding with a paper bid, Vendors should download and/or print the assembled CRFQ document (with the highest version number) from wvOASIS and insert their unit price and extended cost for each line item.

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

5. PAYMENT:

5.1 Payment: Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

6. DELIVERY AND RETURN:

6.1 Shipment and Delivery: Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order or notice to proceed. Vendor shall deliver the Contract Items within 30 working days after receiving a purchase order or notice to proceed. Contract Items must be delivered to Agency at WV Department of Environmental Protection, 601 57th Street, S.E. Charleston, WV 25304.

6.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

6.3 Delivery Payment/Risk of Loss: Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

REQUEST FOR QUOTATION
Panasonic Toughbook Laptops or equal

7 VENDOR DEFAULT:

7.1 The following shall be considered a vendor default under this Contract.

- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2 Failure to comply with other specifications and requirements contained herein.
- 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

- 7.2.1 Immediate cancellation of the Contract.
- 7.2.2 Immediate cancellation of one or more release orders issued under this Contract.
- 7.2.3 Any other remedies available in law or equity.

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code § 5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code § 61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Nomar Enterprises LLC dba Rugged Depot

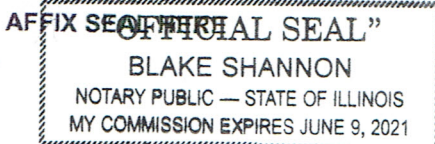
Authorized Signature: [Signature] Date: 05/06/19

State of IL

County of Marion, to-wit:

Taken, subscribed, and sworn to before me this 6 day of May, 2019.

My Commission expires 6-9-2021, 2021.



NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 01/19/2018)



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Quotation
21 - Info Technology

Proc Folder: 544022

Doc Description: Addendum 1-Panasonic Toughbook Laptops or equal

Proc Type: Central Purchase Order

Date Issued	Solicitation Closes	Solicitation No	Version
2019-05-06	2019-05-09 13:30:00	CRFQ 0313 DEP1900000023	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STE
CHARLESTON WV 25305
US

VENDOR

Vendor Name, Address and Telephone Number:

Nomar Enterprises LLC DbA Rugged Depot
27060 Decker Prairie Rosehill Rd, Magnolia, TX 77355

281-305-5020

FOR INFORMATION CONTACT THE BUYER

Jessica S Chambers
(304) 558-0246
jessica.s.chambers@wv.gov

Signature X

FEIN# 01-0574406

DATE 05/06/19

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum No.01 issued to publish and distribute the attached information to the vendor community.

The West Virginia Purchasing Division is soliciting bids on behalf of WV Department of Environmental Protection to establish a contract for the one-time purchase of seventeen (17) 2-in-1 Panasonic Toughbook or equal per the terms and conditions and specifications as attached.

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Panasonic Toughbook or equal	17.00000	EA	3,445.00	58,565.00

Comm Code	Manufacturer	Specification	Model#
43211503	Panasonic		CF-20G5972VM

Extended Description :

Panasonic Toughbook or equal

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Docking Station	17.00000	EA	345.00	5,865.00

Comm Code	Manufacturer	Specification	Model#
43210000	Panasonic		CF-VEB201U

Extended Description :

Docking Station

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Car Charger	17.00000	EA	108.00	1,836.00

Comm Code	Manufacturer	Specification	Model#
43210000	LIND		CF-LNDDC120

Extended Description :
Car Charger

INVOICE TO		SHIP TO	
ENVIRONMENTAL PROTECTION ENVIRONMENTAL ENFORCEMENT 601 57TH ST SE CHARLESTON WV25304 US		ENVIRONMENTAL PROTECTION 601 57TH ST CHARLESTON WV 25304 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Hand/Shoulder Strap	17.00000	EA	35.00	595.00

Comm Code	Manufacturer	Specification	Model#
43210000	Panasonic		TBC20MBBDL-P

Extended Description :
Hand/Shoulder Strap

SOLICITATION NUMBER: CRFQ DEP1900000023

Addendum Number:

No.01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.

1. The purpose of this addendum is to address all technical questions received.

No additional changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

..ATTACHMENT A

CRFQ DEP 1900000023
Panasonic Toughbook Laptops or equal

Q1. Would the Department accept a different form factor?

A1.No.

Q2. Instead of a Toughbook and Docking Station, would they accept a Rugged Tablet and Docking Station?

A2. No, we will not accept a rugged tablet and a docking station.

Q3. Is the DC power supply that comes with the docking station what you are looking for or are you wanting something in addition to that?

A3. The DC power supply that comes with the docking station is acceptable as long as it can be used to power the docking station and/or charge the 2 in 1 detachable device.

Q4. If so what kind of car charger are you wanting - an AC adapter, a cigarette lighter adapter, a dc power supply?

A4. The car charger referenced in 3.1.1., we are requesting a way to power and charge in any vehicle (regardless of make or model).

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

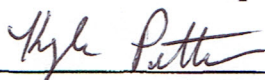
(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Nomar Enterprises LLC DbA Rugged Depot

Company



Authorized Signature

05/06/19

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012



Sales Quotation

Quotation No.:42914

Page 1 of 1

27060 Decker Prairie Rosehill Road
Magnolia, Texas 77355

Tel: 281-305-5020
Ofc: 281-259-6613
Fax: 281-259-6615
kyle.pittman@ruggeddepot.com

Order Date: 05/06/2019
Valid Until: 06/06/2019
Customer Number: C15680
Rep: Kyle Pittman
Terms: Rugged NET 30
Customer Ref:

Bill To:
West Virginia Department of Environmental Protection
601 57th Street

S.E. Charleston WV
USA

Ship To:
West Virginia Department of Environmental Protection
WV Department of Environmental Protection
601 57th Street

S.E. Charleston WV
USA

Shipping Method: Best Way (cheapest available)

Item Code	Description	Condition	Quantity	Price	Total
CF-20G5972VM	Windows 10 Pro, Intel Core i5 7Y57 1.20GHz, vPro, 10.1" WUXGA Gloved Multi Touch + Digitizer LCD, 256GB Solid State Drive, 8GB, Intel Wi-Fi a/b/g/n/ac, Bluetooth, 4G LTE Advanced Multi Carrier (EM7455), Dual Pass (Ch1:WWAN/Ch2:WWAN+GPS), 8MP Camera, Infrared Hello Webcam, Bridge Battery, Hazardous Locations, TPM 2.0, Backlit Emissive Keyboard, 3 Year Panasonic Warranty	NEW	17	3,100.00	52,700.00
CF-SVCOSNFUS3Y	On-Site / Prot. Plus - USA / Europe / Asia (Years 1, 2 & 3)	NEW	17	345.00	5,865.00
CF-VEB201U	Port Replicator for CF-20 (Desktop Dock)	NEW	17	287.00	4,879.00
CF-LNDDC120	Lind 120 Watt 12-32 Volt Input Car Adapter for CF-20	NEW	17	108.00	1,836.00
TBC20MBBDL-P	CF-20 Mobility Bundle with shoulder strap and handle	NEW	17	35.00	595.00
				Freight	\$0.00
				Tax	\$0.00
				Total	\$65,875.00

3-6 Week Lead

Terms and Conditions

- * All shipments are FOB Destination, Freight Collect.
- * Payment must be made in U.S. dollars.
- * Pricing and quantities are subject to change.
- * Nomar Enterprises reserves the right to substitute products of equal or greater specifications.
- * Invoices are subject to late payment charges of 18% per year computed monthly after due date.
- * All products are sold "AS IS"
- * No credit allowed for goods returned without prior approval.
- * ALL RETURNS MUST BE ACCOMPANIED BY A RETURN MATERIAL AUTHORIZATION NUMBER AND ARE SUBJECT TO A 20% RESTOCKING/HANDLING FEE; IF A SPECIAL ORDER PART, ADDITIONAL VENDOR RESTOCKING/HANDLING FEES MAY APPLY.
- * Claims for loss or damage in shipment must be made to the carrier by the Customer. All others must be made to Nomar Enterprises LLC within 2 days of receipt of goods. All goods shipped at the buyer's risk.
- * Customer also agrees to pay such attorney's fees and costs as are actually incurred for the collection of this amount whether or not suit is instituted.
- * All product and services on this invoice will remain the property of Nomar Enterprises and will be fully encumbered until full payment has been remitted.

Nomar Enterprises strives to bring our customers the best possible price everyday.

A photograph of two paramedics in light blue uniforms. The paramedic in the foreground is looking at a Panasonic Toughbook 20 tablet computer, which is mounted on a piece of equipment. The tablet screen displays a software interface with various buttons and text. The paramedic in the background is looking off to the side. They are in an ambulance, with a yellow fire truck visible through the window in the background.

Panasonic

TOUGHBOOK 20

Accessory and Service Guide

na.panasonic.com/us/toughbook20

TOUGHBOOK®

PSC-M17495BRO_TB20

POWER

Panasonic Battery

CF-VZSU0QW



Panasonic 4-bay Battery Charger

CF-VCB201M



Panasonic AC Adapter Standard 65W

CF-AA6413CM



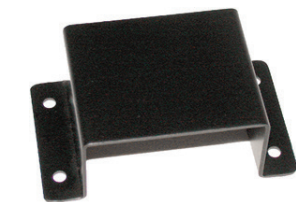
Panasonic AC Adapter MIL-STD-461F

CF-AA5713AM



LIND Car Charger Mounting Bracket

CF-LNDBRK120



LIND Car Charger 120W

CF-LNDDC120

(Requires CF-LNDBRK120 for vehicle dock mounting)



LIND Shutdown Timer

CF-LNDLPT



STRAPS & CASES

Panasonic Rotating Hand Strap

CF-VST011U



(tablet sold separately)

Panasonic Rotating Hand Strap (for units w/Magstripe only)

CF-VST2031U



(tablet sold separately)

Panasonic Shoulder Strap and Cover

CF-VST2021U



(tablet sold separately)

ToughMate Mobility Bundle (handle & shoulder strap)

TBC20MBBDL-P



(tablet sold separately)

ToughMate Rotating Hand Strap (with shoulder strap)

TBC20HDSTP-P



(tablet sold separately)

ToughMate Always-on Case (with shoulder strap)

TBC20A0CS-P



ToughMate Com Universal Jr Carrying Case

TBCCOMUJR-P



DOCKS

Panasonic Desktop Dock

CF-VEB201U

USB 3.0 (2), USB 2.0 (2), Serial, Ethernet, HDMI, VGA, release lever, Kensington lock, power button

(Requires Keyboard)



Gamber-Johnson Laptop 2-in-1 Vehicle Dock

GJ-20-LVD0 vehicle dock (no pass through)

GJ-20-LVD2 vehicle dock (dual pass through)

USB 3.0 (2), Serial, Ethernet, HDMI, VGA, release lever, lock (keyed alike).

(Requires Keyboard)



Gamber-Johnson Tablet Vehicle Dock

GJ-20-TVD0-X vehicle dock (no pass through)

GJ-20-TVD2-X vehicle dock (dual pass through)

USB 3.0 (2), Serial, Ethernet, release lever, lock (keyed alike)



Havis Laptop 2-in-1 Vehicle Dock

H-20-LVD0 vehicle dock (no pass through)

H-20-LVD2 vehicle dock (dual pass through)

USB 3.0 (2), Serial, Ethernet, HDMI, VGA, release lever, lock (keyed alike).

(Requires Keyboard)



KEYBOARDS

Panasonic Keyboard

White backlit with 4 adjustable levels, touchpad, kickstand/handle
CF-VEK201LMP

USB 3.0 (2), USB 2.0, Serial, Ethernet, HDMI, VGA, SDXC, release lever & lock,
Kensington lock



iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes
SL-86-911-TP-USB-P



iKey USB Plastic Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes
FT-88-911-TP-USB-P



PRINTERS

Brother RuggedJet Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth
RJ4030-SK-510



Brother PocketJet Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth
PJ763-SK-509



WIRELESS

AntennaPlus Dual LTE & GPS Antenna Kit

Threaded Black Mount

AP-PAN-CCGPD-Q-BL



AntennaPlus Dual LTE & GPS Antenna Kit

Threaded White Mount

AP-PAN-CCGPD-Q-WH



OTHER

Panasonic IP55 Digitizer Pen

CF-VNP023U



Panasonic Multi Touch Stylus

CF-VNP025U



Panasonic Tether

CF-VNT002U



Panasonic Blue Cleaning Cloth

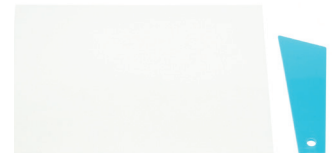
CF-VNC002U

(Minimum order size 10 units)



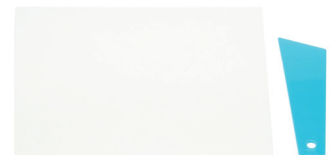
Panasonic 10.1" LCD Protector Film (i5-7Y57 models)

CF-VPF35U



Panasonic 10.1" LCD Protector Film (m5-6Y57 models)

CF-VPF31U



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. Toughbook family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their Toughbook devices by augmenting them with Panasonic ProServices—planning, deployment, security, repair, and replacement services that support your IT and field staffs.

Our Standard Warranty protects your Toughbook computers from manufacturing defects for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer-replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

Premier Deployment 3 Year	CF-SVCPDEP3Y
Premier Deployment 4 Year	CF-SVCPDEP4Y
Premier Deployment 5 Year	CF-SVCPDEP5Y
Premier Deployment APOS Year 4	CF-S09SLCY4AP
Premier Deployment APOS Years 4 & 5	CF-S09SLCY5AP
Bronze (One Time)*	CF-SVCPDBRZ
3 Month Device Storage	CF-SVCPDSSTOR
Kitting with Deployment (up to 4 items)	CF-SVCPDKITTING
Extended Configuration (15 minutes)	CF-SVCPDADD

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the Toughpad/Toughbook OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access.

Toughpad Premier MDM Deployment: Includes MDM Provisioning, Customer Portal Access, Multi-location Shipping and Disk Image Management at the NSC. (Customer hosted MDM environment is a pre-requisite)

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic “Protection Plus” warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage. Where required, extended warranties are included. (Limitations apply)

Protection Plus 3 Year	CF-SVCLTNF3YR
Protection Plus 4 Year	CF-SVCLTNF4Y
Protection Plus 5 Year	CF-SVCLTNF5Y
APOS Protection Plus 4th year	CF-SVCLTNFAP0S1Y
APOS Protection Plus 5th year	CF-SVCLTNFAP0SY5
APOS Protection Plus 4 & 5th Year	CF-SVCLTNFAP0S2Y

APOS: After Point of Sale

EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

Extended Warranty 4th Year	CF-SVCLTEXT1Y
Extended Warranty 4th and 5th Year	CF-SVCLTEXT2Y
APOS Ext. Warranty 4th year	CF-SVCLTEXTAP0S1Y
APOS Ext. Warranty 5th year	CF-SVCLTEXTAP0SY5
APOS Ext. Warranty 4 & 5th Year	CF-SVCLTEXTAP0S2Y

APOS: After Point of Sale

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That’s right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 1% of the deployment.

Ultimate Care 3 Year	CF-SVCLTUCNF3YR
Ultimate Care 4 Year	CF-SVCLTUCNF4Y
Ultimate Care 5 Year	CF-SVCLTUCNF5Y

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

Hot Swap 3 Year	CF-SVCLTHS3YR
Hot Swap 4 Year	CF-SVCLTHS4YR
Hot Swap 5 Year	CF-SVCLTHS5YR
Hot Spare 3 Year	CF-SVCLTHSP3YR
Hot Spare 4 Year	CF-SVCLTHSP4YR
Hot Spare 5 Year	CF-SVCLTHSP5YR

SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective drive back to the service center when replaced due SSD failure. For units, such as the Toughbook 20, requiring technical instruction to remove the SSD, the end user will receive training and documentation supporting SSD removal.

256GB SSD - SSD No Return 3 Year	CF-SVC256SSD3Y
256GB SSD - SSD No Return 4 Year	CF-SVC256SSD4Y
256GB SSD - SSD No Return 5 Year	CF-SVC256SSD5Y
512GB SSD - SSD No Return 3 Year	CF-SVC512SSD3Y
512GB SSD - SSD No Return 4 Year	CF-SVC512SSD4Y
512GB SSD - SSD No Return 5 Year	CF-SVC512SSD5Y

BIOS CUSTOMIZATION

BIOS settings can be customized to show client ownership details (logos) or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

BIOS Custom Splash Screen and/or Configuration (During Production)	CF-SVCBIOS1-H
BIOS Custom Splash Screen and/or Configuration (Post Production)	CF-SVCBIOS2-H

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include image development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

Field Engineering Support based on needs analysis	CF-SVCFES20/40/60/80/100
Onsite Field Consulting Services – Per Day	CF-SVCFESCNS
Onsite Field Consulting Services – Travel	CF-SVCFESTVL
Project Management – Per Day	CF-SVCFLDPROJ
Lifecycle Services – Per Unit with SOW	CF-SVCFES20/40/60/80/100
OEM Volume License Conversion	CF-SVCLICCONV

PUBLIC SAFETY BUNDLE EXTENSTIONS

The following sku's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These sku's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS sku's for Premier Deployment, SSD No Return, and ProPlus Warranty.

4th year Public Safety Service Bundle Add on (Year 4 only)	CF-SVCPSY4
4th and 5th years Public Safety Service Bundle Add on (Year 4 & 5 only)	CF-SVCPSY5

1.800.662.3537

na.panasonic.com/us/computers-tablets-handhelds/warranty-services

Please refer to third party accessory catalog or the website for full product details.
Panasonic is constantly enhancing product specifications and accessories. Specifications subject to change without notice.
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TOUGHBOOK®

Panasonic

NOT ALL RUGGED IS CREATED EQUAL

EXECUTIVE SUMMARY

TOUGHBOOK 20 10.1" 2-IN-1 DETACHABLE LAPTOP

Date: May 2, 2019

Prepared by: Aidan Clifford, Sr. Territory Account Manager

Public Sector & Healthcare — Southeast Region

Panasonic System Solutions Company of North America,

Division of Panasonic Corporation of North America

Two Riverfront Plaza, 6th Floor Newark, New Jersey 07102

Email: Aidan.Clifford@us.panasonic.com

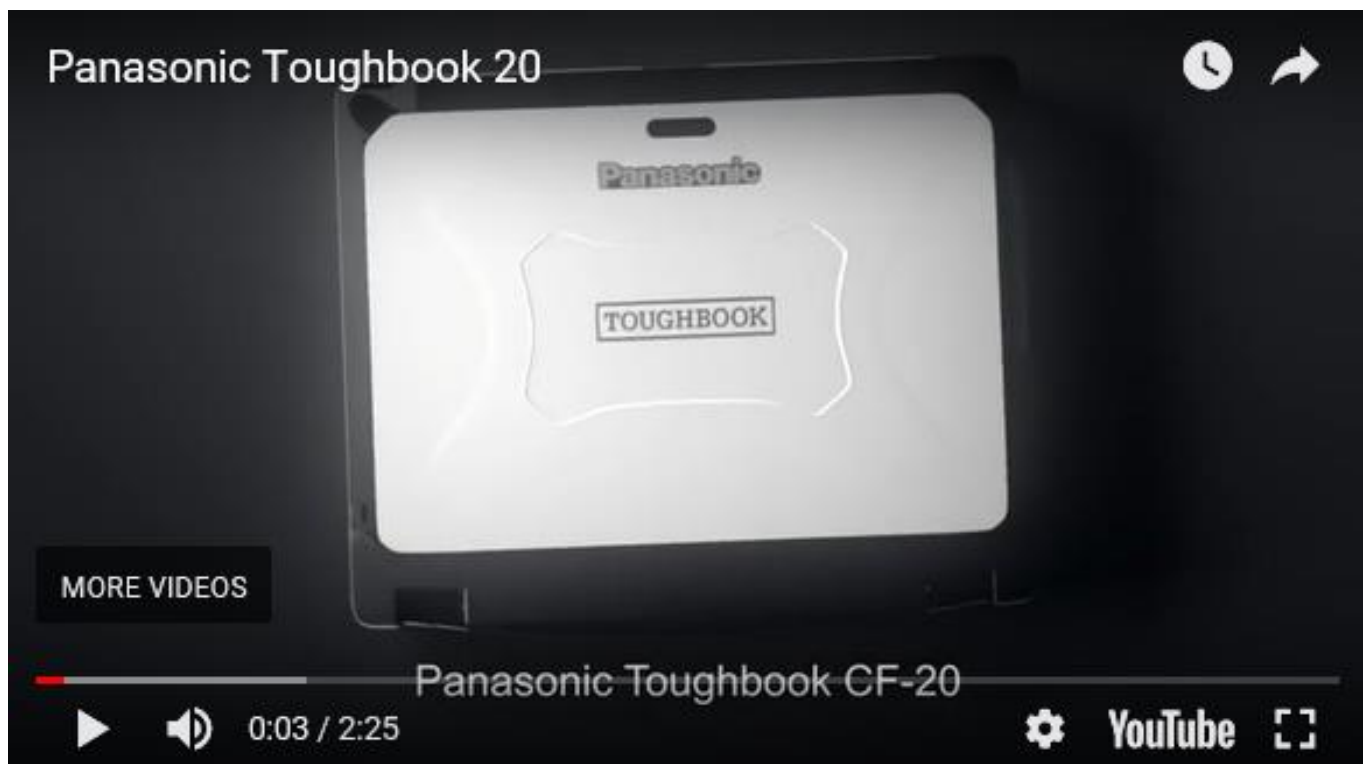
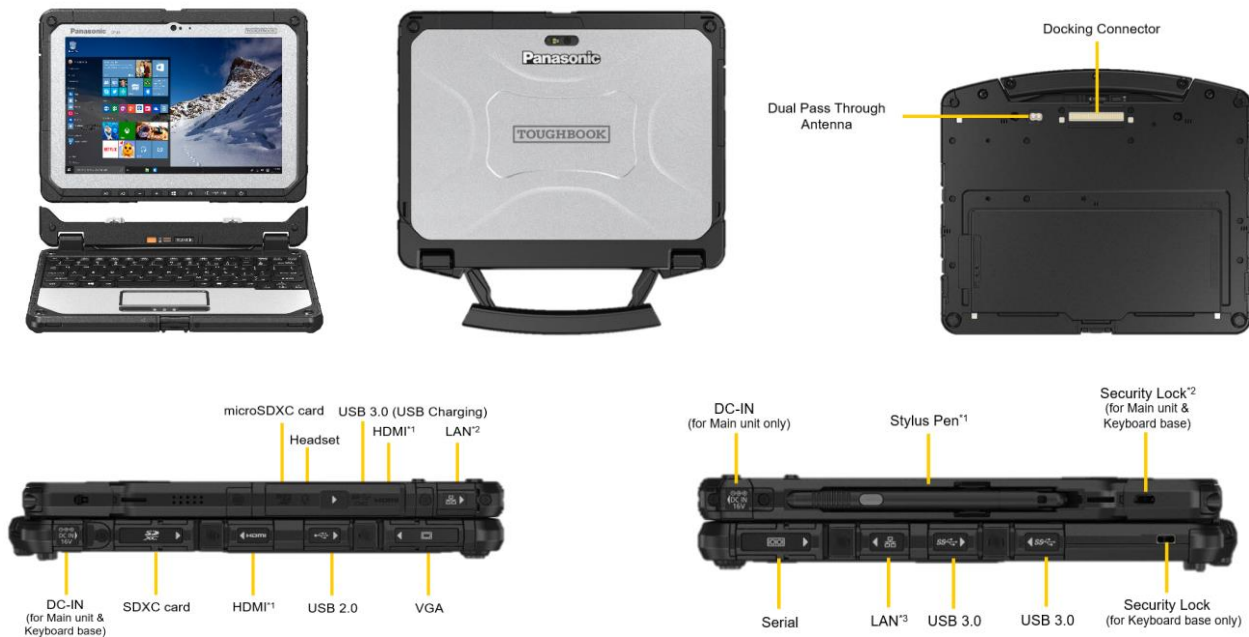
Phone: 205-335-8541



TOUGHBOOK®

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The Panasonic Toughbook CF-20 delivers a new level of unrivalled versatility for mobile business computing as the first fully rugged detachable notebook. Offering the best of all worlds for emergency service providers and healthcare workers, the Toughbook can be used in 6 different modes to meet every business need. With its glove enabled touchscreen , hot swappable optional dual battery provide up to 20 hours of long life and purpose-built vehicle docks and desktop docks, the Panasonic Toughbook CF-20 is an unrivalled 2-in-1 rugged laptop.



Source – Panasonic Toughbook Channel: <https://youtu.be/3emU-0diJpE>

UNIQUE 2-IN-1 DETACHABLE LAPTOP DESIGN

A detachable laptop has a removable keyboard, giving users the best of both laptop and tablet worlds. When users do not need a keyboard, they can simply remove the keyboard and instead carry around the tablet, saving a significant amount of weight and bulk. An extremely flexible solution, the Panasonic Toughbook 20 offers six usage modes, making it ideal for any situation or environment. Besides being used as a traditional laptop, tablet can be detached and used by itself or flipped 180-degrees to show content in presentation mode. The convertible mode allows users to see the display with the keyboard attached and ready when it is needed. Using the built-in handle, the device can operate in carry mode or hanging on a wall, while vehicle mode provides full functionality and operation of the device when on the move.



TOUGHBOOK 20 (MK2) KEY FEATURES

- Versatility: World's first fully rugged detachable PC, combining the best features of laptop and tablet.
- Processor: Choice of Intel® Core™ i5-7Y57 vPro™ processor or Intel® Core™ m5-6Y57 vPro™ processor.
- Operating System: Windows 10 Pro operating system.
- Display: 10.1" WUXGA 1920 x 1200 (224 PPI) sunlight-viewable 800 nit IPS display
- Memory & Storage: 8GB RAM, 128GB SSD (upgradeable to 256GB or 512GB).
- Graphics: Intel® HD Graphics 515.
- Battery Life: Standard removable, full-shift 2600mAh battery in the tablet provides up to 10 hours and optional 2nd battery in the keyboard dock offers up to 20 hours of operation.
- Hot Swappable: Optional bridge battery allows batteries to be hot swapped to support continuous use.
- Durability: Designed to meet MIL-STD-810G, MIL-STD-461F and IP65.
- Connectivity: A variety of ports on both tablet and keyboard dock for maximum portability and flexibility including USB (including one high powered 1.5A USB), SDXC, HDMI, VGA, Serial, Ethernet, Wireless: 802.11ac Wi-Fi, Bluetooth, Dual Pass Antenna, optional 4G LTE multi carrier or Dedicated GPS.

Optional features include a true serial port, magstripe reader, 1D/2D capable barcode reader, dedicated GPS or 4G LTE multi carrier modem to ensure the Toughbook 20 provides the versatility needed to complete any task in the field. At a mere 3.9 pounds (2.1 lbs. for the tablet only), the device is exceptionally portable.

The Toughbook 20 2-in-1 laptop comes with all of the advanced security features users expect from Windows devices with two options of an Intel® Core™ i5-7Y57 vPro™ processor or Intel® Core™ m5-6Y57 vPro™ processor technology, plus integrated options such as insertable or contactless SmartCard readers, fingerprint readers for maximum flexibility for dual factor authentication. The device also includes dual Kensington lock slots - one that secures the tablet and the keyboard and a second for the keyboard dock only.

The Toughbook 20 2-in-1 laptop is also supported by a broad selection of accessories, including a desktop dock, vehicle docks, rotating hand strap, 4-bay battery charger, vehicle charger, carrying cases and replacement items such as waterproof stylus pens for digitizers, tethers, protective screen films, batteries and AC adapter.

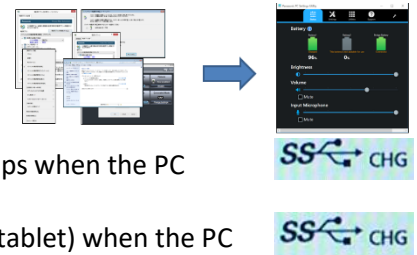
OPERATIONAL ADVANTAGES

- The optional bridge battery allows hot swap battery replacement without disruption.

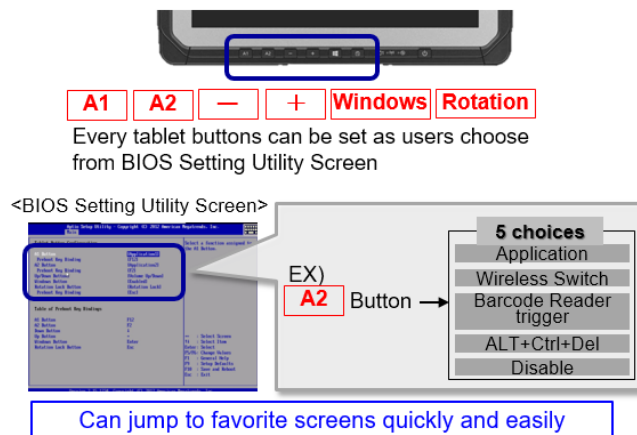
- The gloved multi touch display is sunlight-viewable, making this hybrid laptop perfect for rugged outdoor and patient care environments in the field.
- To sustain the highest uptime and maximize operation availability for mission-critical emergency responses, the Toughbook 20 offers Panasonic's unique bridge battery as an option that allows hot swappable battery replacement while running without disruption.
- Toughbook 20 offers the broadest range of ports and integrated options in its class.
- The Toughbook 20 also features unique functionality such as Always-on USB port that can charge peripherals like phones connected to this port, even if the Toughbook 20 is powered off.
- The Toughbook 20 display can be used with or without gloves and its sunlight-viewable 800 nit IPS display with direct bonding enables wider viewing angles and richer colors for road crews inside or outside of vehicles.
- Panasonic's all-weather IP65 design, and its special display can also be used in the rain when users select rain mode. While the competition's normal capacitive displays cannot be used in the rain, the Toughbook® 20 features a special setting that allows it for continuous operation in the rain.

ADVANCED FUNCTIONALITY

- Improved Dashboard – First Panasonic product with improved layout. Less clutter, easier to navigate with your fingers.
- Always on USB – USB charging (via special "SS CHG" USB port on tablet) even when the PC is off/sleeping/hibernating. Automatically stops when the PC battery life becomes too low.
- USB Rapid Charging– Faster charging (via special "SS CHG" USB port on tablet) when the PC is on. Not all peripherals support this function
- Power on AC – If enabled, automatically turns on computer when plugged into AC
- User-definable A1/A2 Buttons – Dashboard (A1) & define keys (A2) default.
- New Camera Night Mode – better low light and night time images through advanced image processing technology



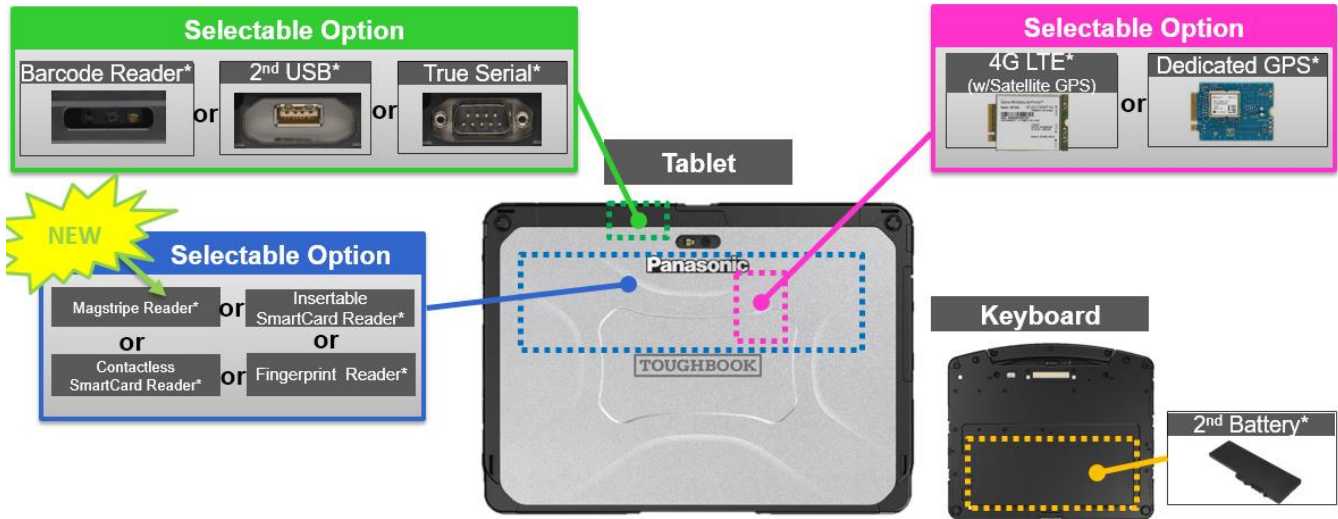
CUSTOMIZABLE TABLET BUTTONS



FLEXIBLE INTEGRATED OPTIONS

- Option Area 1: 1D/2D Barcode or Serial* or 2nd USB* (choose up to 1)

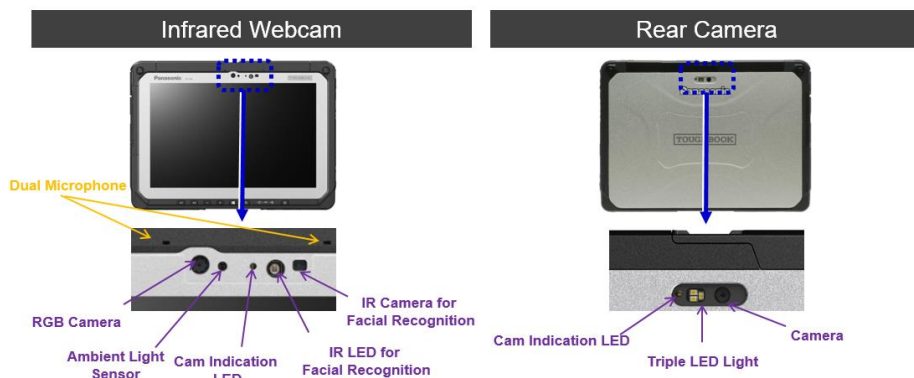
- Option Area 2: Insertable SmartCard or Contactless SmartCard/NFC or Fingerprint or Magstripe* (choose up to 1)
- Option Area 3: 4G LTE multi carrier or Dedicated GPS (choose up to 1)
- Any Combination Options: Bridge battery, 256 or 512GB SSD



NEW DESIGN FOR INSERTABLE SMARTCARD READER



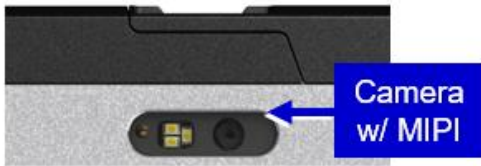
INFRARED WEBCAM & REAR CAMERA



REAR CAMERA - NIGHT MODE

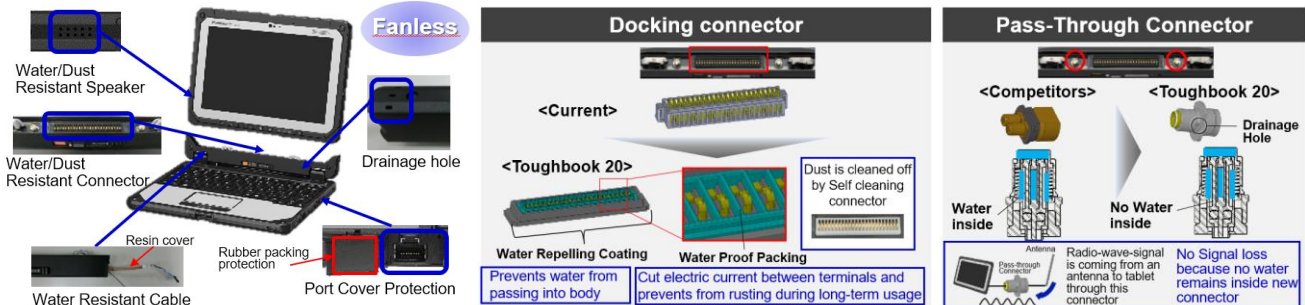


CLEARER & SHARPER PHOTOS WITH MIPI CAMERA



NEW DUST/WATER RESISTANT DESIGN

- Port Cover Protection Long-life Rubber Backing
- Water/Dust Resistant Speaker
- Water/Dust Resistant Connectors
- New Water Proof Docking & Pass-Through Connectors



OPTIONAL PANASONIC-BUILT DETACHABLE KEYBOARD

- Manufactured by Panasonic
- Designed to meet fully rugged MIL-STD-810G standards
- Emissive Backlit keyboard
- Dedicated Emergency F11 Hotkey
- Wide leaf-designed keys that improves user input proficiency



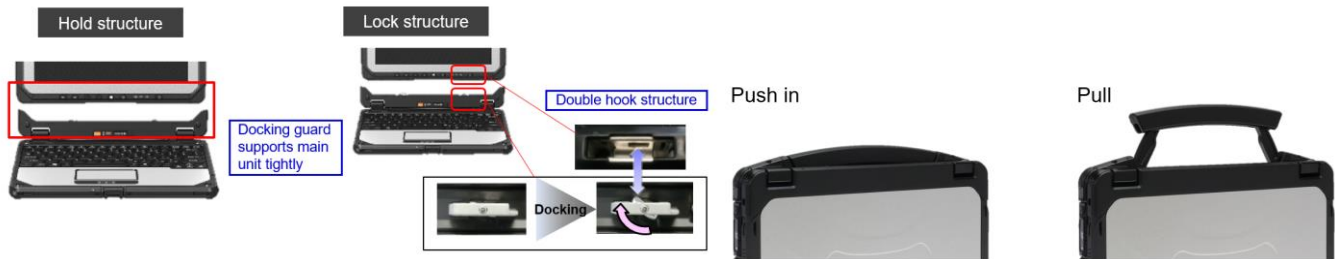
Emissive Backlit Keyboard



- Backlit is available by pressing **Fn** + **F12** key
- Can adjust 4-level brightness with every press

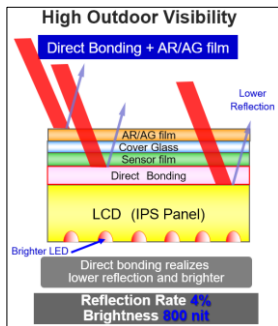
FLEXIBLE 2-IN-1 STRUCTURE DESIGN

- 4-side Magnesium Alloy Case & Handle
- Durable 2-in-1 Structure w/Double Lock Slide Lever
- Grab & Go Push/Pull Handle Design



SUPERIOR USABILITY IN THE FIELD

- Choice of two capacitive displays: Multi Touch or Multi Touch + Digitizer
- Wet and Gloved touch modes
- Sunlight-viewable 800 nit IPS display with direct bonding
- Hot Swappable Batteries



OPTIONAL ROTATING HAND STRAP

Hand Strap Rotation



Possible to attach with bump out

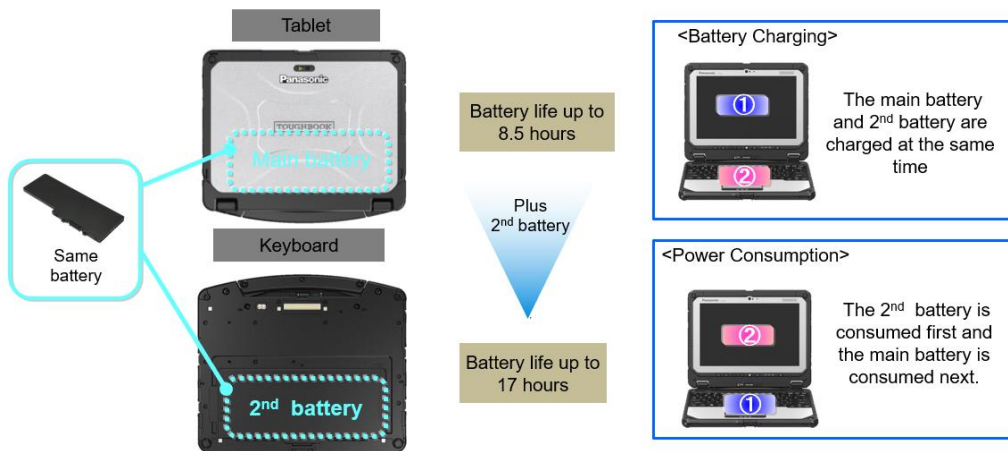


Use in landscape style

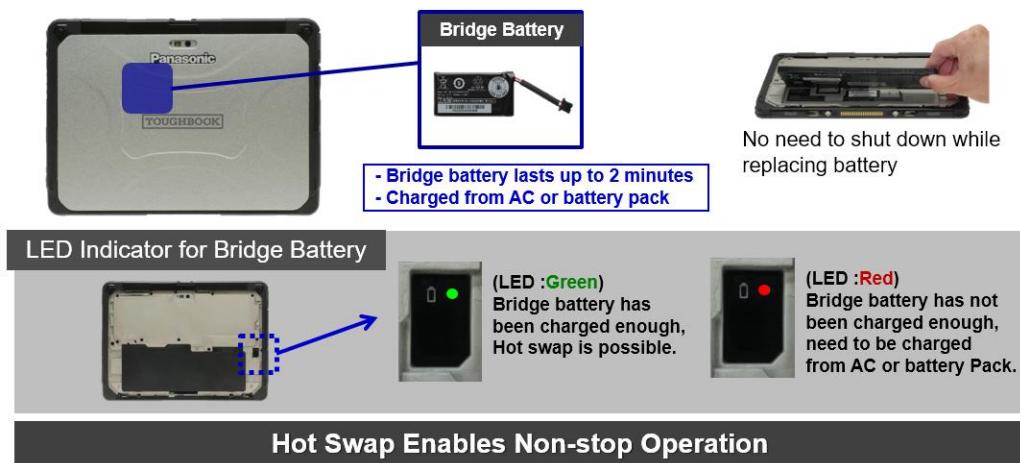


Use in portrait style

OPTIONAL 2ND BATTERY

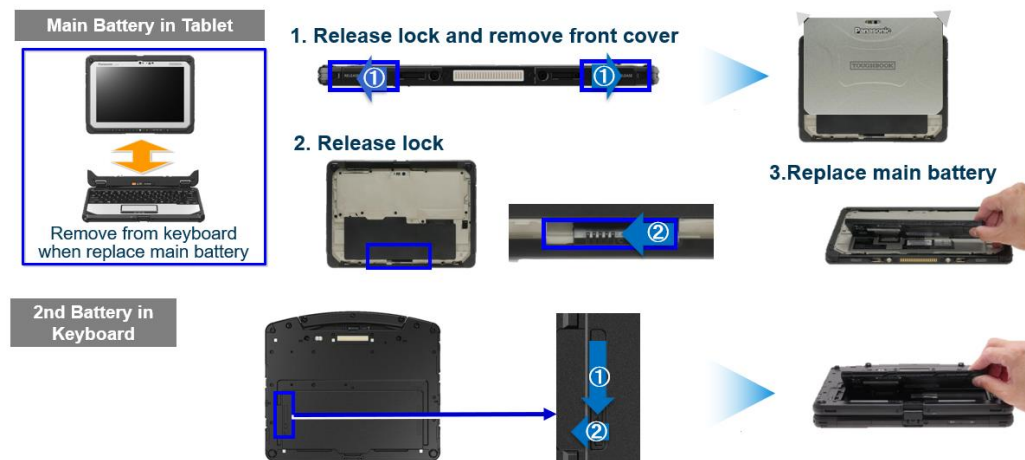


HOT-SWAP BRIDGE BATTERY

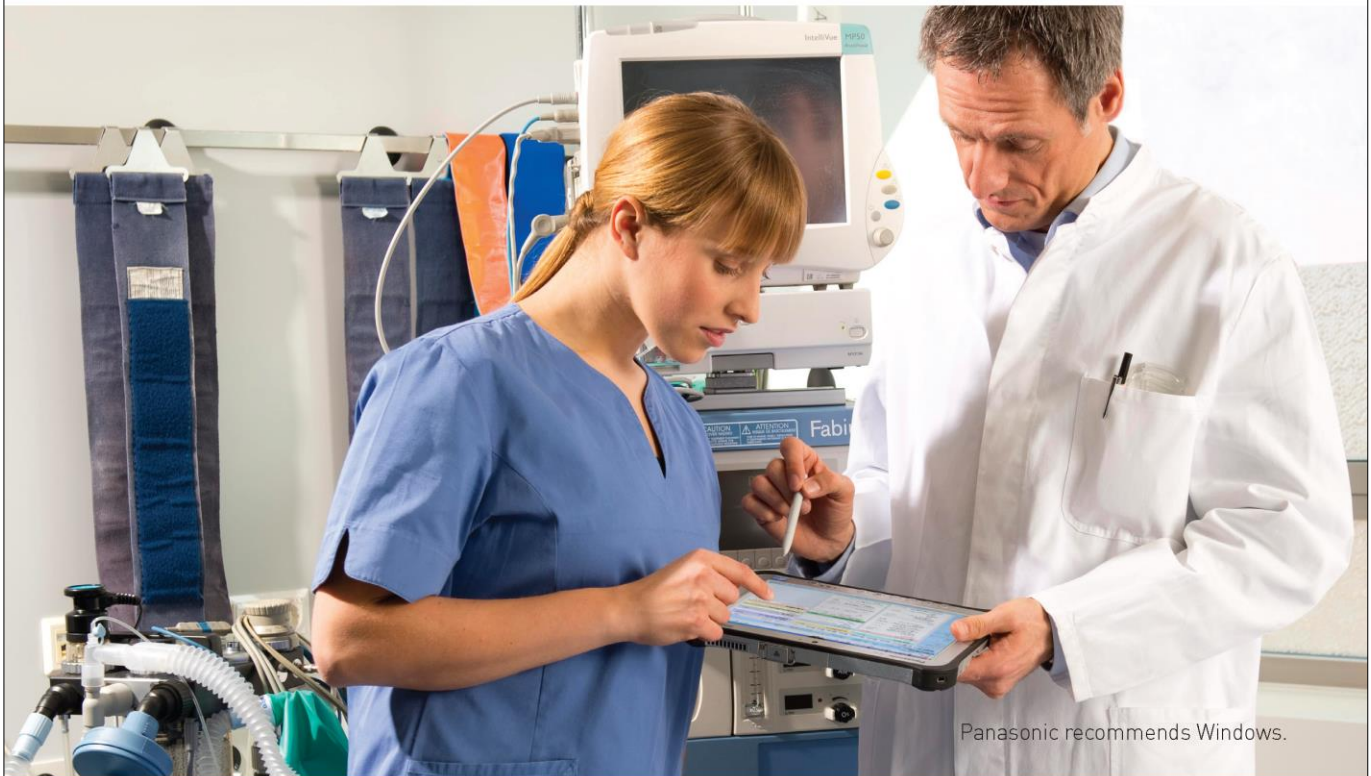


CUSTOMER REPLACEABLE BATTERY

Easy replacement to the spare battery at the field



COMPATIBILITY WITH GERMICIDAL WIPES & ALCOHOL PREP PADS



Panasonic recommends Windows.

CLEANING AND SANITIZING PANASONIC TOUGHBOOK COMPUTERS AND TABLETS

OVERVIEW

When working in various industries such as food processing, healthcare and chemical processing, it is critical that professionals keep their equipment clean and sanitized to reduce or eliminate the spread of bacteria and germs. The same rule also applies to a computer or tablet, as these devices are also in routine contact with users' hands and can potentially become contaminated.

Panasonic has tested a number of common disinfectant solutions for usability on Toughbook® mobile computers and tablets, going above and beyond typical testing procedures to simulate worst-case scenarios. Panasonic is committed to providing the most durable, reliable mobile computing solutions and the most comprehensive product support. Our goal is to ensure that any disinfectant solutions we have approved on our devices will not compromise the performance of Toughbook computers and tablets.

TOUGHBOOK®

SEALED DESIGN



APPLICATION AND TEST PROCEDURES

To keep your Toughbook® computer or tablet running for as long as you do, Panasonic rigorously tested these devices to see how many times they could be disinfected. The test procedure was to wipe each area on the device with the liquid solution with a pressure of 1 kg/cm² for 10,000 times.

RECOMMENDED “WIPE” FORMS OF DISINFECTANTS

Panasonic recommends disinfectant wipes to avoid prolonged exposure to chemicals that can cause oxidation and paint discoloration, and break down the rubber that seals the devices. If the wipe form of these disinfectants is used and the surface is dried soon after application, the computer will be protected for years to come.

TEST RESULTS

							
Panasonic	31	33	20	Q2	G1	M1	EX/X1
Sani-Cloth® Plus Germicidal Disposal Cloth	OK	OK	OK	OK	OK	OK	OK
Alcohol Prep Swabs	OK	OK	OK	OK	OK	OK	OK
CaviPiles™	OK	OK	OK	OK	OK	OK	OK
Total Solutions™ Disinfectant Wipes	OK	OK	OK	OK	OK	OK	OK
Clorox Healthcare® Bleach Germicidal Wipes	-	OK	OK	OK	OK	OK	OK

CONCLUSION

Panasonic is committed to providing the most durable and reliable mobile computing solutions. Normal operation and sanitization with disinfectant wipes should keep the computer functioning hassle-free for years to come. Although these disinfectants are tested for our products, Panasonic does not endorse or advertise a particular brand of disinfectant and cannot warrant their effectiveness.

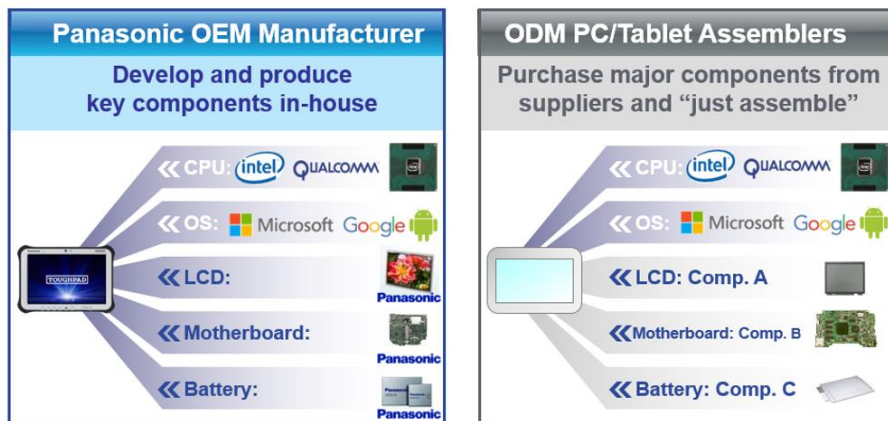


TO ORDER, PLEASE CONTACT
800-662-3537
panasonic.com/toughbook

THE PANASONIC ADVANTAGE

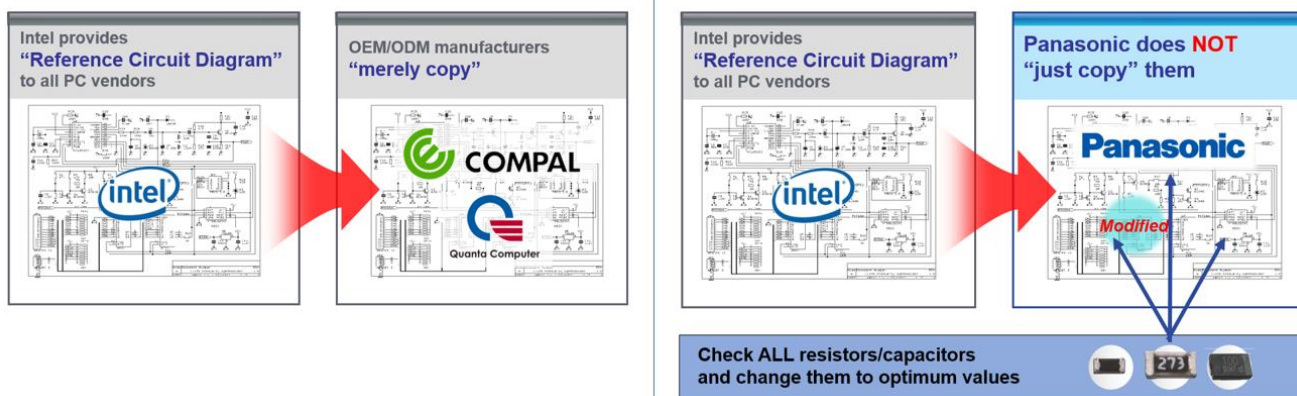
OEM VS ODM BUSINESS MODEL

Unlike our competitors, as one of the few remaining core OEM PC manufacturers, Panasonic still develops and manufactures many key components in Toughbook® laptop and Toughpad® tablet products.



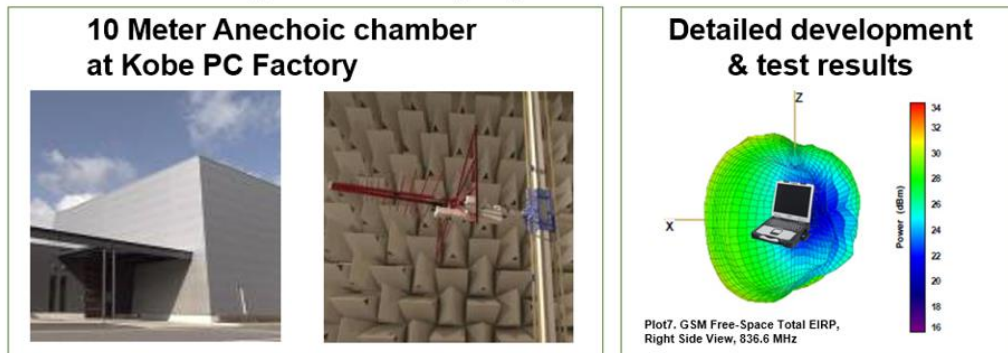
PANASONIC FACTORY INTEL CIRCUIT OPTIMIZATION

Panasonic checks all internal Intel circuit resistors and capacitors and changes them to optimum values to achieve longer battery life



PANASONIC DESIGN OPTIMIZED ANTENNA SYSTEMS

- Dedicated engineers for designing antennas



NOT ALL RUGGED IS CREATED EQUAL

There is a fundamental difference between Panasonic's core business principles and quality of manufacturing in the marketplace today.

Reliability in our products is more than just a description — it's a promise.

The proven reliability and low failure rate of Panasonic computers and tablets begin in the factory. Panasonic is the only major manufacturer that designs, builds and tests its laptops and most components in its own factory. This allows Panasonic to control quality, consistency and parts availability every step of the way. Unlike most computer manufacturers, Panasonic builds many of the critical components in its products and assembles them at its own facilities using Panasonic-built robotics and internally developed processes. By producing most of the components in-house, Panasonic is able to assure quality, consistency and parts availability throughout the manufacturing process and during the warranty period that follows.

Unlike our competitors, Panasonic actually builds many of the machines and robotics used to automate the motherboard production process, using them for our Toughbook laptop and Toughpad tablet product lines. A robotic arm takes the motherboards and checks they are working as expected, while different machines use lasers to ensure all components are properly attached to the boards. Boards are scanned by a high-resolution camera and compared to a master copy, which picks out the tiniest variation and separates it from the production line.

Panasonic's internal tests also go beyond MIL-STD tests by testing that includes Highly Accelerated Life Tests (HALT), a stress testing methodology used to obtain product reliability information, are conducted during this stage. By subjecting Toughbook laptops and Toughpad tablets through hot and cold temperature cycles over a several week period, Panasonic engineers can observe the units' performance over its projected, full life cycle. If any of the unit's components fail, the problems can be addressed before manufacturing begins.

- Toughbook laptops and Toughpad tablets go beyond the standard safety testing to achieve ANSI 12.12.01-2000 certification and are TAA-compliant for approved government/DoD military procurement.
- Panasonic and its partners design a wide assortment of heavy-duty docks, mounts and other peripherals - including barcode scanners, printers and magstripe readers - to expand and enhance the Toughbook laptop and Toughpad tablet capabilities.
- Panasonic is the only major manufacturer that designs, builds and tests its mobile devices in its own factory - allowing quality control, consistency and parts availability to be monitored every step of the way.

UNRIVALED MANUFACTURING EXCELLENCE

Panasonic introduced its first Toughbook rugged mobile computer platform in 1996. Since then, we've deployed thousands of Toughbook laptops and Toughpad tablets all over the United States. Panasonic is the longest serving Commercial off the Shelf (COTS) rugged computing platform manufacturer, and our innovative methodologies have resulted in many first generations of leading rugged technology, such as embedded wireless modems, convertible laptop/tablets, and rugged tablets.

The Panasonic brand is recognized as an industry leader known for its video imaging expertise and innovative technology, marking nearly a dozen industry firsts and video surveillance innovations. Panasonic's reputation to build rugged, high quality rugged mobile computing products specifically designed to meet the demands of law enforcement and public safety agencies with its proven reliability and performance necessary to deliver mission critical reliability. Panasonic's strict control over manufacturing and quality inspections achieve industry leading performance and mission critical system uptime. A key benefit in choosing Panasonic, is the assurance of deploying Toughbook laptops and Toughpad tablets with the highest manufacturing quality assurance, lowest failure rates, and least amount of repair costs/downtime.

DELIVERING MISSION CRITICAL UPTIME

The proven reliability and low failure rate of Panasonic computers and tablets begin in the factory. Panasonic is the only major manufacturer that designs, builds and tests its laptops and most components in its own factory. This allows Panasonic to control quality, consistency and parts availability every step of the way. By producing most of the components in-house, Panasonic is able to assure quality, consistency and parts availability throughout the manufacturing process and during the warranty period that follows. By producing most of the components in-house, Panasonic is able to assure quality, consistency and parts availability throughout the manufacturing process and during the warranty period that follows. This in turn results in lower total cost of ownership and greater return on investment. Panasonic truly recognizes that law enforcement, fire and EMS organizations are the most wide-reaching and pace-setting public safety technology adopters in the nation. Our goal remains to deliver unrivaled mobile computing reliability and durability that will help meet the internal mission of your organization and also the goals of utilizing technology modernization to increase public safety for emergency first responders.

TOUGHBOOK CF-20 SERVICE HISTORY / ANNUALIZED FAILURE RATE

Panasonic is pleased to provide ongoing annualized failure rate data and service history disclosure as it relates to our mobility products at any time. As a testament to Panasonic's superior durability and performance, here is a snapshot of the CF-20 mk1 service history / annualized failure rate data for competitive comparison:

Series	Mark	SKU Mark	Months of Production	Total Sales By Marks	Annualized %
CF-20	1	CF-20A/B/C/D	19	18,575	1.50%

Unlike any other manufacturer, Panasonic takes a hard data approach to validate and verify our product's service history and failure rates based on in-warranty RMA repairs by model and serial number.

- When using a Predictability of Reliability approach, based on the Toughbook CF-20 actual annualized failure rate, it will sustain a 3% or less failure rate over a cumulative 48-month period.
- In contrast, our rugged competitors are known to have a 100% more annualized failure rate or more (4%-7%) after the first year of use based on their own publicly available information, meaning that over the same 48-month period, a cumulative failure rate of 2x = 8% to 14% predictability factor.

BATTERY PERFORMANCE COSTS

As the world's leading battery manufacturer, Panasonic's battery life typically surpasses the competition, and in addition, the Toughbook 20 offers twin long-life batteries and/or bridge batteries for hot swap battery replacement and continuous use without shutting down or hibernating. In contrast, our competitor's batteries typically will achieve less charging cycles and are known to fail prematurely after their 1-year warranty, meaning there are additional costs required for 1 or 2 replacement batteries over a 48-month period beyond upfront acquisition costs for our competitor devices.

LIFECYCLE MANAGEMENT

Lifecycle costs play a major role in TCO, which is why Panasonic designs its computers with that in mind. From device form factors to batteries, chargers, accessories, and docking, Panasonic maintains a consistent form factor through the lifespan of its solutions, enabling customers to save the expense and hassle of replacing components every time a new model is introduced. Furthermore, Panasonic provides parts for 7 years after a computer model is discontinued. This is why Panasonic highly encourages our potential clients and existing customers to visit our U.S.-based National Service Center to believe what they can see.

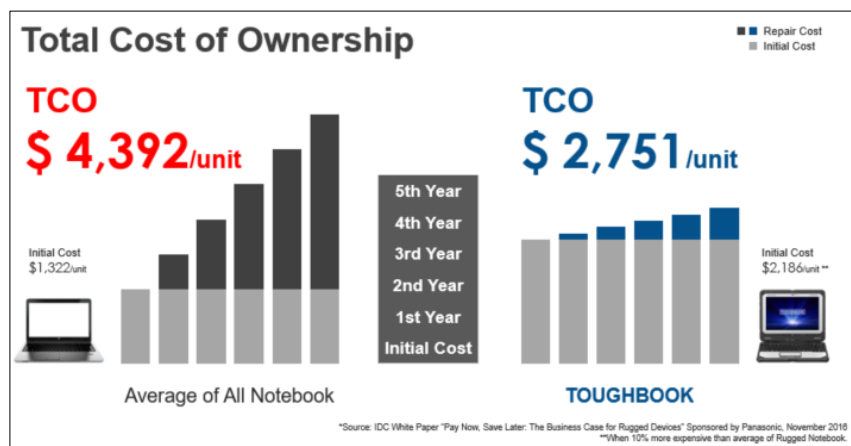
LOWER TOTAL COST OF OWNERSHIP (TCO)

For government, healthcare organizations or emergency service providers, the total cost of ownership (TCO) directly impacts how often capital expenditures are required to buy, maintain or improve its fixed assets such as vehicles, equipment or property. This is why Panasonic's mission is simple – we take great pride in manufacturing the best rugged mobile computing products in the world that provide superior performance, durability, reliability that will sustain a longer lifecycle.

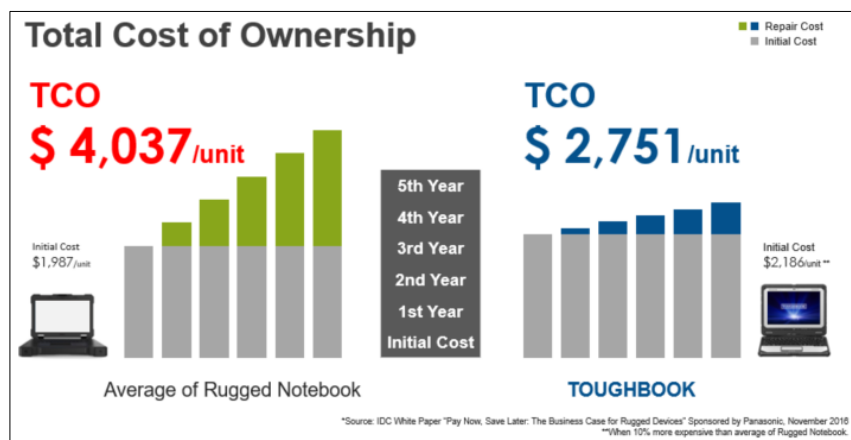
THE FACTS OF COSTS

To fully understand the costs of notebook, tablet, and handheld device damage to organizations, IDC performed an end-user study of 800 U.S. organizations. In this study, IDC surveyed ITDMs in organizations of all sizes and across a broad range of vertical industries, including public safety, retail, healthcare, transportation, and utilities, to understand their usage of, downtime experienced with, and overall perspective on ruggedized notebooks, tablets, and smartphones. The study¹ was conducted in August 2016 - http://info.panasonic.com/rs/400-JUK-127/images/IDC-report_pay-now-save-later_the-business-case-for-rugged-devices.pdf?iesrc=ctr. According to this study by IDC², Panasonic Toughbook is the lowest TCO in the industry and the results prove that Panasonic Toughbook products will provide a lower TCO over a 5-year comparisons:

TOUGHBOOK TCO COMPARISON VS AVERAGE OF ALL NOTEBOOKS



TOUGHBOOK TCO COMPARISON VS OTHER RUGGED NOTEBOOKS



¹ IDC Study – Pay Now, Save Later: The Business Case for Rugged Devices -

² International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications and consumer technology markets. IDC helps IT professionals, business executives, and the investment community make fact-based decisions on technology purchases and business strategy.

The Panasonic National Service Center does not have voicemail; end-user customers or resellers partners will always receive a live person to consult with. This level of commitment and consistency is evident in the quality of support and customer service that the Panasonic National Service Center at Heartland Services delivers. The Panasonic National Service Center is located in Leawood, Kansas and has been supporting Panasonic customers for over 28 years. They have certified technicians that specialize in IT and programming & servicing. This team offers the ability to assist customers on various technical & software related issues. Our world-class Service and Support Center advantages include:

- U.S.-based call centers (45-second average hold time)
- 24/7 technical support hotline 1.800.LAPTOP5 (1.800.527.8675)
- In-warranty repair with no charge for shipping from our National Service Center
- Industry benchmark turnaround time on repairs
- Panasonic 7-year parts commitment after product end of life



Quick Facts:

- Based in Kansas City
- 25,000 SQ FT
- Purpose built facility
- (31) service techs
- (68) total employees
- Integration Services
- In/Out of Warranty
- All systems linked to Panasonic HQ in Newark, NJ

In-stock parts supply inventory

- Immediate availability of parts & components (1993 to present)
- Access is immediate – no waiting for overnight shipments
- (7) year parts availability guarantee

Circuit Board level repair

- Decreases costly “throwaways”
- Reduces asset downtime

Consistency of outcome

- Service technicians follow a repeatable process that leads to repairs done *efficiently & effectively* (99.5% success rate)
- Technical Manager has (8) years of experience with Panasonic products

Extensive Repair Data Tracking

- Each repair detailed & logged by technician
- All data loaded into central database for analysis (AMOS)

Panasonic “Priority Exchange” program

- Overnight deployment of modular components (DVD, battery, etc...)

The Panasonic National Service Center has deployed approximately 500,000 units over the years. They have managed and handled over 1,000 images. An added value that Panasonic National Service Center team does is a stress test on the unit. If the team finds a hardware or software failure, the team immediately transitions the unit to the Service Repair Tech Floor to be repaired under warranty within 24 hours (expedited). For the past 10+ years, the average turnaround time for customer deployments or imaging and any service related unit is less than 2 days.

Panasonic



Panasonic recommends Windows.

TOUGHBOOK 20

- 10.1" fully rugged PC for use as a laptop or tablet
- Sunlight-viewable display works with or without gloves
- Available with Windows 10 Pro or Windows 7 Professional downgrade
- Infrared webcam on i5-7Y57 models
- Bridge battery enables hot-swap battery replacement for continuous use
- Integrated 2nd battery, CAC SmartCard, fingerprint, magstripe, barcode options and more
- TPM 2.0 Security¹

MIL-STD-810G

MIL-STD-461F

IP65

ANSI HAZ LOC

4-FOOT DROP RATING

P.180

THE WORLD'S FIRST FULLY RUGGED DETACHABLE LAPTOP.

The Toughbook 20 is the first fully rugged detachable PC with a removable keyboard that quickly transforms from a laptop into a fully functioning tablet with just one hand. At only 3.9 pounds, it's good on the go with a clever built in handle that also functions as a kickstand, a bridge battery that allows hot swappable battery replacement while running without disruption and the broadest range of ports and integrated options in its class. The Toughbook 20 display can be used with or without gloves and its sunlight-viewable 800 nit IPS display with direct bonding enables wider viewing angles and richer colors.

1.800.662.3537

us.panasonic.com/toughbook/20

TOUGHBOOK®

PSC_M_1878655

TOUGHBOOK 20

Panasonic recommends Windows.

SOFTWARE	<ul style="list-style-type: none">■ Panasonic Utilities (including Dashboard), Recovery Partition■ Enterprise ready driver packages including CAB files and one-click driver bundles
DURABILITY	<ul style="list-style-type: none">■ MIL-STD-810G certified [4' drop - 5' tablet only, shock, vibration, rain, dust, sand, altitude, freeze/thaw, high/low temperature, temperature shock, solar radiation, salt fog, humidity, explosive atmosphere]¹■ MIL-STD-461F certified²■ IP65 certified sealed all-weather fanless design³■ Optional hazardous location class I division 2, groups ABCD certified model■ Magnesium alloy chassis encased with ABS and elastomer edges■ Built-in dual purpose handle & kickstand■ Solid state drive heater■ Removable battery■ Optional rotating hand strap■ Reinforced locking port covers■ Raised bezel for LCD impact protection■ Preinstalled replaceable screen film for LCD protection
OPERATING SYSTEM	<ul style="list-style-type: none">■ Windows® 10 Pro 64-bit CPU<ul style="list-style-type: none">– Intel® Core™ i5-7Y57 vPro™ processor (7th Gen CPU) 1.2GHz with Turbo Boost up to 3.3GHz, 4MB cache■ Graphics<ul style="list-style-type: none">– Intel® HD Graphics 615■ Memory (RAM) – factory installed<ul style="list-style-type: none">– 8GB or 16GB (DDR3L-1866MT/s)¹⁰■ Storage Drive Shock-mounted with Heater (quick-release)<ul style="list-style-type: none">– 256GB SSD¹¹– Optional 512GB SSD¹¹– Optional OPAL encrypted SSD■ Windows 7 Professional 64-bit downgrade (from Windows 10) CPU<ul style="list-style-type: none">– Intel® Core™ m5-6Y57 vPro™ processor (6th Gen CPU) 1.1GHz with Turbo Boost up to 2.8GHz, 3MB cache■ Graphics<ul style="list-style-type: none">– Intel® HD Graphics 515■ Memory (RAM) – factory installed<ul style="list-style-type: none">– 8GB or 16GB (DDR3L-1866MT/s)¹⁰■ Storage Drive Shock-mounted with Heater (quick-release)<ul style="list-style-type: none">– 128GB SSD other models⁹– Optional 256/512GB SSD⁹– Optional OPAL encrypted SSD
DISPLAY	<ul style="list-style-type: none">■ 10.1" WXGA 1920 x 1200<ul style="list-style-type: none">– 10-point capacitive gloved multi touch (available only on m5-6Y57 models)– 10-point capacitive gloved multi touch + digitizer■ 2-800 nit■ IPS display with direct bonding■ Anti-reflective (AR) and anti-glare (AG) screen treatments■ 4 monitor support■ Concealed mode (configurable)
AUDIO	<ul style="list-style-type: none">■ Integrated dual array microphone■ Intel® High Definition Audio compliant■ Integrated speaker■ On-screen and button volume and mute controls
CAMERAS	<ul style="list-style-type: none">■ 1080p webcam with dual array mic and camera on/off indicator■ Infrared with Windows Hello support (5-7Y57 models)■ 8MP rear camera with autofocus and triple LED flash (optional on m5-6Y57 models)
KEYBOARD & INPUT	<ul style="list-style-type: none">■ Waterproof IP55 stylus pen with integrated stylus holder, tether and cleaning cloth■ Supports glove mode and rain mode■ 7 tablet buttons (5 user-definable A1/A2 buttons)■ On-screen QWERTY keyboard■ 82-key with dedicated Windows® key■ Emissive white backlit keyboard with 4 adjustable levels■ Pressure-sensitive touchpad with multi touch
INTERFACE & EXPANSION	<ul style="list-style-type: none">■ On the tablet:<ul style="list-style-type: none">– USB 3.0 x1 (optional 2nd USB 2.0)⁴– MicroSDXC– HDMI– 10/100/1000 Ethernet– Optional Serial (True)⁴– Audio In/Out– SIM■ On the keyboard:<ul style="list-style-type: none">– Docking Connector– USB 3.0 x2, USB 2.0 x1– SDXC– HDMI– VGA– 10/100/1000 Ethernet– Serial (USB)■ Type A (USB 3.0 is 1.5A)<ul style="list-style-type: none">– UHS-I– Type-A– RJ-45– D-sub 9-pin– 3.5mm Mini-jack stereo– 4FF (5-7Y57 models), 3FF (m5-6Y57 models)■ 24-pin<ul style="list-style-type: none">– Type-A– UHS-I– Type-A– D-sub 15-pin– RJ-45– D-sub 9-pin
WIRELESS	<ul style="list-style-type: none">■ Optional 4G LTE-A multi carrier mobile broadband w/satellite GPS (LTE on m5-6Y57 models)¹⁴■ Certified with Verizon, AT&T, Sprint and P.180¹⁵■ Optional dedicated GPS (u-blox NEO M8N)¹⁷■ Dual high-gain antenna pass-through■ Intel® Dual Band Wireless-AC 8265 Wi-Fi 802.11a/b/g/n/ac (8260 on m5-6Y57 models)■ Bluetooth® v4.1 (Class 1) + EDR (v4.0 on m5-6Y57 Win7 Professional models)
POWER	<ul style="list-style-type: none">■ Li-Ion battery pack:<ul style="list-style-type: none">– Standard in tablet; optional 2nd battery in keyboard– 11.4V, 2600mAh (each battery)■ Battery operation:<ul style="list-style-type: none">– 5-7Y57 models: 8.5 hours (17 hours with opt. 2nd battery)¹⁷– m5-6Y57 models: 8 hours (16 hours with opt. 2nd battery)¹⁷■ Battery charging time: 3 hours (3.5 hours with opt. 2nd battery)¹⁷■ Bridge battery: 1 minute hot swap time (optional on m5-6Y57 models)■ AC Adapter: AC 100V-240V 50/60Hz, auto sensing/switching worldwide power supply

SECURITY FEATURES

- TPM v2.0¹
- NIST BIOS compliant
- Persistence® technology by Absolute embedded in BIOS⁸
- Kensington cable lock slots x2 (on tablet and keyboard)
- Optional fingerprint reader⁹
- Optional insertable SmartCard CAC reader⁹
- Optional contactless SmartCard CAC reader⁹
- 13.56MHz (ISO 15693 & 14443 A/B compliant)

WARRANTY

- 3-year limited warranty, parts and labor

DIMENSIONS & WEIGHT

- 10.7" (L) x 9.2" (W) x 1.3" (H)¹⁸
- 3.9 lbs.¹¹

HAZARDOUS LOCATION CERTIFICATIONS

- ANSI/ISA 2.12.01-2013
- Optional class I division 2, groups ABCD certified model

INTEGRATED OPTIONS¹²

- Choice of dedicated GPS (u-blox NEO-M8N) or 4G LTE multi carrier mobile broadband with satellite GPS
- Choice on tablet of 1D/2D capable barcode reader (N6603), serial (true), or second USB 2.0 port
- Choice on tablet of magstripe, insertable SmartCard CAC, contactless SmartCard CAC or fingerprint reader

SELECT ACCESSORIES¹²

<ul style="list-style-type: none"> ■ AC Adapter Standard 65W (3-prong) ■ AC Adapter MIL-STD-461F (3-prong) ■ Battery Pack ■ 4-Bay Battery Charger ■ LIND Car Charger 120W ■ LIND Solar Charge System ■ ToughMate Com Universal Jr. Carrying Case ■ ToughMate Mobility Bundle (Carry Strap) ■ ToughMate Always-on Case ■ ToughMate Rotating Hand & Shoulder Strap ■ Rotating Hand Strap ■ Rotating Hand Strap (for units w/Magstripe only) ■ Desktop Dock ■ Laptop 2-in-1 Vehicle Docks (requires keyboard) – Gamber-Johnson (dual RF) – Havis (dual RF) ■ Tablet Extended Vehicle Docks – Gamber-Johnson (dual RF) ■ AntennaPlus Dual LTE & GPS Antenna Kit – Threaded Black Mount – Threaded White Mount ■ Cradlepoint Router – Multi Carrier LTE-Advanced – Multi Carrier LTE-Advanced (compact size) ■ Multi Touch IP55 Stylus ■ Multi Touch + Digitizer IP55 Stylus ■ Tether ■ Spare Keyboard ■ 10.1" LCD Protector Film 	<ul style="list-style-type: none"> CF-AA6413CM CF-AA5713AM CF-V25U03W CF-VCB201M CF-LNDDC120 PASC1580-4464 TBC20MUJR-P TBC20MBBDL-P TBC20AOC-S-P TBC20HDSPT-P CF-VST2011U CF-VST2031U CF-VEB201U GJ-20-LVD2 H-20-LVD2 GJ-A2-TVD2-X AP-PAN-CCGPD-Q-BL AP-PAN-CCGPD-Q-WH CP-IBR1100LP6-NA CP-IBR900LP6-NA CF-VNP022U CF-VNP023U CF-VNT002U CF-VEK201LMP CF-VFP31U
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Please consult your reseller or Panasonic representative before purchasing.

¹ TPM 1.2 ships by default on m5-6Y57 models running Windows 7, but can run TPM2.0 – see below Microsoft link for details: support.microsoft.com/en-us/help/2920186/update-to-add-support-for-tpm-2.0-in-windows-7-and-windows-server-2008-r2

² Tested by national independent third party lab following MIL-STD-810G Method 516.6 Procedure IV for transit drop test and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP65. 461F requires CF-AA6713AM.

³ 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration.

⁴ Barcode, Serial (true) and 2nd USB 2.0 Port are mutually exclusive.

⁵ Magstripe, Serial, 2nd USB or Barcode-Insertable SmartCard integrated options increase overall height and prohibit use in convertible mode.

⁶ Dedicated GPS and 4G LTE are mutually exclusive.

⁷ Battery performance features such as charge time and life span may vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2014 at 150 nit.

⁸ Requires software and activation to enable theft protection.

⁹ Magstripe, Insertable SmartCard, Contactless SmartCard and Fingerprint Readers are mutually exclusive.

¹⁰ Includes tablet and keyboard with handle. Tablet when detached is 10.7" (L) x 7.7" (W) x 0.4" (H).

¹¹ Includes tablet and keyboard with handle. Tablet when detached is 2.1 lbs. Optional 2nd battery weighs 0.4 lbs.

¹² Accessories and Integrated Options may vary depending on your configuration. Visit the Panasonic website for more accessories and details.

¹³ P.180 is available only for 6-7Y57 models. For more information about P.180, please visit, PanasonicP180.com.



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us.panasonic.com/toughbook/20

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Testing is performed at an internationally recognized, independent research, engineering and evaluation laboratory who by contractual agreement with their clients does not allow the use of their name or logo because doing so may imply an endorsement of products or services. For this reason, all references to said independent third party lab have been removed. Should you require the full unedited version, please contact the company identified below.

Mechanical Engineering Division
June 23, 2016

SUMMARY OF TESTS PERFORMED

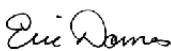
Project Number: 18.04481.31

Company: Panasonic System Communications Company
Two Riverfront Plaza
Newark, NJ 07102
Attn: Pala Vachirabanjong

Equipment Tested: Panasonic CF-20

Test Dates: May 5, 2016 – June 22, 2016

Notes: *The test item was evaluated for ability to boot into the Windows® operating system following each of the tests described within this summary report or for the ability to play an audio/visual file during the test parameter application. A listing of summarized tests and results appear in the accompanying table. Full details will be provided in Report Number 18.04481.31.100.FR1.*

Report Written By: 
Eric Dornes
Principal Engineer
Structural Dynamics and Product Assurance Section

Summary of Tests Performed on the Panasonic CF-20

Test Description	Test Parameters	Test Results
Altitude: Storage/Air Transport	MIL-STD-810G, Method 500.5, Procedure I <ul style="list-style-type: none"> 50,000ft Non-Operating 	PASS
Altitude: Operation/Air Carriage	MIL-STD-810G, Method 500.5, Procedure II <ul style="list-style-type: none"> 50,000ft Operating 	PASS
High Temperature: Storage	MIL-STD-810G, Method 501.5, Procedure I <ul style="list-style-type: none"> 160°F Non-Operating, 7 days 	PASS
High Temperature: Operation	MIL-STD-810G, Method 501.5, Procedure II (constant) <ul style="list-style-type: none"> 145°F Operating 	PASS
High Temperature: Tactical – Standby to Operational	MIL-STD-810G, Method 501.5, Procedure III <ul style="list-style-type: none"> 160°F Standby 145°F Operating 	PASS
Low Temperature: Storage	MIL-STD-810G, Method 502.5, Procedure I <ul style="list-style-type: none"> -60°F Non-Operating 	PASS
Low Temperature: Operation	MIL-STD-810G, Method 502.5, Procedure II <ul style="list-style-type: none"> -20°F Operating 	PASS
Temperature Shock	MIL-STD-810G, Method 503.5, Procedure I <ul style="list-style-type: none"> From 200°F to -60°F, three cycles 	PASS
Solar Radiation	MIL-STD-810G, Method 505.5, Procedure I <ul style="list-style-type: none"> Cyclic heat, 7 days 	PASS
Rain: Blowing	MIL-STD-810G, Method 506.5, Procedure I (Aggravated) <ul style="list-style-type: none"> 70MPH, 30 minutes per side 	PASS
Rain: Drip	MIL-STD-810G, Method 506.5, Procedure III	PASS
Humidity	MIL-STD-810G, Method 507.5, Procedure I <ul style="list-style-type: none"> Cycle B3 for normal test duration of natural or induced cycles (15 days) 	PASS
Humidity	MIL-STD-810G, Method 507.5, Procedure II (Aggravated) <ul style="list-style-type: none"> Temp. cycles 86°F to 140°F; 95%RH 	PASS
Salt Fog	MIL-STD-810G, Method 509.5, Procedure I <ul style="list-style-type: none"> Testing performed on an entire CF-20 as well as the tablet portion only 	PASS
Sand and Dust: Blowing Dust	MIL-STD-810G, Method 510.5, Procedure I <ul style="list-style-type: none"> Dust concentration of $0.3 \pm 0.2 \text{ g/ft}^3$ ($10.6 \pm 7 \text{ g/m}^3$) Operating temperature of 140°F Testing performed on an entire CF-20 as well as the tablet portion only 	PASS
Sand and Dust: Blowing Sand	MIL-STD-810G, Method 510.5, Procedure II <ul style="list-style-type: none"> Sand concentration of $0.06 \pm 0.015 \text{ g/ft}^3$ ($2.2 \pm 0.5 \text{ g/m}^3$) Operating temperature of 140°F Testing performed on an entire CF-20 as well as the tablet portion only 	PASS
Explosive Atmosphere	MIL-STD-810G, Method 511.5 Procedure I	
Vibration: General Vibration – operating	MIL-STD-810G, Method 514.6, Procedure I (Transportation) <ul style="list-style-type: none"> Category 4, Typical mission/field transportation scenario, Figure 514.6C-1, 2hr/axis Category 20, Ground vehicles – Ground mobile, Composite wheeled vehicles, Figure 514.6C-3, 2hr/axis 	PASS
Vibration: General Vibration – non-operating	MIL-STD-810G, Method 514.6, Procedure II (Transportation) <ul style="list-style-type: none"> Category 5, Loose cargo 	PASS

Test Description	Test Parameters	Test Results
Shock: Functional	MIL-STD-810G, Method 516.6, Procedure I <ul style="list-style-type: none"> 40g, 11ms - Operating 	PASS
Shock: Transit-Drop 36-inch	MIL-STD-810G, Method 516.6, Procedure IV <ul style="list-style-type: none"> 26 drops – 36in height on to 2in plywood – operating All drops performed on the same unit The drop heights of 36in and 48in were performed on the same CF-20 unit 	PASS
Shock: Transit-Drop 48-inch	MIL-STD-810G, Method 516.6, Procedure IV <ul style="list-style-type: none"> 26 drops – 48in height on to 2in plywood – operating All drops performed on the same unit The drop height of 48in was performed on an entire CF-20 unit as well as the CF-20 tablet portion only 	PASS
Shock: Transit-Drop 60-inch	MIL-STD-810G, Method 516.6, Procedure IV <ul style="list-style-type: none"> 26 drops – 60in height on to 2in plywood – operating All drops performed on the same unit The drop heights of 48in and 60in were performed on the same CF-20 tablet portion only 	PASS
Freeze/Thaw	MIL-STD-810G, Method 524, Procedure III	PASS



PROTECTION PLUS

ACCIDENTAL DAMAGE COVERAGE

OVERVIEW

Panasonic's Protection Plus enhances the Toughbook® computer and Toughpad® tablet 3-year Standard Warranty by offering an additional layer of protection against unintentional physical damage. This warranty is designed to complement the warranty on all Toughbook computers and Toughpad tablets. All system components, excluding consumable items, are covered under Protection Plus.

WARRANTY BENEFITS

- Enhance the productivity of your mobile workforce
- Manage budgets more effectively by minimizing out-of-warranty repair charges
- Increase uptime for your mobile workforce by streamlining out-of-warranty coverage issues

TOUGHBOOK®

TOUGHPAD®

WARRANTY DESCRIPTION

The Protection Plus warranty provides your organization with added peace of mind. It covers repairs that result from accidental damage during regular use. Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, modification by anyone other than our National Service Center or a Panasonic Authorized Service Provider, and damage that is attributable to acts of God.

All system components, except consumable items, are covered under this warranty. Consumable items include the battery, battery charger, stylus pens and printing on the keyboard. Panasonic may elect to repair or replace the damaged unit, at our discretion, with a model of equal or greater value. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.

WARRANTY PROCEDURES

- Your organization's user initiates the repair of a Toughbook® computer or Toughpad® tablet by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine warranty coverage and the source of the problem. If it is determined

that either a replacement part or service is required, our representative will request the following information:

- Name
- Address
- Unit model and serial number
- Date of failure
- Description of problem

- All units repaired under the Protection Plus warranty receive next-business-day shipping to and from our National Service Center within the United States.

MAXIMUM BENEFIT

The maximum benefit for Protection Plus coverage is limited to one major failure per unit per year for the LCD, keyboard, hard drive and system board. If a complete unit needs to be replaced, a replacement unit will be provided. The replacement unit will assume the remaining Protection Plus warranty coverage purchased with the original unit. A complete unit replacement will be provided only once during the Protection Plus warranty period. Additionally, Panasonic may replace the screen protection sheet up to once per warranty year when deemed necessary on units in for warranty or Protection Plus service at an authorized location.

PRICING INFORMATION

The below service programs are available for purchase at the same time the hardware is purchased at the Suggested Retail Prices shown. Services sold after the point of sale are available at additional cost and require Panasonic approval.

SKU	DESCRIPTION	PRICE*
TOUGHBOOK COMPUTERS		
CF-SVCLTNF3Y	3-year Protection Plus (Years 1, 2 & 3)	\$250
CF-SVCLTNF4Y	4-year Protection Plus (Years 1, 2, 3 & 4)	\$500
CF-SVCLTNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$800
CF-SVCLTNFAP0S1Y	1-year Protection Plus APOS (Year 4)	\$400
CF-SVCLTNFAP0S5Y	Protection Plus APOS (Year 5)	\$470
CF-SVCLTNFAP0S2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$675
CF-SVCLTNFAP0S3Y	3-year Protection Plus APOS (during warranty). Cannot be sold after 1 year of purchase (Years 1, 2 & 3)	\$250
TOUGHPAD TABLETS		
FZ-SVCTPNF3Y	3-year Protection Plus (Years 1, 2, & 3)	\$245
FZ-SVCTPNF4Y	4-year Protection Plus (Years 1, 2, 3, & 4)	\$495
FZ-SVCTPNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$750
FZ-SVCTPNFAP0S1Y	1-year Protection Plus APOS (Year 4)	\$250
FZ-SVCTPNFAP0S5Y	Protection Plus APOS (Year 5)	\$300
FZ-SVCTPNFAP0S2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$475

APOS = After Point of Sale

*Specifications and prices are subject to change without notice.

**Includes the Extended Warranty plus Accidental Damage protection.

LEARN MORE

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us.panasonic.com/toughbook/services

TOUGHBOOK®

TOUGHPAD®



ON-SITE SERVICE

OVERVIEW

Panasonic's On-Site Service reduces downtime and increases productivity by performing in-warranty service on Toughbook® computers and Toughpad® tablets at your users' work locations. Panasonic-approved service partners provide service to corporate and government office workers, field service technicians, law enforcement personnel and other mobile professionals. The on-site response time in the top 50 major metropolitan areas in the United States is the next business day, Monday through Friday. Locations more than 50 miles outside the top 50 major metropolitan markets may require a slightly longer response time. On-Site Service is available in the United States and selected global areas.

SERVICE BENEFITS

- Increase user productivity by repairing Toughbook/Toughpad computers at users' work locations
- Reduce mobile support burden on your organization's IT resources
- Manage your organization's IT budget more effectively
- Reduce data security issues with on-site repairs performed by technicians with the appropriate security clearances

TOUGHBOOK®

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RESPONSE TIME

On-Site Service is initiated when your users call the Panasonic Technical Support hotline. Our representative will dispatch a service technician to arrive on-site the next business day to all 50 major metropolitan markets in the United States. Markets more than 50 miles outside of major market areas may require a slightly longer response time. The On-Site Service of equipment is available from 8AM to 5PM, Monday through Friday, local time, excluding federal holidays and/or other holidays observed by your organization.

SERVICE PROVIDED

The service will be performed by a certified technician from a Panasonic-approved service partner. Panasonic-manufactured parts or Panasonic-approved equivalents will be used in the repair of the Toughbook computer.

SERVICE PROCEDURES

- Your organization's user initiates an On-Site Service request by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine coverage and the source of the problem. If it is determined that On-Site Service is needed, our representative will request the following information:

- Name
- Address
- Unit model and serial number
- Date of failure
- Description of problem
- Once a hardware failure is verified, the Panasonic representative will provide an RMA number to your user to initiate On-Site Service.
- Your organization's user will be contacted by a technician to arrange a suitable meeting place and arrival time for the repair.
- It is the user's responsibility to provide the On-Site Service technician with access to the unit. Additionally, it may be necessary to ship parts directly to your organization's user at the business address provided.
- A final warranty determination will be made by the On-Site Service technician:
 - In-warranty repairs will be performed at no charge.
 - Out-of-warranty repairs will include the charge for labor, parts, shipping (if applicable) and applicable taxes.

OUT-OF-WARRANTY REPAIRS

The cost of repairs deemed to be outside the Panasonic 3-Year Limited Standard Warranty will be the responsibility of the customer. In the event out-of-warranty repairs are required, the customer will be given an estimate of the cost involved and will be asked to approve payment prior to the start of the repair.

PRICING INFORMATION

This service can only be purchased as part of the original Toughbook/Toughpad computer sale.

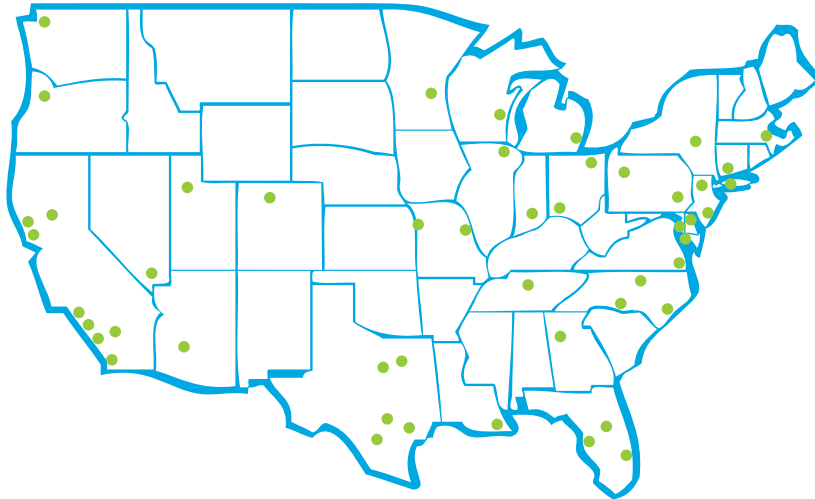
SKU	ON-SITE (USA/EUROPE/ASIA) ¹	PRICE*
CF-SVCLT0SUS3Y	3-year On-Site Service	\$175 ea.
CF-SVCLT0SUS4Y	4-year On-Site Service	\$425 ea.
CF-SVCLT0SUS5Y	5-year On-Site Service	\$625 ea.

¹On-Site Service is provided in the United States, UK, Germany, Italy, Belgium, Spain, Netherlands, Japan, South Korea and Guam.

*Specifications and prices are subject to change without notice.

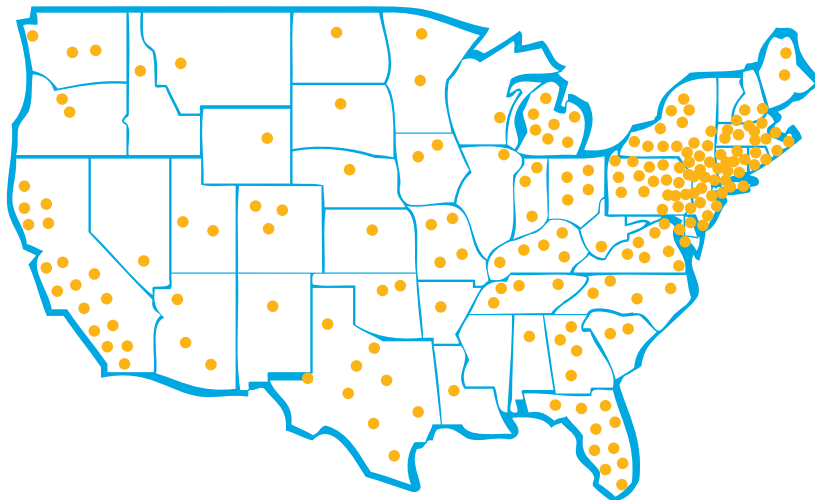
MAJOR METROPOLITAN AREAS

The top 50 major metropolitan areas in the United States are shown on the map below. A service technician will arrive on-site the next business day in the top 50 metropolitan areas. Markets more than 50 miles outside of major areas may require a slightly longer response time.



LOCATIONS OF SERVICE PROVIDERS

Panasonic-approved On-Site Service technicians are available in 250 locations across the United States. These locations are shown on the map below. A next-day response time may be available in these additional areas.



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