



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 1

 List View**General Information** | Contact | Default Values | Discount | Document Information

Procurement Folder: 355801

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0212

Vendor ID:  

SO Doc ID: SWC1800000002

Legal Name: LENOVO US INC

Published Date: 9/6/17

Alias/DBA:

Close Date: 9/7/17

Total Bid: \$0.00

Close Time: 13:30

Response Date:  

Status: Closed

Response Time: Solicitation Description:  

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 355801

**Solicitation Description :** Addendum #3 Open-End for Desktops, Laptops, Tablets

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-09-07 13:30:00	SR 0212 ESR09071700000000904	1

VENDOR
000000196202 LENOVO US INC

**Solicitation Number:** CRFQ 0212 SWC1800000002

**Total Bid :** \$0.00                      **Response Date:** 2017-09-07                      **Response Time:** 12:42:12

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Stephanie L Gale  
 (304) 558-8801  
 stephanie.l.gale@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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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	E-CATALOG	0.00000	EA	\$1.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
43210000			

<b>Extended Description :</b>	E-CATALOG
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**Comments:** Please reference Lenovo response attached

September 7<sup>th</sup>, 2017



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Stephanie Gale  
State of West Virginia  
2019 Washington Street E  
Charleston, WV 25305

Dear Ms. Gale:

Thank you for the opportunity to propose what we believe is an outstanding solution to the State of West Virginia's requirements. We are dedicated to ensuring the success of our partnership with the State and we believe that our response demonstrates our commitment to this relationship. Highlights of our proposal include:

1. **Industry leadership** – The only global technology company that can provide PCs, Smart Connected Devices and Enterprise Solutions “end to end” for the world of tomorrow. With the ability to scale across multiple platforms, Lenovo is one of the largest manufacturers of computer technologies in the world.
2. **Innovation** – Lenovo has recently announced a new patent-pending Low Temperature Solder (LTS) process developed to improve PC manufacturing by conserving energy and increasing reliability. This process will reduce carbon emissions by 35% at no additional costs. The estimated annual savings is 5,956 metric tons of CO2.
3. **Quality and Reliability** – For over 30 years, Lenovo's Think Brand has been known for unparalleled quality. From robust MIL-SPEC product testing to special features and functions designed for our customers, we understand how critical dependability is for your environment. According to the latest survey data, the average industry PC will experience 5.4 more hardware failures per 100 notebooks compared to ThinkPad laptops and 7.7 more per 100 desktops compared to ThinkCentre desktops.
4. **Security you can Trust** – We are dedicated to building secure products and solutions our customers can trust. Lenovo knows security is critical to everything you do and we share that commitment. We design and build our products to meet government and industry specific standards. Lenovo relies on a global supply chain of trusted vendors and components. Lenovo supports our products with secure services and expertise. Additionally we address new and emerging threats, helping our customers do the same.
5. **World Class Services** – Lenovo is an award winning services provider trusted by thousands of customers worldwide to support the full lifecycle of Lenovo PCs. Lenovo Services has a two phased approach to PC deployment, centered on integrating customer deployment activities into our device manufacturing process and automating as many of the image customization tasks as possible. Lenovo Services can provide a significant reduction in both the cost and time associated with a traditional PC deployment.

When coupling the points above with a proposal containing a strong value proposition, competitively priced laptop and desktop models and personal executive commitment, Lenovo believes that the State will find convincing justification to partner with Lenovo.

In order to fully articulate the value of our compelling financial and technical solution, we would like the opportunity to meet with the State to present our proposal and discuss the Lenovo value proposition.

Sincerely,

A handwritten signature in black ink that reads "Rick G. Kendall".

Rick Kendall, Account Executive  
[rkendall@lenovo.com](mailto:rkendall@lenovo.com) ▪ (859) 576-3469

# Lenovo's Response to



Request for Proposal – September 7<sup>th</sup>, 2017



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# Executive Summary



- Lenovo **shipped 10M+ units** for the first time FY16/17
- Named **2017's Best Brand of Laptop** by Laptop Magazine : best combination of quality products, cutting-edge innovation, helpful support, sleek designs and strong value <http://www.laptopmag.com/articles/lenovo-brand-rating>
- Over 1,700 designers, scientists and engineers
- 8 research and development centers, 31 manufacturing sites
- Largest R&D to Revenue ratio in the industry
- \$43 billion in revenue for 2016/2017 (fiscal year-end March 31<sup>st</sup>)
- **#202** in **Fortune's 2016 Global 500** list of top-ranked companies, Lenovo's 2016 ranking is 29 spots higher than last year.
- **58 awards** across many different categories at the Consumer Electronics Show (CES) in 2017

## Our Mission

In this smart internet era, Lenovo will provide smart devices that integrate applications, services and the best user experience, as well as a robust cloud infrastructure to make life easier and better, and work more productive and efficient.

## At Lenovo We Are

- Focused on **CUSTOMERS** in everything we do
- Global **TEAM** players guided by integrity and **TRUST**
- **ENTREPRENEURS** committed to driving change
- **INNOVATORS** who relentlessly pursue new ideas



**WE DO WHAT WE SAY. WE OWN WHAT WE DO. WE WOW OUR CUSTOMERS.**

**Innovative Strategy**

- Next generation of **smart devices**
- **Core technologies** for device competitiveness
- **Smarter connectivity**, what we call “One Computing”
- **Cloud** infrastructure, solutions and services for future big data and cloud intelligence

From the Pants Pocket to the Data Center  
The right strategy for an evolving industry

Every 400 Smart Phones...

...Require One Server + Storage

Mobile & Tablet

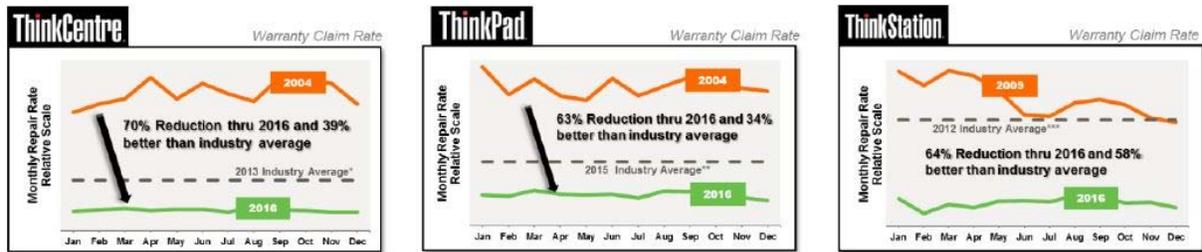
PC

Server & Storage



## Customers Demand and We Deliver Lower Failure Rates

Think brands' repair rates, as published by Industry analysts, are lower than the industry average. Lenovo has improved Think brand quality, as evidenced by warranty repair rates, every year since transitioning from IBM in early 2005.



**More than a Decade of Continuous Improvement and Industry Leadership**

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\* Gartner PC Hardware Reliability Report, 2013  
\*\* TBR Commissioned Survey – Notebook Warranty Repair Study, 2015  
\*\*\* TBR Commissioned Survey – Workstation Warranty Repair Study, 2012

## Lenovo Announces Breakthrough, Innovative PC Manufacturing Process

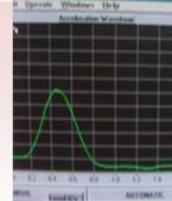
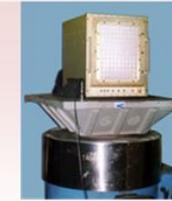
Lenovo has recently announced a new patent-pending Low Temperature Solder (LTS) process developed to improve PC manufacturing by conserving energy and increasing reliability. With a new LTS process, Lenovo proves it continues to be at the forefront of innovation, introducing a game-changing manufacturing process that is not only applicable to Lenovo products, but can be universally applied to all electronics manufacturing involving printed circuit boards with no cost or performance impact to customers.

The true innovation is in the science and testing required to develop and validate the new LTS process. Throughout testing and validation, Lenovo used existing materials to compose the solder paste and existing oven equipment for heating, thus Lenovo can implement the new system without increasing production costs

After validation of the procedure, Lenovo discovered a significant reduction in carbon emissions as a result of using the new process. The procedure is already in production for ThinkPad E series and the 5th generation X1 Carbon recently announced at CES. Throughout 2017, Lenovo intends to implement the new LTS process on 8 SMT lines and estimates savings of up to 35% on carbon emissions. By the end of 2018, Lenovo aims to have 33 SMT lines with 2 ovens per line using this new process, giving an estimated annual saving of 5,956 metric tons of CO<sub>2</sub>. To put this into perspective, the equivalent reduction in CO<sub>2</sub> emissions is equal to the consumption of 670,170 gallons of gasoline per year.



## Passing 12 Mil Specs Means ThinkPads are Tough

<p><b>Humidity</b></p>  <p>Relative humidity of 91-98% at 20° - 60° C</p>	<p><b>Low Temp</b></p>  <p>-20°C for over 72 hours</p>	<p><b>High Temp</b></p>  <p>+30 to +60° C over 7 x 24 hour cycles</p>	<p><b>Sand</b></p>  <p>140 mesh silica dust for 6 hour cycles</p>	<p><b>Solar Radiation</b></p>  <p>3 &amp; 4 24-hour cycles of controlled simulated solar radiation</p>	<p><b>Explosive Atmo</b></p>  <p>Fuel vapor environment</p>
<p><b>Vibration</b></p>  <p>Multiple tests while running and turned off</p>	<p><b>Mechanical Shock</b></p>  <p>High acceleration and repeated shock pulses over 18 times</p>	<p><b>Altitude</b></p>  <p>Tests operation at 15,000 feet while running</p>	<p><b>Extreme Temps</b></p>  <p>-20° C to 60° C over 3 cycles of 2 hour duration</p>	<p><b>Fungus</b></p>  <p>28-day cycle</p>	<p><b>Shipboard Vibe</b></p>  <p>4 to 33Hz , 2 hours</p>

# ThinkPad 2017 LEADING CHANGE

**ThinkPad X1**



**WINNER**  
**15 BEST OF CES AWARDS**

**ThinkPad 2-IN-1**



**ThinkPad**

T = THE BUSINESS STANDARD

X = ULTRAPORTABLE

L & 13 = HIGH VALUE

**ThinkPad BUSINESS SOLUTION**

P Series 11E  
ThinkPad 10





**ThinkPad E**

SMALL & MEDIUM BUSINESS

**Lenovo**

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# 2017 TECHNOLOGIES

The infographic features a dark background with red and white text boxes. At the top, there are icons for USB Type C, Thunderbolt 3, and Windows Hello. Below these are five technology categories, each with a red header box and a white box containing bullet points. The categories are: USB Type C, Thunderbolt 3, IR Cameras, Touch Fingerprint Reader, and Narrow Bezels. Small images of a keyboard and a laptop are also visible in the background.

- USB Type C**
  - Supports USB 3.1
  - Supports display out
  - Used for system power
- Thunderbolt 3**
  - 40Gbps transfer speed
  - Dual 4K displays
- IR Cameras**
  - Face login capabilities
  - Supports Windows Hello
- Touch Fingerprint Reader**
  - Fingerprint login
  - Supports Windows Hello
- Narrow Bezels**
  - Thinner, lighter designs
  - Ultra premium look

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## Flexible Fulfillment

Lenovo offers all of our customers aggressively priced and best-of-breed products with a fulfillment model tailored to meet your requirements. With a robust direct offering and a strong reseller channel, Lenovo gives customers more innovative choices to meet their needs. Lenovo recognizes no two customers are alike, that's why Lenovo offers a highly customizable fulfillment experience enhanced by our network of premier business partners.

## A Global Service Parts Network to Reach All Customers

Lenovo's parts stocking and distribution strategy is for parts to be readily available for delivery to a customer's location to meet the required levels of service for each machine type. The location from which parts are distributed is based on the product entitlement. Where possible, parts in support of Next Business Day or longer service are distributed from Central Hubs, while support for Same Business Day service is achieved through Forward Stocking locations.

### Parts network provides:

- Same Day shipment when parts are ordered by 3:00pm local time
- Online order entry and eSupport
- Support for 175 countries from 465 location

## Service Parts Stocking



### International Warranty Service

Lenovo’s Warranty Service enables customers who travel with, or relocate any Lenovo machine type to receive warranty service in any country where their machine type is announced and sold and supported by Lenovo or a Lenovo authorized reseller. Any machine type can be serviced by Lenovo or Lenovo authorized resellers to perform warranty service under the Lenovo Limited Warranty and/or the destination country Warranty Services Agreement. The destination country is considered to be any country other than the country in which the machine was purchased, where the customer is looking for service support. The machine type is the first four numeric or alpha-numeric digits in the model or MTM number found on the bar code label of the product. The length of warranty service is based upon the original warranty period assigned in the country of origin where the machine type was first sold by Lenovo or a Lenovo authorized reseller. The method of service will be determined by the destination country.

### Battling cyber threats with Lenovo: Security you can trust at all levels

The rapid evolution and the growth of connectivity from outside the network are making information security a critical priority for IT. Keeping sensitive records and information private and secure requires a comprehensive approach that protects data at rest, in motion, and everywhere in between. Lenovo understands the importance of building security into our technology. That means working hard to secure everything about our people, products, and processes.

We source components from carefully selected and audited vendors, building a secure supply global supply chain that allows us to precisely track and protect parts and inventory as it moves from design through to manufacturing and distribution. Due to our extensive government work, this supply chain is rigorously tested and certified for security and compliance.

The result is products built for security from the very start. With industry-standard, certified components and features that boost data and identity management, Lenovo devices are ready for the steep challenges of robust information security right off the shelf, protecting information from device to data center.



## DID YOU KNOW THAT LENOVO:

**1** Is the **1<sup>st</sup> PC company** to bring manufacturing back to the US in more than a decade.

**5** Lenovo mobile devices **are used by four military branches**. Units are in active combat and all levels of military.

**2** **100% of Lenovo stock is publicly traded** which breaks down to 60% public, 32% Legend Holdings Corporation, and 8% by the CEO.

**6** Lenovo **uses Akamai Technologies** which hosts all drivers and software updates, all downloadable within the continental US.

**3** Lenovo has held a GSA Schedule for 10 years, supplying trade-compliant products **passing 100% of audits with 0 infractions**.

**7** **Our entire R&D is in-house** with top scientists, inventors, and developers in the US and Japan.

**4** Lenovo has **passed the US CFIUS process five times from 2005 to 2014**, with stringent review of supply chain and protection of customer secure data.

**8** **Supports critical infrastructure customers**, including power, energy, banking, healthcare, large retail, education, and higher education.



## Lenovo Leads the Industry in Security

Lenovo is committed to security leadership in everything we do as both a company and a technology provider. This is essential to our ability to give our customers solutions they can trust.

Our dedication to continuously improving the security at all levels of our technology and business drives our work with leading companies and governments all over the world.

### A secure supply and inventory chain

As a U.S. General Services Administration (GSA) schedule holder, Lenovo complies with all of the terms and conditions of GSA procurement including the requirement to supply Trade Act Compliant (TAA) products. Lenovo has been manufacturing Trade Act Compliant Products since 1984 (starting as IBM PC Division prior to 2005) and currently manufactures or assembles compliant products in Monterrey, Mexico, and most recently in Greensboro, North Carolina.

### A compliant government IT partner

Lenovo meets the requirements identified in the NIST SP800-147 document that provides guidelines for preventing the unauthorized modification of BIOS firmware on PC client systems.

#### Lenovo PCs:

- Offer top security features including a TPM1.2 (Trusted Platform Module) security chip used to defend internal data structures against real intelligent attacks;
- BIOS firmware is only sourced from trusted vendors, consistent with the approach of all major personal computing product manufacturers

#### Additional compliance:

- Lenovo maintains the highest security level, Tier 3, awarded by the United States Customs & Border Protection under the C-TPAT; (Monterrey, Mexico)
- Lenovo holds Section 508 compliance as well as several environmental certifications (EPEAT, 80PLUS, UL Environment Gold, TCO, ENERGY STAR and Green Guard Certified);
- Lenovo has US Based technical support with Help Desk located in North Carolina

### Lenovo Product Design and Manufacturing Security:

In response to increasing threats of cyber crime, Lenovo products are designed and produced using components from trusted suppliers; in production facilities that employ a high level of information technology security; and are delivered using world class logistics partners.

### Lenovo has the Industry's Most Secure Supply Chain, Firmware, and Manufacturing

- Established the Lenovo Security Office (Continuously monitor and report on compliance)
- Meet policies based on international standards including: ISO 27000, NIST & EU Data Privacy
- Have Lenovo-owned manufacturing capabilities for greater control over supply chain operations
- Have a Secure End-to-End Supply Chain with Trusted Suppliers





- US Government has audited Lenovo with more scrutiny than any other OEM via the CFIUS review process.



## ThinkGreen

Lenovo engages in responsible environmental practices, making it a champion in the industry across communities in which it does business. Lenovo has a comprehensive environmental approach focused on product design, management and supply-chain operations, product end-of-life management, and the health and wellness of employees. Lenovo’s corporate environmental policy applies to all Lenovo operations and forms the foundation of Lenovo’s Environmental Management System (EMS).



- Lenovo has implemented recycling programs in most countries where we do business, and many of those offer free recycling.
- Lenovo supports a recovery and recycling system in which the major stakeholders (including manufacturers) play a part.
- Lenovo achieved its global compliance of RoHS requirements in 2007 for newly launched Lenovo products.
- Lenovo offers numerous EPEAT Gold-rated products in many countries around the world. To get a complete list of Lenovo’s EPEAT-certified products, visit [EPEAT’s registry search tool \(www.epeat.net\)](http://www.epeat.net).
- Since 2008, Lenovo has eliminated over 1,000 tons of packaging consumption by weight through design optimization and refinement across all Lenovo product shipments. Lenovo has also implemented the use of 100 percent recycled and recyclable packaging material on many products and continues to increase the use of recycled content materials in product packaging.
- Lenovo offers a full complement of ENERGY STAR®-qualified notebooks, desktops, workstations, monitors, and servers. See [http://www.lenovo.com/social\\_responsibility/us/en/ES\\_Products.pdf](http://www.lenovo.com/social_responsibility/us/en/ES_Products.pdf) for a complete list of Lenovo’s ENERGY STAR-qualified products.
- Lenovo is ISO 9001, 14001, and 18001 certified.
- Lenovo has GREENGUARD-certified systems.

## Designed to reduce waste, save energy, and be recycled



- Green packaging less volume and weight and up to 93.5% more systems / pallet
- Post-consumer recycled plastic
- 100% mercury-free LED displays and arsenic-free systems
- 100% recyclable cushions vs. styrofoam
- Bulk packaging
- Green Power Manager and Peak Power Scheduler reduces power costs
- Top environmental certifications





## Lenovo Product Discounts for your Employees

Lenovo's Affinity program offers organizations a solution for Employees to purchase Lenovo PC products, accessories and options directly from Lenovo at discounted prices. These discounts cover Lenovo's entire product line including the best engineered award-winning ThinkPad notebooks. As a valued Affinity participant you are entitled to receive discounts above and beyond the lenovo.com price. Moreover, Affinity customers will frequently receive special eCoupon offers providing a greater discount. The Affinity Program is a separate offering from this proposal. Please visit our website to learn more <http://www.lenovo.com/affinity>.

## Lenovo's Commitment to the State of West Virginia

- Technology Leadership, Quality and Reliability
- Heavy Investments in Engineering and Innovation
- Lowest Industry Failure Rates
- Security You Can Trust
- Best End-User Experience
- Ease of Doing Business
- We will Own and Execute on our Commitments to You

## Conclusion

Lenovo is focused on our commitment to provide the State with a quality solution. The proposed solution provides a number of significant benefits to the State centered on our award winning ThinkCentre and ThinkPad technology, ease of deployment with Lenovo factory imaging and asset tag services and providing superior customer service throughout the life of the PCs. Our solution includes technologies with demonstrated value and real savings in both hard and soft dollar costs. We look forward to the chance to speak to the State in more detail about our solutions.



## 3. General Requirements

**3.1 Contract Items and Mandatory Requirements:** Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

**3.1.1 All platforms in this solicitation must be offered with the same operating system.**

### 3.1.2 Standard PC

**3.1.2.1 Chassis:** Mid tower

**Small Form Factor is equivalent**

**3.1.2.2 Operating System:** Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.

**Windows 10 Pro 64 Bit**

**3.1.2.3 Processor:** Intel Core i5 3.5GHz or equal

**I5, 3.5 GHz**

**3.1.2.4 RAM:** 8GB single DIMM

**8GB RAM DDR4**

**3.1.2.5 Hard drive:** 256GB SSD

**256GB SSD 2.5"**

**3.1.2.6 Keyboard:** Standard USB

**USB traditional keyboard**

**3.1.2.7 Mouse:** Optical USB 2 button with scroll

**USB optical 2 button with scroll**

**3.1.2.8 Optical Drive:** Multi DVD/RW

**DVD/RW**

**3.1.2.9 USB ports:** USB 3.0 minimum of 4 back, 2 front, with at least one USB 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.

**Met**

**3.1.2.10 Expansion Slots:** PCI Express compliant

**Is compliant**

**3.1.2.11 Video:** Dual monitor capability with two HDMI interfaces. DVI or Display Port interfaces may be substituted for HDMI if DVI to HDMI, or Display Port to HDMI, adapters are included and shipped with PC.

**Is compliant with dongles**

**3.1.2.12 Ethernet port:** 10/100/1000 NIC Integrated

**10/100/1000 integrated**

**3.1.2.13 Trusted Platform Module:** TPM chip

**TPM**



**3.1.2.14** Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.

**4 year onsite + KYD (keep your drive) + premium**

**3.1.2.15** Absolute DDS or equal: Complete 5 years, BIOS enables data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

**5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging**

### **3.1.3 GIS/POWER PC**

**3.1.3.1** Chassis: Mid tower

**SFF is equivalent**

**3.1.3.2** Operating system: Windows 10 Professional or equal business-class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.

**Windows 10 Pro 64 Bit**

**3.1.3.3** Processor: Intel Core i7 3.5 GHz or equal

**I7, 3.60 GHZ**

**3.1.3.4** RAM: 16GB single DIMM

**16GB RAM DDR4**

**3.1.3.5** Hard drive: 512GB SSD Drive

**512GB SSD 2.5"**

**3.1.3.6** Keyboard: Standard USB

**USB traditional keyboard**

**3.1.3.7** Mouse: Optical USB 2 button with scroll

**USB optical 2 button with scroll**

**3.1.3.8** Optical Drive: Multi DVD/RW

**DVD/RW**

**3.1.3.9** USB ports: USB 3.0 with a minimum of 4 back, 2 front, with at least one USB 3.0 Charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.

**Met**

**3.1.3.10** Expansion Slots: PCI Express compliant

**Is compliant**

**3.1.3.11** Video: Dual display capable (two HDMI Interfaces), with a minimum of 4GB dedicated video RAM. PCI Express Interface required – Shared/Integrated Video Cards will not be accepted. Must support DirectX 12 and OpenGL 4.5DVI, or Display Port interfaces may be substituted for HDMI if DVI to HDMI, or Display Port to HDMI adapters are included and shipped with PC.

**Exceeds spec, Nvidia Quadro P1000 4GB , 2xDP to HDMI adapters**



- 3.1.3.12 Ethernet port: 10/100/1000 NIC Integrated  
**10/100/1000 Integrated**
- 3.1.3.13 Trusted Platform Module: TPM chip  
**TPM**
- 3.1.3.14 Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.  
**4 year onsite + KYD (keep your drive) + premium**
- 3.1.3.15 DDS or equal: Complete 5 years, BIOS enables data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.  
**5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging**

### 3.1.4 STANDARD LAPTOP

- 3.1.4.1 Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.  
**Windows 10 Pro 64 Bit**
- 3.1.4.2 Processor: Intel Core i5 3.5 GHz or equal  
**I5, 3.5 GHZ**
- 3.1.4.3 Ram: 8GB single DIMM  
**8GB RAM, DDR4**
- 3.1.4.4 Hard Drive: 256GB SSD  
**256GB SSD, PCIe**
- 3.1.4.5 Keyboard: Standard Integrated  
**Standard Kyb**
- 3.1.4.6 Webcam: Integrated  
**Integrated**
- 3.1.4.7 USB Ports: A minimum of 3 USB 3.0 total with at least one charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and are shipped with PC.  
**Met**
- 3.1.4.8 Video: Standard integrated video, 15" display or greater  
**15.6" display with Intel Integrated Graphics**
- 3.1.4.9 Battery: Minimum battery life of 6 hours  
**Exceeds spec**
- 3.1.4.10 Ethernet Port: 10/100/1000 NIC Standard integrated  
**10/100/1000 integrated**



- 3.1.4.11** Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 Ghz for fixed and mobile devices and build personal area networks.

**Intel Dual Band Wireless AC(2x2) 8265, Bluetooth Version 4.1**
- 3.1.4.12** Absolute DDS or equal: Complete 5 years, BIOS enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

**5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging**
- 3.1.4.13** Trusted Platform Module: TPM chip

**TPM**
- 3.1.4.14** Warranty: Four year on-site Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.

**4 year onsite + KYD (keep your drive) + premium**
- 3.1.4.15** FIPS 201 compliant Smart Card Reader with PIV-I support

**Smart Card compliant and included**
- 3.1.4.16** As a bundled option, Vendor must supply a Standard Laptop that meets all of the requirements set forth in 3.1.3.1 through 3.1.4.15 AND provide an OEM docking station and docking station power supply compatible with Standard Laptop. Docking stations from 3<sup>rd</sup> party manufacturers are not acceptable.

**OEM docking station with compatible power supply included**

### 3.1.5 POWER LAPTOP

- 3.1.5.1** Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.

**Windows 10 Pro 64 Bit**
- 3.1.5.2** Processor: Intel Core i7 3.5 GHz or equal

**i7, 3.5 GHz**
- 3.1.5.3** RAM: 16GB single DIMM

**16GB RAM DDR4**
- 3.1.5.4** Hard Drive: 512GB SSD

**512 GB SSD PCIe**
- 3.1.5.5** Keyboard: Standard Integrated

**Standard Integrated**
- 3.1.5.6** Webcam: Integrated

**Integrated**
- 3.1.5.7** USB Ports: A minimum of 3 USB 3.0 total with at least one charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.



### Met

**3.1.5.8** Video: Nvidia GTZ 1050 Ti, minimum of 4GB of dedicated video RAM, 17” or greater display supporting at least 1920x1080 resolution, DirectX 12, and OpenGL 4.5 or equal

### Meets/Exceeds with Nvidia Quadro P3000, 6GB card

**3.1.5.9** Battery: Minimum of 6-hour battery life

### Exceeds

**3.1.5.10** Ethernet Port: 10/100/1000 NIC Standard integrated

### 10/100/1000 Integrated

**3.1.5.11** Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 Ghz for fixed and mobile devices and build personal area networks.

### Intel Dual Band Wireless AC(2x2) 8265, Bluetooth Version 4.1

**3.1.5.12** Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

### 5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging

**3.1.5.13** Trusted Platform Module: TPM chip

### TPM

**3.1.5.14** Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included

### 4 year onsite + KYD (keep your drive) + premium

**3.1.5.15** FIPS 201 compliant Smart Card Reader with PIV-I support

### Smart Card Compliant and Integrated

**3.1.5.16** As a bundled option, Vendor must supply a Standard Laptop that meets all of the requirements set forth in 3.1.3.1 through 3.1.4.15 AND provide an OEM docking station and docking station power supply compatible with Standard Laptop. Docking stations from 3<sup>rd</sup> party manufacturers are not acceptable.

### OEM docking station with compatible power supply included

## 3.1.6 TABLET PC

**3.1.6.1** Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.

### Windows 10 Pro 64 Bit

**3.1.6.2** Processor: Intel Core i7 or equal

### I7, 3.6 GHZ

**3.1.6.3** Ram: 8GB single DIMM

### 8 GB RAM



- 3.1.6.4 Hard Drive: 256GB SSD  
**256 GB SSD**
- 3.1.6.5 Keyboard: Detachable  
**Detachable**
- 3.1.6.6 Camera: 1 front facing and 1 rear facing  
**Rear and front facing camera**
- 3.1.6.7 Screen size: 10" Minimum  
**12" FHD+ (2160x1440)**
- 3.1.6.8 USB Ports: Minimum of 1 USB 3.0 with at least one 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.  
**Met**
- 3.1.6.9 Video: Intel integrated or equal  
**Integrated Intel HD Graphics**
- 3.1.6.10 Battery: Minimum 6-hour batter life  
**Exceeds Spec**
- 3.1.6.11 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 Ghz for fixed and mobile devices and build personal area networks.  
**Intel Dual Band Wireless AC(2x2) 8265, Bluetooth Version 4.1**
- 3.1.6.12 Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.  
**5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging**
- 3.1.6.13 Trusted Platform Module: TPM chip  
**TPM**
- 3.1.6.14 Warranty: Four year on-site minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included  
**4 year onsite + KYD (keep your drive) + premium**
- 3.1.6.15 FIPS 201 compliant Smart Card Reader with PIV-I support  
**\*\*\*Smart Card Compliant reader included in system as usb connected option\*\*\***
- 3.1.6.16 As a bundled option, Vendor must supply a Standard Laptop that meets all of the requirements set forth in 3.1.3.1 through 3.1.4.15 AND provide an OEM docking station and docking station power supply compatible with Standard Laptop. Docking stations from 3<sup>rd</sup> party manufacturers are not acceptable.  
**OEM docking station with compatible power supply included**



### 3.1.7 ULTRABOOK

- 3.1.7.1 Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.  
**Windows 10 Pro 64 Bit**
- 3.1.7.2 Processor: Intel Core i7 or equal  
**i7, 3.5 GHz**
- 3.1.7.3 RAM: 8GB SDRAM single DIMM  
**8 GB RAM DDR4**
- 3.1.7.4 Keyboard: backlit  
**Backlit Keyboard**
- 3.1.7.5 Mouse: Glide or Trackpad  
**Trackpad**
- 3.1.7.6 Hard Drive: 256GB SSD  
**256 GB SSD, 2.5"**
- 3.1.7.7 USB ports: A minimum of 2 USB 3.0 with at least one 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.  
**Met**
- 3.1.7.8 Screen size: 10" Minimum  
**13.3"**
- 3.1.7.9 Video: Intel HD 520 or equivalent  
**Exceeds, Integrated Intel HD 620 Graphics**
- 3.1.7.10 Camera: 1 front facing  
**Met, integrated**
- 3.1.7.11 Battery: Minimum 8-hour battery life  
**Met**
- 3.1.7.12 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 Ghz for fixed and mobile devices and build personal area networks.  
**Intel Dual Band Wireless AC(2x2) 8265, Bluetooth Version 4.1**
- 3.1.7.13 Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.  
**5 years absolute DDS premium/complete at manufacturing with Lenovo smart imaging**
- 3.1.7.14 Trusted Platform Module: TPM chip  
**TPM**



**3.1.7.15** Warranty: Four year on-site, minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included

**4 year onsite + KYD (keep your drive) + premium**

**3.1.7.16** Max System Weight: 3.25 lbs

**3.17 lbs**

**3.1.6.17** As a bundled option, Vendor must supply a Standard Laptop that meets all of the requirements set forth in 3.1.3.1 through 3.1.4.15 AND provide an OEM docking station and docking station power supply compatible with Standard Laptop. Docking stations from 3<sup>rd</sup> party manufacturers are not acceptable.

**OEM docking station with compatible power supply included**

### **3.1.8 OPTIONAL COMPONENTS AND SERVICES**

#### **3.1.8.1 Monitors**

**3.1.8.1.1** 20" LED Monitor with HDMI Interface supporting a resolution of 1920x1080 at 60hz or greater

**MET: T2054p, 20" LED backlit LCD monitor**

**3.1.8.1.2** 24" LED Monitor with HDMI Interface supporting a resolution of 1920x1080 at 60hz or greater

**MET: T24i, 24" FHD, IPS monitor**

**3.1.8.1.3** 27" LED Monitor with HDMI Interface supporting a resolution of 1920x1080 at 60hz or greater

**MET: p27h, 27" QHD IPS type C monitor**

**3.1.8.2** Standard Laptop Power Supply – Must be compatible with contract Tablet PC

**MET**

**3.1.8.3** Power Laptop Power Supply – Must be compatible with contract Power Laptop

**MET**

**3.1.8.4** Tablet PC Power Supply – Must be compatible with contract Standard Laptop

**MET**

**3.1.8.5** Ultrabook Power Supply – Must be compatible with contract Standard Laptop

**MET**

**3.1.8.6** Absolute DDS or equal: complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

**MET**

**3.1.8.7** Accidental Damage coverage for all mobile equipment to cover everything standard four-year warranty does not cover

**MET**

**3.1.8.8** 512 GB SSD 2.5"

**MET**



**MISCELLANEOUS MANDATORY REQUIREMENTS**

**3.1.8.1 Technical Requirements**

**3.1.8.1.1** All computing equipment offered in the Vendor’s response must be OEM products. Vendors must provide details specification sheets for all requested products within a specified timeframe. Vendor’s bid cannot be evaluated until specification sheets are provided. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets will be disqualified.

Lenovo response:

Read and understood. [Lenovo is the OEM responding to this RFP.](#)

**3.1.8.1.2** All new equipment must be delivered to the State with **new** components only, not refurbished, used or recycled components. If providing replacement parts, the WVOT, while preferring new parts, will accept “like new” refurbished parts with the same warranty offered for new parts. Shipping cost for returns must be paid by vendor.

Lenovo response:

Read and understood. [All products will be built with new components.](#)

**3.1.8.1.3** All computers provided under this contract must be business-class machines, as specified in Section 2 of these specifications

Lenovo response:

[The Think brand has been synonymous with quality since its inception. Each devices passes up to \(12\) MILSPEC tests which has become the standard for quality in the industry. Boasting a failure rate well below the industry average, Lenovo has invested heavily in quality components that keep our devices running cooler and longer than our competitors.](#)

**3.1.8.1.4** Vendor must provide access (i.e., via an FTP site) to all OEM-provided original system disks associated with the proposed equipment, including, but not limited to, operating system software and drivers.

Lenovo response:

[To begin a digital download of your Windows OS, follow the below link.](#)

<https://support.lenovo.com/us/en/solutions/ht103653>

[Driver support can be found at, pcsupport.lenovo.com](#)

**3.1.8.1.5** All hardware provided under this contract must be Energy Star 5.0 compliant.

Lenovo response:

[All hardware is Energy Star 5.0 and above.](#)

**3.1.8.1.6** All Desktops and Monitors must meet minimum Electronic Product Environmental Assessment Tool (EPEAT) Silver certification. The vendor must provide documentation proving level of certification with specification sheets. Vendor’s bid cannot be evaluated until specification sheets are provided. The Vendor must be responsible for ensuring equipment meets the latest EPEAT registration



requirements before it is delivered. It is preferred certification documentation be provided with the bid.

**Lenovo response:**

All monitors are EPEAT Gold certified. Documentation in Attachment C.

- 3.1.8.1.7** Vendor must guarantee current model's availability through "end of life" cycle, with the understanding that if platform revisions take place, it is the State's right to accept or reject any proposed model replacements.

**Lenovo response:**

Read and understood.

- 3.1.8.1.8** Vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period.

**Lenovo response:**

Spare parts are available for (5) years after a product is end of life.

- 3.1.8.1.9** Vendor must have consistent hardware configurations or all computers orders.

**Lenovo response:**

West Virginia will be ordering off of a bid letter to insure that the configurations and pricing are locked in. Once a configuration is approved by The State, a custom part number will be created and added to the bid to insure the configuration is correct every time.

- 3.1.8.1.10** The successful Vendor must provide a life cycle map of the model upgrades planned or anticipated for the next twelve to eighteen months within thirty (30) days of contract award, and with each subsequent renewal.

**Lenovo response:**

Lenovo confirms that we will provide West Virginia with Quarterly Business Reviews, which offer a documented process for assessing the Lenovo/West Virginia relationship. The QBR summarizes the past quarter's buying habits, trends, issues and performance. This tool provides hard figure statistics about your business allowing West Virginia the ability to understand where your IT dollars are being spent, review SLA attainment, rate our performance, and identify opportunities for improvement. These meetings will also serve as a forum to pro-actively share information on equipment EOL, delivery constraints, and product roadmaps; identify price changes/reductions, and introduce emerging technologies (products and solutions).

As part of the QBR process (or more frequently if requested by West Virginia), the Lenovo specialist will provide and discuss any relevant Lenovo Customer Transition documents. These documents contain detailed product roadmaps, including planned transitions six months into the future with product trends nine to twelve months out. The documents include product compatibility information, new product highlights, preloads and alliances information. The process ensures West Virginia is proactively notified of product changes that may affect your environment while allowing you the ability to select the model(s) that best meets your requirements.

- 3.1.8.1.11** Vendor must inform the State in writing, sixty (60) days prior to replacement, of any platform revisions it intends to make. Written notification may be made by e-mail.



**Lenovo response:**

As part of the QBR process, West Virginia will be privy to 120, 90, 60, and 30 day disclosures prior to public product announce. Your Account Executive, Rick Kendall, will review the information in each of these product announcements to insure a smooth product transition.

- 3.1.8.1.12** Vendor must provide the State with two (2) free of charge of all initial contract models. The State will use this time to test the equipment and images. The state will return the equipment upon expiration of this contract.

**Lenovo response:**

(2) Perm Evals will be provided for West Virginia to test and keep during each product transition for each model.

- 3.1.8.1.13** Vendor must provide the State with any proposed replacement models, sixty (60) days in advance of discontinuance of current models. The State will use this time to test the equipment and images. The state will return the equipment upon expiration of this contract.

**Lenovo response:**

All models have a minimum (4) months of product overlap for transition. Prior to the start of those (4) months your Account Executive, Rick, will brief West Virginia on the upcoming models to insure you are amply prepared to start testing and developing on the new platform during the (4) month runway.

- 3.1.8.1.14** Vendor must guarantee that any replacement units meet, or exceed, the current model's specifications, and are compatible and certified to operate with the State-provided image.

**Lenovo response:**

Read and understood.

- 3.1.8.1.15** Vendor must guarantee any proposed replacement units are of equivalent pricing (equal to, or less than) to initially bid units.

**Lenovo response:**

Lenovo's intent is to offer fixed pricing for the life of the product. Fixed prices indicate West Virginia may pay no more than the proposed pricing for comparable follow-on technology, provided that current market factors remain constant. If at any point there is a material change in component costs from Lenovo's Supplier's, including software, Lenovo may adjust prices accordingly.

When transition to a new product becomes necessary, Lenovo will notify West Virginia of the proposed replacement configuration(s), which will be priced at the pricing of the current product. It is expected that the transition configuration will be configured as closely as possible to the original West Virginia configuration.

- 3.1.8.1.16** Current models must be available for purchase by the State, until the proposed replacement units have been approved by the Office of Technology, and are ready to be shipped. The current models must be available during the sixty-day term that the State requires for the evaluation of the proposed replacements.

**Lenovo response:**

All Models will be available for at least (4) months while the new transition product is available. This will provide West Virginia with (4) months of runway to evaluate the replacement product.



- 3.1.8.1.17 If the computing equipment experiences “repeated failure” in the first year of ownership, the supplier must replace the failed equipment with new equipment of the same make and model or a model equal to or better than what is currently provided under this contract.

**Lenovo response:**

Read and understood. If there are multiple critical failures within the first year, the device will be replaced.

- 3.1.8.1.18 The State defines “repeated failure” to be, at a minimum, the following: three instances of parts failure with no more than two instances on the same part within one year after the machine is installed.

**Lenovo response:**

If a single Lenovo branded Product experiences a verifiable Product Hardware Failure of a critical component (3) or more times within a (6) month period during the Product warranty period, Lenovo shall either replace the Product with a new unit, or if the specific Product is unavailable, with a similar Product of equal or greater functionality. The three failures are required to come from the same critical component. Critical usage components are being defined as: system board, CPU, Hard Drives, LCD panel, memory and power supply. Lenovo will not include cosmetic parts or parts that do not render the system inoperable, repairs for abusive use, intentional damage, accidental damage or standard wear and tear in the criteria for replacement. Usage items such as keyboards are also excluded.

- 3.1.8.1.19 To meet HIPAA requirements, the agency must have the ability to remove the hard drive before returning the equipment to the vendor so that no privacy-related information is shared.

**Lenovo response:**

Lenovo’s Keep Your Disk Drive (KYD) program provides customers the option to retain their hard disk drive on their desktop or mobile system in the event of repair, replacement, or disposal of their system. KYD has been included in each of your configurations.

- 3.1.8.1.20 Although the majority of the machines ordered from this contract **will** be the standard configurations, the vendor must provide for optional components for machines allowing the agencies to upgrade memory and storage before shipment.

**Lenovo response:**

Optional components have been added to the pricing section of this RFP.

- 3.1.8.1.21 Vendor must agree to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals.

**Lenovo response:**

Read and understood. Lenovo keeps pace with Intel’s latest processor releases and will always provides best in breed products to our customers.

**3.1.8.2 Shipping, Ordering, Billing**

- 3.1.8.2.1 Orders must be shipped complete. **Partial orders will not be accepted and will be returned at Vendor’s expense.**



**Lenovo response:**

Read and understood.

- 3.1.8.2.2** Orders must be delivered inside the location specified on the delivery order.

**Lenovo response:**

Read and understood.

- 3.1.8.2.3** Vendor must guarantee a maximum of sixteen (16) business days or less for delivery (ARO).

**Lenovo response:**

Read and understood.

- 3.1.8.2.4** Vendor must offer Next Business Day (NBD) delivery of replacement parts for all equipment.

**Lenovo response:**

NBD delivery is available for orders placed before 3:00pm EST.

**3.1.8.3 Support and Contacts**

- 3.1.8.3.1** Vendor must identify by name and location the proposed primary account representative and immediate supervisor who shall be responsible for the performance of the contract. Such notification may be included in the bid response but must be provided within no less than five (5) business days from the date of contract award. Vendor must immediately notify the Office of Technology and the WV Purchasing Division if/when these contacts change.

**Lenovo response:**

Designated Contact:

Rick Kendall Primary Account Executive, Lexington, KY

Phone: (859) 576-3469

Email: [Rkendall@lenovo.com](mailto:Rkendall@lenovo.com)

Bruce McGowan Primary Account Representative, Morrisville, NC

Phone: (919) 874-3399

Email: [BMcGowan@lenovo.com](mailto:BMcGowan@lenovo.com)

Immediate Supervisor – John Therrell, Pensacola, FL

- 3.1.8.3.2** The successful vendor must provide a customer support via toll free number Monday-Friday 8:00 AM to 5:00 PM EST to resolve billing and shipping issues. Billing issues shall be resolved within five (5) business days.

**Lenovo response:**

All billing and shipping issues should be directed to your dedicated Account Representative, Bruce McGowan. He can be reached at (919) 874-3399.



- 3.1.8.3.3** Vendor must provide direct, second level technical access 24x7x365 to support all equipment offered.

**Lenovo response:**

Lenovo has included Premier Support with its offerings.

Lenovo Premier Support provides direct access to skilled and experienced Lenovo technicians offering comprehensive hardware and software support. Our expert troubleshooters have the advanced technical knowhow and systems knowledge to quickly provide solutions and advice that will keep your hardware and software operating at optimal efficiency.

Plus, a single, consistent point of contact within Lenovo will ensure that your case resolution is professionally managed from start to finish with courteous and consistent communication.

As this support is solely based in the United States, Premier Support is offered from 7:00am – 8:00pm. However, Lenovo offers 24x7x365 first level support.

- 3.1.8.3.4** Vendor must provide a parts and support website for access by State technical staff.

**Lenovo response:**

The parts portal will be made available once West Virginia is enrolled in Lenovo's Self Maintainer Program.

The below website provides detailed instructions and training on supporting all of the proposed devices. From replacing a LCD panel to upgrading the memory, each task comes with step by step instructions and videos.

[www.lenovoservicetraining.com](http://www.lenovoservicetraining.com)

- 3.1.8.3.5** The Vendor must make available to the WVOT its self-maintenance program so that the WVOT has the option to directly manage the warranty services of items procured under this agreement. The WVOT will be eligible to receive warranty reimbursements for any qualified repairs under this program. The WVOT could have as many as 90 field technicians throughout the State that would need to receive any Vendor required training/certification to qualify for the program, all at no cost to the WVOT.

**Lenovo response:**

Lenovo recognizes that the strategy many support organizations are using is to request that manufacturers provide them with the ability to perform their own warranty repairs. The benefits derived from such a strategy include faster response times on mission critical computers, control of service and support delivery requirements, and resource balancing within their organizations.

The Lenovo Self-Maintainer Program allows Lenovo customers to perform their own warranty service work on Lenovo Think Branded products during the warranty period and receive reimbursements for parts and labor. Normally there is a \$1,000 startup fee to participate but this has been waved for West Virginia.

- 3.1.8.3.6** The Vendor must offer certification training to the State's technical staff so that the technicians can provide warranty services upon request by the State at no additional charge. Such training shall be provided within thirty (30) days of receipt of the written request from the State.



**Lenovo response:**

CERTIFICATIONS: Below are the Certifications and relevant training to participate in Lenovo’s Self Maintainer Program.

WARRANTY BASICS – The Admin and Basic certification cover Lenovo policies, training requirements, technical support, and escalation procedures. These courses establish a common knowledge level as a prerequisite for all other training. Service Managers and Administrators are required to pass these exams in order to obtain “Service Portal” access. Access to the below training will be provided upon enrolment in the Self-Maintainer program.

Certification Description	Certification ID
Warranty Basics for Service Managers and Claim Administrators	RAWADMIM
Warranty Basics for Technicians and Profile Administrators	RAWBASICS

TECHNICIAN CERTIFICATION – The Warranty Basics and Tech Certification certificates are available on-line and as a downloadable ISO image. Each course takes 2 to 4 hours depending on the experience level of the technician.

Certification Description	Certification ID
CompTIA A+ certification ( <a href="http://www.comptia.org">www.comptia.org</a> )	A+
Notebook, Tablet, Desktop & Workstation Service Training	RASERVICE

**3.1.8.3.7** Vendor must provide the State of West Virginia Office of Technology and the Purchasing Division with a detailed, quarterly report in excel format indicating the State Agency, model, serial number(s), cost, and delivery location for all purchases made under the contract. The report shall also include a listing of all service calls associated with this agreement, including the location and nature of service required. These reports must be sent to [OTPurchasingRequest@wv.gov](mailto:OTPurchasingRequest@wv.gov)

**Lenovo response:**

Lenovo’s Order Visibility Portal (OVP) has dramatically improved customer satisfaction by making it easier for customers to do business with Lenovo.

The key features offered by this tool are:

- One portal for all customers with a uniform Lenovo experience and interface
- Invoice PDF Download functionality
- Single sign-on from Lenovo sales portals
- Support for multiple languages
- Detailed order information, kept in sync with SAP
- Clear order status visibility with estimated ship and delivery dates
- In-transit shipment tracking with a hyperlink to carrier sites
- Powerful reporting facilities with both standard and custom reports

It is through this portal that automatic reports will be initiated and sent to the designated address.

In addition, quarterly service reports will be provided for West Virginia’s review.

**3.1.8.3.8** The State reserves the right for agencies to purchase those items listed as “Optional” from this contract but agencies are not required



to use this contract for these items. The State reserves the right to purchase those items listed as “Optional” from other sources outside the contract if the pricing for such item(s) is deemed unreasonable or not comparable with current market pricing.

**Lenovo Response:**

Read and understood.

**All items in Section 4 – Contract Award are agreeable.**

**All items in Section 5 – Ordering and Payment are agreeable.**

**All the following items in Section 6 – Delivery and Return are agreeable (6.1, 6.2, 6.3)**

**6.4** 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 Fob the Agency shall receive a full credit or refund for the purchase price at the Agency’s discretion.

**Lenovo Response:**

If West Virginia and Lenovo Support deem an item unacceptable, a replacement unit will be provided as soon as possible.

**6.5** Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within thirty (30) days of receipt, FOB 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.

**Lenovo Response:**

Lenovo will honor the 5% restocking fee for up to \$2,000,000 in returned product. After the \$2,000,000 cap is met, Lenovo’s standard return fee of 15% will take president.



## Pricing Page



Lenovo's WV Pricing  
Page.xlsx



## Forms

### Acknowledgment of Addendum



Addendum  
Acknowledgement Fo

### Vendor Intent Form



Vendor Interest.pdf



## Datasheets



ThinkVision P27h  
27" QHD USB-C



T24i specs.pdf



T2054p.pdf



ThinkCentre M710  
TWR\_SFF Datasheet (



Thinkpad 13  
Datasheet (3).pdf



ThinkPad P71  
Datasheet (3).pdf



ThinkStation P320  
Datasheet (2).pdf



X1 Tablet Datasheet  
(2).pdf



# Lenovo Terms and Conditions



Lenovo Limited  
Warranty sold on or a



# Attachment A – Lenovo Services Overview

Today, Lenovo is a US \$43 Billion (USD) personal technology company and one of the top PC manufacturers in the world. We create and build exceptionally engineered technology products, but we are much more than a hardware company. We are an award-winning services provider, trusted by thousands of companies worldwide to support the full lifecycle of Lenovo PCs. This document provides an introduction to the Lenovo Services Portfolio.

## Deploy: Imaging and Deployment Services

### Imaging

Every Lenovo PC is delivered with a standard image optimized for that hardware. However, individual organizations often have unique needs that require a unique image to replace the standard image. The need for unique customer images was the genesis for Lenovo’s Imaging Technology Center. Since 1996, we have been investing in technology and engineers to simplify and drive efficiency into custom image delivery. Where, for most companies, image creation is a periodic event, Lenovo designs, improves, and tests images every day. Today, our custom images can incorporate your advanced configuration requirements to support your business objectives and substantially reduce the cost and disruption associated with onsite deployment activities.

Lenovo fully supports Gartner’s “Shift Left” strategy which recommends creating cost and quality efficiencies by shifting specialized technical activities, such as image design and delivery, to hardware manufacturing. By partnering with the Lenovo Image Technology Center, our imaging engineers work with your IT leaders to gain insight into the unique requirements of your organization, and we incorporate those requirements into your custom image. We then install your custom image as your systems are being manufactured. As a result, you enjoy increased quality and reliability, and the cost savings associated with the economies of scale.

### “Shift Left” to Lenovo Imaging Services for Maximum Efficiency

Lenovo Imaging Services	Manual Desk-side Services
Best Practice	Labor Intensive
Automated	Expensive
Precise	Disruptive



Automation	↔	Manual Labor
Reliable, Repeatable	↔	Delay, Disruption
Accurate, High Performance	↔	Errors, Surprises, Inconsistencies



## Deployment

Lenovo's Installation and Deployment services are a suite of managed service offerings designed to address your challenges associated with migrating to new systems during a rollout. These services include planning, setup, and management of end-to-end custom rollouts and deployments.

Lenovo's deployment program was designed around critical deployment activities such as staging, logistics, applications loading, user state migration, image loading, program management, and post-deployment support. Each activity has been optimized in the Lenovo deployment model and has proven (based upon actual Lenovo customer projects) to cut the time involved in a deployment by more than half and to yield a cost savings of more than a third compared to a traditional, non-automated deployments. We focus on driving success quickly while seamlessly integrating into your environment and discovering areas where cost control opportunities are available.

Our portfolio of deployment services include:

- Logistics management and product storage
- Special packaging and documentation
- Just in time shipments to meet rollout schedules
- Simple un-pack, inspect, plug, setup and place the product
- Out of box testing, connection to the network
- Installation of printers and peripherals
- Software installation and configuration
- Data and setting migration
- Secure data disposal/wipe
- Disposal of existing hardware
- Removal of packaging materials

## Deployment Automation – New Hardware Deployment

After an image is restored to a PC, a great deal of technician time is needed to complete final configuration of the image including: joining a domain, installing user specific applications, and moving user data. Lenovo's Advanced Deployment Services (ADS) can fully automate your final image configuration processes such that your technician's touch time is reduced to a few minutes or to zero. In fact, because ADS automates your manual installation steps through a customizable deployment wizard that includes your company branding, final deployments are achievable by the end-user.

ADS customizations can be performed on a per user/system basis. A typical solution can involve making 35 enhancements to the image and integrating 20 applications (without encryption). ADS can possibly double your technician productivity in terms of the number of concurrent machines that can be managed by a single technician. This may reduce your overall deployment time and associated system deployment cost significantly.

## Deployment Automation – OS Migration

Lenovo's In-Place Migration (IPM) solution eliminates the need for a technician to perform an OS migration to Windows 10. The IPM solution is divided into two separately orderable components: The IPM Module and IPM Console. The IPM Module performs the following end-user migration functions: capturing migration data; removing non-essential data; applying the Win10 image; installing apps; joining the domain; inserting AD; performing automation tasks; and restoring migration data. The IPM console is an ITIL workflow compliant process engine with the ability to discover, filter, notify, schedule, audit, and execute the In-Place Migration Module.

## Managed Installation

Deploying PCs is a common occurrence at many organizations whether it's a refresh, mass migration, transferring, or moving PCs from point A to B. Unfortunately, challenges often emerge with these



deployments in the form of inconsistencies in cost control and user experience. Lenovo's portfolio of Managed Installation Services offers a consistently successful customer experience that stems from Lenovo Project Managers delivering a consolidated management approach. For any size organization facing a PC rollout or migration, you can feel confident that Lenovo provides a quality deployment by executing the process from factory to floor, saving you time and resources.

### **Commercial Deployment Readiness Team**

Lenovo makes it easier to configure and deploy the managed Think PC's in your organization. At the heart of this is Lenovo's Commercial Deployment Readiness Team. This team is a dedicated commercial product support group that is focused on easing the burden associated with the deployment of Think branded products. By providing our customers with information they need to properly configure and deploy assets, we simplify the engineering effort required for provisioning a PC. The CDRT is a governing body that has created and maintains an engineering specification for the creation of driver packages that most administrators leverage to integrate into client deployment management tools such as MDT and SCCM; however, these packages are useful for other platforms such as LANDesk, Altiris and more. These driver packs are validated in our labs to simulate real world environments.

In addition to driver packs, this team also monitors the Lenovo Enterprise Support Forums to provide access to our engineers for integration and configuration related issues as well as manage our knowledgebase and create Deployment Recipe Cards. These recipe cards are a one stop location for the details on drivers and hardware apps to ensure you are getting the full functionality you expect from your Think products. Another focus for the CDRT is to release whitepapers and articles to further assist deployment engineers. They also participate in consultative discussions with customers to explore best practices and drive future improvements to Lenovo's offerings.

## **Protect: Lenovo Protection Services**

### **Accidental Damage Protection**

Lenovo's Accidental Damage Protection (ADP) Service covers accidents beyond the system warranty and protects your PC from non-warranted operational or structural failures incurred under normal operating conditions. On average, customers save 28% with ADP compared to the cost of repairs in the absence of coverage.

### **Keep Your Drive**

Under the terms of the Lenovo Limited Warranty, when Lenovo replaces a defective part, that part becomes the property of Lenovo. By purchasing Lenovo's Keep Your Drive service, you can keep your drive and thus improve your data security and potentially alleviate civil liability risks associated with a data breach.

### **Online Data Backup**

Lenovo Online Data Backup (OLDB) is a simple, automatic and secure way to protect your organization from the potential risk of business-critical data loss due to common hazards such as file corruption, deletion, virus, hardware failure or human error. We offer an Enterprise Console — a web-based secure data backup and recovery solution that incorporates three levels of security including a 128-bit SSL encrypted web-based transmission of data. Data is encrypted prior to transmission with 256-bit level encryption. Unlimited storage capacity is provided.

## **Support: Lenovo Support Services**

### **Warranty Extensions**

Warranty Extensions are available for periods of up to five years (depending on your system). Match coverage terms to your PC refresh cycles to extend the life of your PCs and create a predictable support cost structure.

### **Onsite Warranty**

For system warranty issues, a trained and certified technician will be dispatched to your location to provide assessment and repair of system.



### Onsite + Tech Install of Customer Replaceable Unit Parts (CRUs)

Lenovo's Onsite + Technician Installation of CRU's compliments your Onsite Warranty by having all PC faulty parts replaced by a Lenovo Certified Technician. This service is simple and economical for your remote locations where technical resources are not available. Also, it is perfect for organizations with inexperienced end-users.

### Priority Technical Support

Priority Technical Support offers an enhanced warranty plan that provides direct anytime-access on the first call to advanced level tech support, in less than 1 minute.

### Help Desk

Lenovo's remote service desk solution provides complete 24x7 help desk coverage including: call management, service request tracking, problem ticket management, and change request management. Service tickets are automatically generated for those events that have been pre-defined, up to and including automatic notifications by phone, email, or pager. A web interface also enables Lenovo and customers to enter and track trouble tickets and service requests from any place via the Internet while our service desk solution tracks all incidents until resolved.

### Asset Tagging

Lenovo's manufacturing facility allows excellent flexibility with regards to our customer's asset tag requirements. Lenovo will install tamper-proof asset tags on your PC equipment before it is delivered to you. You may define the information printed on the tag, and stored in the system's BIOS, and if requested Lenovo can provide an asset report directly to the customer.

## Asset Tag Choices

### Essential



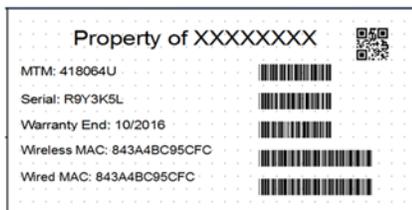
Asset Tag information & tag size fixed  
MTM  
Serial Number  
Static QR Code links to support.lenovo.com

### Standard



Sample Information:  
(Asset Tag is customizable)  
MTM,  
Serial Number  
Customer Logo  
Asset Number

### Enhanced



Sample Information:  
(Asset Tag is customizable)  
MTM  
Serial Number  
Name of Company  
Company Logo  
Asset Number  
Customer QR Code  
MAC Addresses



### Dispose: Asset Recovery & Disposal Services

Lenovo is the trusted industry leader for technology recovery, refurbishing and remarketing. Through world-class facilities and processes, Lenovo provides the foundation for sustainable technology, providing



enterprises with an economically smart, environmentally friendly, and risk-free method for the collecting, recycling and reselling of used technology.

### **Asset Recovery Service (ARS) Scope**

Lenovo asset recovery services offer the flexibility to meet your environmental and financial objectives. For a fixed price per asset Lenovo offers:

- Pack and Pickup equipment at customer location (shipping/logistics billed at actual)
- Processing services to receive, test, and prepare equipment for resale
- Recycling services to ensure proper disposal for obsolete equipment
- Data destruction services to not just format, but to overwrite or destroy data for security
- Value recovery services to return value for re-marketable assets
- Service delivery management services to provide a single point of contact and reporting
- Certificates of proper data destruction and environmental processing

### **Point of Sale Asset Recovery Service**

As an alternative to the Standard ARS program, Point of Sale ARS may be purchased at the same time you purchase your new PC. By purchasing your Asset Recovery Service (processing and transportation) at the time of system purchase, you have the right to exercise the ARS for this system at any point up to 5 years from the time of purchase. To assist you in making informed decisions, you'll also receive up-to-date helpful end-of-life asset value information through the Point of Sales ARS Web site.



## Attachment B – Lenovo Transition Process

Switching vendors is daunting when both sides don't know what to expect. Lenovo has been winning new business and outgrowing the marketplace consecutively for the past 5 years. This growth has given Lenovo plenty of opportunity to understand our customers concerns during a transition from another vendor and to alleviate the fear of the unexpected. The transition process includes everything from selecting your final hardware to establishing specific tasks, creating your image, establishing a "business Score-card" reporting progress report and providing training to your designated business units, like purchasing, your technical team and key end users or any steps you would like Lenovo to entertain contained in the scope our agreement. This process will be customized to suit the culture at the State and the speed with which the State is comfortable. Lenovo knows that many new customers don't fully understand our capabilities to do just about anything and where they can go for help on various topics such as:

- What is the right model for me to pick, and when should I transition?
- Where do I go to download drivers?
- How do I build an image on a ThinkPad?
- How do I get a set of recovery CDs?
- What number do I call for support?
- How do I place and track my orders?
- What is ThinkVantage, and what does it mean to me in *my* job?

This attachment provides an introduction to the Lenovo Transition Process.

### Activation Process

As part of our customer setup and activation process, Lenovo focuses on three areas: Product, Customer and Fulfillment Setup.

- **Product Setup** – creation of custom models, image creation, testing and load process, pricing, catalog load, forecasting
- **Customer Setup** – contracts (base and country specific), ship to and bill to locations, credit lines and payment method
- **Fulfillment Setup** – website, B2B setup, fax/email, reporting requirements, delivery requirements, reseller trading relationships globally

While many of the tasks are concurrent, they are also mutually dependent. Lenovo considers the process of activation to be a collaborative process and in the interest of building a strong working relationship together going forward it is in our best interests to communicate requirements on the items of relevance, to prioritize key action items, and to mutually agree to a timeline for execution. Therefore, Lenovo will set day 1/15/30/60/90-day "milestone" meetings/checkpoints to set/manage expectations of all the State stakeholders and measure results.



Following is a sample timeline with activities for activation process:

Activation Process Timeline	Week 1	Week 2	Week 3	Week 4
<b>Customer Setup</b>				
<b>Contracts</b>				
Base Contract Signed	Customer Dependent	Customer Dependent	Customer Dependent	
Local Transaction Documents Signed in Country			Customer Dependent	Customer Dependent
Ship to / Bill to Customer Numbers Created		Customer Dependent	Customer Dependent	
Tax Exempt or self pay - need certificates		Customer Dependent		
Credit Line Established / Loaded into System		Lenovo Activity		
Payment Methodology				
if lease, contracts verified or signed		Customer Dependent		
verify correct setup on web		Customer Dependent		
<b>Product Setup</b>				
Custom Preloads / Imaging				
Image Creation or Testing	Customer Dependent	Customer Dependent		
Image Received / Approved for Load	Customer Dependent			
Custom Models Submitted / Approved	Lenovo Activity	Lenovo Activity		
SLA Confirmed / Approved	Lenovo Activity			
First Off Test Completed			Lenovo Activity	
Part Numbers Created and Loaded		Lenovo Activity		
Forecast Entered into System	Customer Dependent			
Pricing Approved & Loaded into System	Lenovo Activity			
<b>Fulfillment Setup</b>				
Web Site				
Created, Customized and Tested	Lenovo Activity	Lenovo Activity		
User ID's / PWs Given to Customer		Lenovo Activity		
Verify Web with Customer		Customer Dependent		
Reporting Requirements				
Unique Requirements / Global		Customer Dependent	Customer Dependent	
B2B Setup				
Agreed to Scope of Work	Customer Dependent	Customer Dependent		
B2B connection and Testing		Customer Dependent	Customer Dependent	Customer Dependent
Distribution				
Shipping Terms & Requirements				
Tied / Overpacked / Bundled / Palletization		Customer Dependent	Customer Dependent	
Delivery Requirements				
Scheduled / Truck Reqs / Inside Delivery		Customer Dependent	Customer Dependent	

Legend:

 Customer Dependent  
 Lenovo Activity



## Relationships

A successful transition involves people from both sides of the equation each playing a unique role. During the day 1 kickoff meeting, Lenovo will (re)introduce our dedicated team and their roles to the State stakeholders. Together we will identify the specific areas of concern during the transition and develop a plan framework/flowchart, with tasks slated to be completed by the 15-day checkpoint. Before leaving the meeting, we gain agreement on the action items, and then begin to execute.

Lenovo provides a dedicated global account team and infrastructure in order to leverage all the resources and capabilities that Lenovo brings to the table.

Your dedicated account team will consist of a Lenovo Account Executive, an Inside Sales Representative, a Field Technical Sales Specialist, and a Regional Sales Director to manage day to day operations and escalations. If the State chooses to work with a Lenovo Authorized Reseller, we will seamlessly integrate their representatives into the team adding additional resources with the same common goal of achieving the highest levels of customer satisfaction. If a need arises the Lenovo team, will engage Software Engineers, Services Professional Consultants, and the rest of Lenovo's executive team to provide support to the State's core team.

The Lenovo specialist will meet with the State on a quarterly basis (or as frequently as needed) to provide and discuss the Lenovo Customer transition documents. These documents contain detailed product roadmaps, including planned transitions six months into the future with product trends nine to twelve months out. The documents include product compatibility information, new product highlights, preloads and alliances information. Reviewing this document will make the State aware of product changes and give you the ability to select the model that best meets your requirements.

## Training

Switching vendors will impact everyone from procurement, to IT staff, to end user and helpdesk. In addition to working with procurement as outlined above with product, customer, and fulfillment setup, Lenovo will work with the State to create, develop, and customize an operational guide for their teams. This guide will address key topics covered in the contracts and will act as a how-to-guide to Lenovo. Some topics we have included in guides are: general overview, pricing, order fulfillment objectives, websites, service and support (including self-maintainer and warranty), employee purchase programs, key contacts and issue management.

Your IT Staff will need a deeper level of training on the Lenovo products and how to gain the benefits of everything included with the systems. The Lenovo FTSS will be available to provide education as required, assist with image building and best practices with the Lenovo hardware. Topics FTSS's have covered in training sessions include: general overview of Lenovo hardware (including a tear-down of the hardware), review of BIOS settings, deployment tools and remote configurations. They will also share important URL's, documents and other tools including eSupport web-site navigation. Lenovo will host bi-weekly technical status meetings with customized action plans during the product transition. The FTSS will work with the State team to build the appropriate agenda for each of the sites and to determine the required duration of on-site assistance.

Lenovo will provide the various the State audiences (as requested by the State) with information pertaining to how our warranty service works, what parts are identified as CRU, how a call is placed and the expectations surrounding the call. In addition, at Lenovo's support website, [http://support.lenovo.com/en\\_US/](http://support.lenovo.com/en_US/), the State can sign up through the profiling process to receive information for your system and environment through proactive e-mail. This is an outstanding communications vehicle that allows Lenovo to provide you with new device driver information and technical hints for your specific environment.

Lenovo will train the helpdesk to make sure they know the key contact and support phone numbers, URL's to all support documents, ThinkVantage deployment guides, drivers, etc.

Should the State elect to pursue Lenovo's Warranty Self Maintainer Program, Lenovo will work with the State to create a detailed transition schedule including the identification of various roles (Service Manager, Claim Administrator, Profile Administrator and Financial Reviewer), the identification of those



requiring access to reports (Daily Parts Reports, Monthly Financial Report) and the parts Ship To locations. We will then work with the State to identify those individuals who will require the Lenovo Education and Training provide access to the warranty portal and demonstrate the online tool training.

Lenovo offers a Lenovo roadshow whereby the Lenovo team will take the new products to central locations within the key the State offices to provide a demonstration on the new hardware. Providing an opportunity for the users to see, touch and ask questions about the technology in advance of deployment helps to ease the transition for users. In addition to the Roadshow, Lenovo would be open to hosting a WebEx with a similar introduction to the hardware for those users outside of regional offices or for those who could not attend in person.

Lenovo has years of experience transitioning customers to Lenovo and believes the process outlined above identifies and addresses the key elements that must be present for any successful transition. Lenovo has the resources available to make this transition for the State as swift and smooth as possible.



## Attachment C – Lenovo Financial Services

**Lenovo Financial Services (LFS)** can assist you in creating a sustainable refresh plan for your IT equipment. An LFS lease can provide you with the most cost-effective procurement solution to acquire the technology you need today, while minimizing your total cost of ownership during its use.

- As example, over a six-year period with two refresh cycles, leasing via LFS can save you up to 25% versus a comparable cash purchase strategy. You may even benefit more when considering your organization's internal borrowing costs and tax rates.
- Let LFS provide you a Lease vs. Buy analysis, which can be customized to your specific assumptions to examine the opportunity more closely. We will show you how to:
  - Ensure your annual cash flows are more predictable
  - Refresh your technology earlier and achieve a lower total cost of ownership
  - Avoid costly 4<sup>th</sup> & 5<sup>th</sup> year maintenance expenses and extended use of obsolete technology that harms competitiveness and productivity

LFS is uniquely qualified to support and manage opportunities with customized and integrated processes that complement Lenovo and your business partner. Additional benefits you may enjoy when financing with us include:

- **Total Life-Cycle Management** – We offer life-cycle management of your technology assets from acquisition to disposition allowing your organization to always have the most current technology at the lowest cost. LFS will work with your supplier to ensure a seamless procurement process.
- **Lower Upfront Costs** – 100% financing reduces deployment costs, providing your company with an ability to acquire the IT assets you need today without impacting cash flow. In addition to preserving working capital and keeping credit lines intact, using an LFS finance solution allows a quicker ROI.
- **Ability to Bundle Costs** – LFS offers you the option of financing your entire IT solution including, hardware, software, and business partner services into a single transaction and invoice.
- **Protection Against Advancing Technology** – Financing through LFS allows you to deploy the latest technological advances with minimal financial impact or risk. Depending upon the lease structure selected you can add-on or upgrade during the term of the contract, or you can choose to return, extend or purchase the assets at the end of the contract.
- **Premier Client/Optional Services** – These services are available to major accounts that typically feature an extensive number of assets in multiple locations. We assign a dedicated specialist to serve you during the life of the relationship. Your specialist develops a deep understanding of your invoice and payment requirements as well as other unique elements of your transaction. LFS welcomes the opportunity to discuss optional services such as “pack and ship” and certified data scrubbing.
- **Customer Service Web Portal** – QDS is our online customer portal allowing you 24/7 access to manage your IT financed assets. From this site you can manage your entire portfolio of lease schedules and contract information.

**Lenovo Financial Services**  
1-888-LFS-8838 or [Sales.US@LenovoFS.com](mailto:Sales.US@LenovoFS.com)



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**Disclosure Statement**

The information in this proposal shall not be disclosed outside the State organization and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to Lenovo (United States) Inc. as a result of or in connection with the submission of this proposal, the State shall have the right to duplicate, use or disclose the information to the extent provided in the contract. This restriction does not limit the right of the State to use information contained in the proposal if it is obtained from another source without restriction.

The Lenovo logo is displayed in white text on a red rectangular background. The word "Lenovo" is written in a bold, sans-serif font, with a registered trademark symbol (®) to the right of the letter "o".

**Lenovo**®

**IP17 Pricing Page**

Est. Quantity	Specification	Vendor Customer Code	Supplier Part Number	Supplier Name	Manufacturer Name	Manufacturer Part Number	Commodity Code	Item Description	Extended Description	Unit of Measure	List Price	Extended Price	Delivery Days
4000	3.1.2	VS0000013909	10M8CTO1WW	Lenovo	Lenovo	10M8CTO1WW	43210000	Standard PC	M710s, i5, W10P, 8GB, 256 GB SSD, 4yr kyd+Prem	EA	698	\$ 2,792,000.00	21
1000	3.1.3	VS0000013909	30BJCTO1WW	Lenovo	Lenovo	30BJCTO1WW	43210000	GIS/Power PC	P320, i7-7700, W10P, 16GB, 512GB SSD, 4yr kyd+Prem	EA	1225	\$ 1,225,000.00	21
500	3.1.4	VS0000013909	20J9CTO1WW	Lenovo	Lenovo	20J9CTO1WW	43210000	Standard Laptop	L570, i5-7300, W10P, 8GB, 256GB SSD, 4yr kyd+Prem	EA	899	\$ 449,500.00	21
1500	3.1.4.16	VS0000013909	20J8CTO1WW	Lenovo	Lenovo	20J8CTO1WW	43210000	Standard Laptop w/Dock	L570, i5-7300, W10P, 8GB, 256GB SSD, 4yr kyd+Prem	EA	959	\$ 1,438,500.00	21
500	3.1.5	VS0000013909	20HLCTO1WW	Lenovo	Lenovo	20HLCTO1WW	43210000	Power Laptop	P71 i7, W10P, 16GB, 512GB SSD, 4yr kyd+Prem	EA	1979	\$ 989,500.00	21
1500	3.1.5.16	VS0000013909	20HMCTO1WW	Lenovo	Lenovo	20HMCTO1WW	43210000	Power Laptop w/Dock	P71 i7, W10P, 16GB, 512GB SSD, 4yr kyd+Prem	EA	2154	\$ 3,231,000.00	21
100	3.1.6	VS0000013909	20JCCTO1WW	Lenovo	Lenovo	20JCCTO1WW	43210000	Tablet PC	x1 tablet, i7, W10P, 256GB SSD, 4yr kyd+Prem	EA	1632	\$ 163,200.00	21
300	3.1.6.16	VS0000013909	20JDCTO1WW	Lenovo	Lenovo	20JDCTO1WW	43210000	Tablet PC w/Dock	x1 tablet, i7, W10P, 256GB SSD, 4yr kyd+Prem	EA	1772	\$ 531,600.00	21
500	3.1.7	VS0000013909	20J2CTO1WW	Lenovo	Lenovo	20J2CTO1WW	43210000	Ultrabook	TP13, i7, W10P, 8GB, 256GB SSD, 4yr kyd+Prem	EA	957	\$ 478,500.00	21
1500	3.1.7.17	VS0000013909	20J3CTO1WW	Lenovo	Lenovo	20J3CTO1WW	43210000	Ultrabook w/Dock	TP13, i7, W10P, 8GB, 256GB SSD, 4yr kyd+Prem	EA	1017	\$ 1,525,500.00	21
1000	3.1.8.1.1	VS0000013909	60G1MAR2US	Lenovo	Lenovo	60G1MAR2US	43210000	20" LED Monitor	T2054p, 19.5" LED backlit LCD monitor	EA	99	\$ 99,000.00	10
500	3.1.8.1.2	VS0000013909	61A6MAR3US	Lenovo	Lenovo	61A6MAR3US	43210000	24" LED Monitor	T24i, 24", FHD, IPS	EA	138	\$ 69,000.00	10
500	3.1.8.1.3	VS0000013909	61AFGAR1US	Lenovo	Lenovo	61AFGAR1US	43210000	27" LED Monitor	P27h, 27", QHD IPS Type - C monitor	EA	260	\$ 130,000.00	10
1	3.1.8.2	VS0000013909	0B47030	Lenovo	Lenovo	0B47030	43210000	Standard Laptop Power Supply	Thinkpad 45W AC Adapter Slim Tip	EA	40	\$ 40.00	10
1	3.1.8.3	VS0000013909	4X20E50574	Lenovo	Lenovo	4X20E50574	43210000	Power Laptop Power Supply	Thinkpad 170W AC adapter Slim Tip	EA	70	\$ 70.00	10
1	3.1.8.4	VS0000013909	4X20M26252	Lenovo	Lenovo	4X20M26252	43210000	Tablet PC Power Supply	45 W standard AC Adapter USB Type C	EA	40	\$ 40.00	10
1	3.1.8.5	VS0000013909	4X20M26252	Lenovo	Lenovo	4X20M26252	43210000	Ultrabook Power Supply	45 W standard AC Adapter USB Type C	EA	40	\$ 40.00	10
1	3.1.8.6	VS0000013909	4L40J46938	Lenovo	Lenovo	4L40J46938	43210000	Absolute DDS complete 5 years or equal	Absolute Resilience for Education and Government - 60 Month Term All Volumes	EA	90	\$ 90.00	0
1	3.1.8.7	VS0000013909	5PS0F17633	Lenovo	Lenovo	5PS0F17633	43210000	Accidental Damage Coverage for mobile equipment	4 year ADP stackable with 4 year onsite+Premium	EA	145	\$ 145.00	0
1	3.1.8.8	VS0000013909	4XB0L67026	Lenovo	Lenovo	4XB0L67026	43210000	512 GB SSD 2.5"	512 GB SSD 2.5"	EA	220	\$ 220.00	10

**Total Price**      \$6,097,700.00

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: SWC 1800000002**

**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 checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input checked="" 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.

Lenovo US Inc.

Company:  


Authorized Signature

9/7/17

Date

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

## West Virginia Ethics Commission



### Disclosure of Interested Parties to Contracts

Pursuant to W. Va. Code § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$100,000 or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

*"Business entity"* means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation.

*"Interested party"* or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

*"State agency"* means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of W. Va. Code § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

*This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: [ethics@wv.gov](mailto:ethics@wv.gov); website: [www.ethics.wv.gov](http://www.ethics.wv.gov).*

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

Contracting business entity: Lenovo US Inc.

Address: 1009 Think pl Morrisville, NC 27560

Contracting business entity's authorized agent: Rick Kendall

Address: 1009 Think pl Morrisville, NC 27560

Number or title of contract: SWC 1800000002

Type or description of contract: Open End for Desktops, Laptops, and Tablets

Governmental agency awarding contract: West Virginia Purchasing

Names of each Interested Party to the contract known or reasonably anticipated by the contracting business entity (attach additional pages if necessary):

Rick Kendall, Bruce McGowan

Signature: *Rick Kendall* *Bruce McGowan* Date Signed: 9/7/17

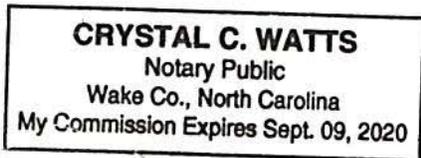
Check here if this is a Supplemental Disclosure.

Verification

State of North Carolina, County of Wake:

I, Crystal C. Watts, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledges that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 7th day of September, 2017.



*Crystal C. Watts*  
Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: \_\_\_\_\_

Date submitted to Ethics Commission: \_\_\_\_\_

Governmental agency submitting Disclosure: \_\_\_\_\_

IMMERSIVE IMAGERY.  
VERSATILE PERFORMANCE.



## A PERFECTLY BRILLIANT DISPLAY FOR POWER USERS.

Immersive imagery, borderless screen and features for ultimate convenience. The Lenovo™ ThinkVision® P27h Monitor delivers exquisite detail across the 27" QHD (2560 x 1440) IPS-type screen, featuring factory-calibrated accuracy, flicker-free display and innovative TÜV eye comfort certification. The elegant design is enhanced with convenient one-cable connection for video, power and data. It's a perfect display solution for professionals and creatives alike.

### WHY YOU SHOULD BUY THE LENOVO THINKVISION P27h MONITOR



#### Convenient one-cable connection

A single USB-C™ cable delivers video (DisplayPort™ 1.2), data (USB 3.0) and power to a notebook, tablet or smartphone. Plus, 5 digital ports make device connectivity easy.



#### Impressive QHD performance

QHD (2560 x 1440) resolution means exquisite detail across the 27" borderless IPS-type screen (1.77x more pixels than FHD). 99% sRGB color gamut ensures accuracy and consistency.



#### Elegant and user-friendly

90° pivot design and a compact footprint make this a perfectly stylish display for any home or office environment – perfect for multi-screen applications.

### THE LENOVO THINKVISION P27h MONITOR IS BEST SUITED FOR

1

Designers, engineers and other creative professionals who demand the most accurate, consistent color for highly-detailed work.

2

Power users whose high-performance devices and advanced software require a display that enables maximum productivity.

3

Young, technology-focused professionals who value the versatility of a monitor that delivers consistent performance with a variety of devices.



# ThinkVision P27h MONITOR



## SPECIFICATIONS

DISPLAY		DIMENSIONS (W x D x H)	
Panel Size	27" Wide	Size Packed (mm)	453 x 732 x 210
Panel Type	IPS	(inches)	17.83" x 28.82" x 8.27"
Backlight	WLED	Size Unpacked with Stand (mm)	611.6 x 269.8 x 513
Resolution	2560 x 1440	(inches)	24.08" x 10.62" x 20.2"
Aspect Ratio	16:9	Size Unpacked without Stand (Monitor Head Only) (mm)	611.6 x 45.5 x 368.4
Anti-Glare	Yes	(inches)	24.08" x 1.79" x 14.5"
Borderless Screen	Yes	Stand Base Footprint Area (mm / inches)	260 x 260 / 10.24" x 10.24"
Screen Dimensions (W x H) (mm)	596.74 (H) x 335.66 (V)	Weight Packed	Starting at 24.25 lbs (11 kg)
Maximum Brightness (Typical)	350 cd/m <sup>2</sup>	Unpacked	Starting at 15.43 lbs (7 kg)
Viewing Angle (H/V at CR 10:1)	178°/178°	Monitor Head Only	Starting at 11.02 lbs (5 kg)
Contrast Ratio (Typical)	1000:1		
Dynamic Contrast Ratio	3M:1	MECHANICAL	
Pixel Pitch (mm)	0.233	Tilt Angle (Front / Back)	-5°/ 30°
Color Gamut (CIE 1931)	99% sRGB	Cable Management	Yes
Display Colors (Typical)	16.7 Million	Kensington® Lock	Yes
Response Time	4/6/15 ms (G-to-G)	VESA® Mounting	Yes (100 mm)
		Bezel Color	Raven Black
		Bezel Width	
		Top (mm / inches)	2 / 0.08"
		Bottom (mm / inches)	22.9 / 0.9"
		Sides (mm / inches)	2 / 0.08"
SIGNAL INPUT			
Video Input Signals	2 x HDMI™ 1.4 + USB-C™ + DisplayPort™ 1.2 + DisplayPort™-Out		
Video Cables Supplied (Length)	USB-C™ - USB-C™ Cable (NA only: HDMI™, DisplayPort™ - DisplayPort™, USB-C™ - USB-C™) (1.8 m)		
SIGNAL INTERFACE / PERFORMANCE			
Audio	Audio-Out		
OSD Languages	English, French, Italian, German, Spanish, Japanese, Chinese, Russian		
POWER CONSUMPTION		COMPLIANCE	
Typical	38 W	Arsenic-Free Glass	Yes
Maximum	140 W	PVC-Free	Yes
Sleep-Mode	<0.5 W	Mercury-Free	Yes
Off-Mode	<0.5 W	EPEAT™	Gold
Power Supply	Internal	ENERGY STAR® Rating	7.0
Power Voltage	100 VAC - 240 VAC	TCO	7.0
		TCO Edge	2.0
		TÜV Eye Comfort Certification	Yes
		RoHS (EU 2002/95/EC)	Yes
		China Energy Efficiency Standard	Tier 1
		Windows Certification	Windows 7 / Windows 10



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<p>Name <b>T24i Wide Flat Panel Monitor</b>                  Bezel color <b>Black</b>                  Type-model <b>61A6MAR3US / 61A6MAT3EU</b>                  Panel TFT-LCD, In-Plane Switching (IPS), White LED backlight                  Viewable image size <b>23.8" (604.7mm)</b> diagonal                  Max view area (W x H) <b>20.75" x 11.67"</b> (527.04mm x 296.5mm)                  Native resolution <b>1920x1080</b>                  Aspect ratio 16:9                  Pixel pitch (mm) 0.2745 x 0.2745 mm                  Dot/Pixel per Inch 93 dpi                  Brightness 250 nits or cd/m<sup>2</sup> (typical)                  Contrast ratio 1000:1 (typical)                  Pixel response time 6ms (typical)                  Color gamut 72%                  Viewing angle at 10:1 CR <b>178° (+/- 89°)</b> horizontal, <b>178° (+/- 89°)</b> vertical                  Stand Tilt, swivel, pivot, and height adjustable stand                  Bezel width <b>Sides: 0.08" (2.0mm)</b>                  Dimensions (HxWxD) <b>14.7" H x 21.26" W x 10.3" D;</b>  <b>373.4mm H x 540.2mm W x 261.75mm D</b>                  Power supply 16.5 watts typical,                  55 watts maximum (with USB 3.0 hub),                  &lt;0.5 watts standby/suspend, universal,                  integrated (no external brick-like power supply)                  Weight 11.57 lb; 5.25 kg                  Limited warranty <b>3 year</b> (includes backlight)                  Available date April 2017</p>	<p style="text-align: center;"><b>Features</b></p> <ul style="list-style-type: none"> <li>• Widescreen 23.8-inch monitor</li> <li>• Supports 1920x1080 resolution</li> <li>• Supports ThinkCentre Tiny Clamp Bracket</li> <li>• Supports optional soundbar</li> <li>• Includes dual input connection for attachment to two systems concurrently</li> <li>• EPEAT Gold certified</li> <li>• Microsoft® Windows® 7 certified</li> <li>• Microsoft Windows 10 certified</li> </ul>				
<p>VESA-compliant VESA DDC2B/C1                  Power management ENERGY STAR® qualified                  Ergonomics ISO 9241-307                  Emission standards FCC Class B                  Environmental TCO Displays 7.0, TCO Certified Edge 2.0, WEEE, RoHS, <b>EPEAT™ Gold rating</b></p>	<div style="text-align: center;">  <p><b>ThinkVision T24i Wide Monitor</b></p> </div>				
<p>Preset resolutions                  VGA: 640x480, 720x400                  SVGA: 800x600                  XGA: 1024x768                  SXGA: 1280x1024                  WXGA: 1366x768                  WXGA+: 1440x900, 1680x900                  WSXGA+: 1680x1050                  Full HD: 1920x1080                  Presets display modes HDMI: 17; DP: 17</p>					
<p>Viewing adjustments <i>Tilt: 30° back, -5° forward; lift: 4.3" (110mm); swivel: +/-45°; detachable stand</i>                  Rotating screen Screen pivots 90 degrees from landscape to portrait                  On screen display On screen display with digital user controls (8 languages)                  Control features Direct access (buttons on front) for power, menu, input source select and brightness and automatic image setup                  USB hub USB 3.0 Hub: 1 port into PC (USB 3.0); 4 ports for accessories (4 USB 3.0)                  Multiple input Dual input (two different PCs attach to two different connectors; one PC shows image; select via button)                  Monitor connectors (1) VGA 15-pin D-shell, analog, blue                  (2) HDMI (1.4), digital, <b>HDCP-compliant</b>                  (3) DisplayPort, digital, black, <b>HDCP-compliant</b>                  Signal cables (1) detachable, VGA 15-pin D-shell at each end, analog, 1.8 meter                  (2) detachable, DisplayPort at each end, digital, 1.8 meter                  Mounting features Wall or desk mounting using the Extend Arm or third-party accessories, 100mm x 100mm mount                  Security Security keyhole for attachment of optional cable lock (Kensington® lock-compatible)</p>	<p>Ship group Monitor with stand, Safety and Warranty Information, 1.8 meter analog signal cable, 1.8 meter DP signal cable, 1.8 meter USB signal cable, 1.8 meter black power cord</p>				
<p style="text-align: center;"><b>Limited Warranty</b></p> <p>See details at <a href="http://support.lenovo.com/en_US/guides-and-manuals/detail.page?DocID=UM008281">http://support.lenovo.com/en_US/guides-and-manuals/detail.page?DocID=UM008281</a></p>	<p style="text-align: center;"><b>Accessories</b></p> <table border="0"> <tr> <td>Kensington MicroSaver Cable Lock</td> <td style="text-align: right;">73P2582</td> </tr> <tr> <td>Kensington Twin Head Cable Lock</td> <td style="text-align: right;">45K1620</td> </tr> </table> <p>See details at <a href="http://www.lenovo.com/support/monitoraccessories">www.lenovo.com/support/monitoraccessories</a></p> <p>See all monitors at <a href="http://www.lenovo.com/thinkvision">www.lenovo.com/thinkvision</a></p>	Kensington MicroSaver Cable Lock	73P2582	Kensington Twin Head Cable Lock	45K1620
Kensington MicroSaver Cable Lock	73P2582				
Kensington Twin Head Cable Lock	45K1620				

<p>Name <b>T2054p Wide Flat Panel Monitor</b>                  Bezel color <b>Raven black</b>                  Type-model <b>60G1MAR2US / 60G1MAT2EU</b>                  Panel TFT-LCD, In-Plane Switching (IPS), White LED backlight</p> <p>Viewable image size <b>19.5" (495mm) diagonal</b>                  Max view area (W x H) <b>16.48" x 10.33" (418.6mm x 262.4mm)</b>                  Native resolution <b>1440x900</b>                  Aspect ratio 16:10                  Pixel pitch (mm) 0.2915 x 0.2915 mm                  Dot/Pixel per Inch 87 dpi                  Brightness 250 nits or cd/m<sup>2</sup> (typical)                  Contrast ratio 1000:1 (typical)                  Pixel response time 7ms (typical)                  Color gamut 72%                  Viewing angle at 10:1 CR 178° (+/- 89°) horizontal, 178° (+/- 89°) vertical                  Stand Tilt, swivel, and height adjustable                  Bezel width <b>Sides: 0.67" (17.0mm)</b>                  Dimensions (HxWxD) 13.62" H x 17.88" W x 9.55" D;                  345.9mm H x 454.2mm W x 242.6mm D</p> <p>Power supply 14.5 watts typical, 21 watts maximum, &lt;0.3 watts standby/suspend, universal, integrated (no external brick-like power supply)</p> <p>Weight 8.16 lb; 3.70 kg                  Limited warranty<sup>4</sup> <b>3 year</b> (includes backlight)                  Available date September 2015</p>	<p style="text-align: center;"><b>Features</b></p> <ul style="list-style-type: none"> <li>• Widescreen 19.5-inch monitor</li> <li>• Supports 1440x900 resolution</li> <li>• Supports ThinkCentre Tiny Clamp Bracket</li> <li>• Includes dual input connection for attachment to two systems concurrently (analog and digital)</li> <li>• EPEAT Gold certified</li> <li>• Supports optional soundbar</li> <li>• Microsoft® Windows® 7 certified</li> <li>• Microsoft Windows 8 / Windows 8.1 certified</li> <li>• Microsoft Windows 10 certified</li> </ul>				
<p>VESA-compliant<sup>2</sup> VESA DDC2B/CI                  Power management ENERGY STAR® qualified                  Ergonomics ISO 9241-307                  Emission standards FCC Class B                  Environmental TCO Displays 7.0, TCO Certified Edge 2.0, WEEE, RoHS, <b>EPEAT™ Gold rating</b></p>	<div style="text-align: center;">  <p><b>ThinkVision T2054p Wide Monitor</b></p> </div>				
<p>Preset resolutions VGA: 640x480, 720x400, 720x576                  SVGA: 800x600                  XGA: 1024x768, 1152x864                  SXGA: 1280x800, 1280x1024                  WXGA: 1366x768                  WXGA+: 1440x900</p> <p>Presets / user settings Standard presets: 22                  user settings: 16</p>					
<p>Viewing adjustments <i>Tilt: 22° backward, -5° forward; lift: 4.3" (110mm); swivel: +/-45°; detachable stand</i>                  Rotating screen None                  On screen display On screen display with digital user controls (8 languages)                  Control features Direct access (buttons on front) for automatic image setup, dual input and brightness                  Multiple input Dual input (two different PCs attach to two different connectors; one PC shows image; select via button)                  Monitor connectors (1) VGA 15-pin D-shell, analog, blue                  (2) HDMI (1.4), digital, <b>HDCP-compliant</b>                  (3) DisplayPort, digital, black, <b>HDCP-compliant</b></p> <p>Signal cables (1) detachable, VGA 15-pin D-shell at each end, analog, 1.8 meter                  (2) detachable, DisplayPort at each end, digital, 1.8 meter</p> <p>Mounting features Wall or desk mounting using the Extend Arm or third-party accessories, 100mm x 100mm mount                  Security Security keyhole for attachment of optional cable lock (Kensington® lock-compatible)</p>					
<p>Ship group Monitor with stand, Safety and Warranty Information, 1.8 meter analog signal cable, 1.8 meter DP signal cable, 1.8 meter black power cord</p>					
<p style="text-align: center;"><b>Limited Warranty</b></p> <p>See details at <a href="http://support.lenovo.com/en_US/guides-and-manuals/detail.page?DocID=UM008281">http://support.lenovo.com/en_US/guides-and-manuals/detail.page?DocID=UM008281</a></p>	<p style="text-align: center;"><b>Accessories</b></p> <table border="0"> <tr> <td>Kensington MicroSaver Cable Lock</td> <td style="text-align: right;">73P2582</td> </tr> <tr> <td>Kensington Twin Head Cable Lock</td> <td style="text-align: right;">45K1620</td> </tr> </table> <p>See details at <a href="http://www.lenovo.com/support/monitoraccessories">www.lenovo.com/support/monitoraccessories</a></p> <p>See all monitors at <a href="http://www.lenovo.com/thinkvision">www.lenovo.com/thinkvision</a></p>	Kensington MicroSaver Cable Lock	73P2582	Kensington Twin Head Cable Lock	45K1620
Kensington MicroSaver Cable Lock	73P2582				
Kensington Twin Head Cable Lock	45K1620				

# Lenovo™ ThinkCentre M710 Tower & Small Form Factor

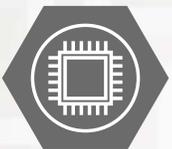
## THE POWER TO DRIVE YOUR BUSINESS

Powerful, reliable, secure... ThinkCentre M710 TW SFF boosts efficiency and productivity—and grows in line with your business.

Designed to deliver outstanding performance and manageability—ThinkCentre M710 tower (TW) and Small Form Factor (SFF) meets the most demanding content creation and multi-media tasks. Featuring the latest Intel® processors up to core i7, DDR4 memory, optional new PCIe SSD with 3D NAND technology—you'll experience fast boot up times, opening files faster than ever and longer service life of your SSD. With up to 3 displays support, ThinkCentre M710 TW SFF empowers your workforce and improves your organization's efficiency and productivity.

Lenovo™

### WHY YOU SHOULD BUY THE LENOVO™ THINKCENTRE M710 TOWER & SMALL FORM FACTOR



#### Big on Power

With up to Intel® Core™ i7 processors, plus PCIe SSD that's 3 x faster than traditional storage—ThinkCentre handles demanding tasks with ease.



#### Protect Critical Data

TPM 2.0 bolsters security, protecting your ThinkCentre in case it falls into the wrong hands.



#### Expands With Your Business

Easily replace your CPU, memory, HDD and graphics card as your needs change. Plus optional ports that you can choose to match your business.



#### Ready to jump to next gen

ThinkCentre TW/SFFs are Intel Optane Ready\*—Pairing for you to easy upgrade to use Intel Optane memory which enabling you to get even more amazing performance and responsiveness without compromising on storage.



\*Intel Optane Memory will be launched in June 2017

### WHO NEEDS THE LENOVO™ THINKCENTRE M710 TOWER & SMALL FORM FACTOR?

1

Progressive IT decision makers who recognise technological performance as integral to empowering their business

2

Busy professionals requiring desktop-standard performance with plenty of horsepower and upgrade options

3

IT managers who value the ease of remote fleet management, combined with the agility to extend and replace components as resource requirements evolve



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# Lenovo™ ThinkCentre M710 Tower & Small Form Factor

## WHAT'S IN A THINKCENTRE®



Lowest failure rates in the industry<sup>1</sup>



The highest % of recycled materials



Intelligent Cooling Engine (ICE)



Gold plated pins<sup>2</sup> for signal quality

## SPECIFICATIONS

### Lenovo™ ThinkCentre M710 Tower & Small Form Factor

#### PERFORMANCE

##### Operating System

Windows 10 Pro

Support Windows 10 downgrade to Windows 7 (not available with 7<sup>th</sup> generation Intel Processor)

##### Processor

Up to 7<sup>th</sup> Generation Intel® Core™ i7 Processor

##### Storage

Tower: 2 x 3.5" HDD/SSD, 1 x M.2 for PCIe SSD or Intel Optane

Small Form Factor: 1 x 3.5 HDD/SSD, 1 x 2.5" HDD(optional), 1 x M.2 for PCIe SSD or Intel Optane

##### Memory

Up to 64GB 4 DDR4 UDIMM

##### Graphics

Tower:  
Radeon R7 350  
Geforce 730

Small Form Factor:  
Geforce 730

##### Power

210W 92% (for Spb)  
210W 85%  
180W 85%

#### SECURITY

HW TPM2.0  
Kensington Lock  
Padlock

#### CONNECTIVITY

##### Front I/O

4 x USB3.0, Optional 2 x USB3.1 Type-C, Optional Card Reader, 2 x Audio

##### Rear I/O

2 x USB3.0, 2 x USB2.0, VGA, 2 x DP, 1 x Serial, Optional 2<sup>nd</sup> serial, 1 x LAN, 3 x Audio, 2 x PS2

##### Optional Parallel

**Wifi & Bluetooth\***  
Optional

#### DESIGN

##### Dimensions

TW: 292.7 mm x 145 mm x 366 mm  
SFF: 290.5 mm x 92.5 mm x 343.5 mm

##### Ease of Use (Too-less Access)

TW: N/A  
SFF: Yes

#### SOFTWARE

##### Windows 10 Preloads

Cyberlink PowerDVD SD (optional)  
Cyberlink PowerDVD Create, Power2Go and Power Producer (optional)

Lenovo Companion

Lenovo ID

Lenovo ThinkVantage Tools

Microsoft Office 2016 Trial

##### Windows 7 Preloads

Adobe Reader

Create Recovery Media

Cyberlink PowerDVD SD (optional)

Cyberlink PowerDVD Create, Power2Go and Power Producer (optional)

Internet Explorer

Lenovo Solution Center

Lenovo ThinkVantage Tools

Microsoft Office 2016 Trial

#### GREEN CERTIFICATION

Energy Star 6.1

EPEAT Gold certified\* (Note: Applicable in North America)

UL GreenGuard certified

Erp lot 3 verified

TUV low noise verified\* (Note: on selected configuration)

## RECOMMENDED SERVICES

Lenovo offers a comprehensive portfolio of services to support and protect your investment. Succeed with substance and let Lenovo Service support you all the way.

##### PRIORITY TECHNICAL SUPPORT

Makes your priority, our priority. 24 x 7 priority call routing to advanced-level technicians, electronic incident tracking, and escalation management services.

##### WARRANTY UPGRADES—ON-SITE AND NEXT BUSINESS DAY

Maximizes PC uptime and productivity by providing convenient and fast repair service at your place of business.

##### WARRANTY EXTENSIONS (1-3 YEARS TOTAL DURATION)

This fixed-term, fixed-cost service helps accurately budget for PC expenses, protect your valuable investment, and lower the cost of ownership over time.

##### ACCIDENTAL DAMAGE PROTECTION

Avoid the hassles of unexpected repair costs. Provides coverage for non-warranted damage incurred under normal operating conditions, such as minor spills, drops, or damage to the integrated screen.

##### KEEP YOUR DRIVE

Retain your drive if it should happen to fail, giving you the peace of mind of knowing that your valuable data is secure.

##### ASSET TAGGING

Systems come equipped with a professional, flexible asset tag based on your exact specifications. PCs are easily identifiable and trackable right out of the box.

## OPTIONS & ACCESSORIES



ThinkVision P27q



Lenovo Professional Wireless Keyboard & Mouse Combo



Lenovo Secure Desktop Hard Drive



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<sup>1</sup> TBR Large Enterprise Repair Rate Study 2011.

<sup>2</sup> CPU Socket is not included.

Lenovo™



# Productivity designed to move.

Slim, light Ultrabook™ for business or education.

A perfect balance between mobility and productivity! The ThinkPad® 13 is thin (just 19.8 mm) and light (just 3.2 lbs), for business professionals and educators or students alike. It's a durable, powerful device with bright 13.3" display options, all-day battery, versatile ports and connectivity, and a range of storage and memory options. Plus, it's MIL-SPEC tested for proven durability.



## WHY YOU SHOULD BUY THE LENOVO™ THINKPAD® 13



### Windows performance Ultrabook™

13.3" portable Ultrabook™ with Windows 7 or Windows 10 Pro options. Up to 16 GB DDR4 memory, 512 GB SSD storage and latest Intel® Core™ processors.



### Designed for mobility

Only 3.2 lbs and 19.8 mm thin with up to 9 hours of battery life, plus three full-size USB ports and one USB Type-C.



### Ready for any business or school

Lay flat hinges, ThinkPad® keyboard with Trackpoint, OneLink+ docking.



### Durable and secure

Durable and MIL-SPEC tested for ruggedness, plus vPro™, Fingerprint reader and dTPM for added security.

## THE LENOVO™ THINKPAD® 13 IS BEST SUITED FOR

**1** Business professionals who want a highly mobile Ultrabook™ with all the advantages of ThinkPad® design and functionality.

**2** Educators and students who need a durable laptop that works in school as well as it does at home.

**3** Anyone who needs to be fully productive all-day-long, wherever they go, and values Windows functionality.

## WHAT'S IN A THINKPAD®

- 1** The gold standard in reliability since 1992
- 2** Premium materials and layers of reinforcement
- 3** Award winning ergonomic keyboard
- 4** Form factors for all needs
- 5** Purposeful design details



## SPECIFICATIONS

### PERFORMANCE

#### Processor

Intel® Core™ i5-6300U Processor with vPro™  
 Intel® Core™ i5-6200U Processor  
 Intel® Core™ i3-6100U Processor Intel®  
 Celeron® 3855U Processor

#### Operating System

Windows 10 Pro  
 Windows 10 Home  
 Windows 7 Professional 64-bit

#### Graphics

Intel® Integrated Graphics

#### Webcam

720p Camera

#### Memory

Up to 16 GB DDR4, 2133 MHz, 2 DIMM Slots

#### Storage

128 GB / 512 GB SATA M.2  
 256 GB OPAL2 SATA M.2

#### Audio

3.5 mm Combo Audio

#### Battery<sup>2</sup>

Up to 9 Hours (42 WHr)

<sup>2</sup> Battery life (and recharge times) will vary based on many factors including system settings and usage. A description of the environment under which the test was performed is available upon request.

### CONNECTIVITY

#### I/O (Input/Output) Ports

3 x USB 3.0  
 1 x USB-C  
 Full-size HDMI™ OneLink+  
 DC-in  
 Fingerprint Reader  
 3.5 mm Headphone / Microphone  
 4-in-1 Card Reader (SD, SDHC, SDXC, MMC)

#### WLAN

Intel® Snowfield Peak2 a/c (Non-vPro™)  
 Intel® Snowfield Peak2 a/c (vPro™) Intel®

#### Bluetooth®

Bluetooth® 4.1

### DESIGN

#### Display

13.3" HD (1366 x 768) TN, 200 nits  
 13.3" FHD (1920 x 1080) IPS, 220 nits

#### Dimensions (W x D x H)

(mm) : 322 x 223 x 19.8  
 (inches) : 12.68" x 8.78" x 0.78"

#### Weight

Starting at 3.2 lbs (1.4 kg)

#### Keyboard

Standard Keyboard

#### MIL-SPEC

Yes - 12 Methods

### PRELOADED SOFTWARE

- Lenovo™ Settings
- Lenovo™ SHAREit
- Lenovo™ REACHit
- Lenovo™ Companion



## RECOMMENDED SERVICES

Lenovo™ offers a comprehensive portfolio of services to support and protect your ThinkPad® investment. Succeed with substance and let Lenovo's Service support you all the way.

**PRIORITY TECHNICAL SUPPORT<sup>3</sup>**  
 Makes your priority, our priority. 24x7 priority call routing to advanced-level technicians, electronic incident tracking and escalation management services.

**WARRANTY UPGRADES - ON-SITE AND NEXT BUSINESS DAY**  
 Maximizes PC uptime and productivity by providing convenient, fast repair service at your place of business.

**WARRANTY EXTENSIONS (1-TO-5 YEARS TOTAL DURATION)**  
 This fixed-term, fixed-cost service helps accurately budget for PC expenses, protect your valuable investment and lower the cost of ownership over time.

**ACCIDENTAL DAMAGE PROTECTION**  
 Avoid the hassles of unexpected repair costs. Provides coverage for non-warranted damage incurred under normal operating conditions, such as minor spills, drops or damage to the integrated screen.

**KEEP YOUR DRIVE**  
 Retain your drive if it should happen to fail, giving you the peace of mind to know that your valuable data is secure.

**ASSET TAGGING**  
 Systems come equipped with a professional, flexible asset tag based on your exact specifications. PCs are easily identifiable and trackable right out of the box.

<sup>3</sup> Not available in all regions.

## OPTIONS & ACCESSORIES



Bluetooth® Laser Wireless Mouse



ThinkPad® Professional Backpack



ThinkPad® Noise-cancelling Earbuds



Lenovo™ USB-C to HDMI™ Adapter



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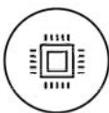
# Power Defined

## VR Gone Mobile

Virtual Reality comes to life with the supercharged ThinkPad® P71. All new NVIDIA® Quadro® GPUs bring a stunning level of performance never before seen in a mobile workstation. Paired with Intel® Xeon® processors, up to 2TB of the ultra fast PCIe storage and 64GB of memory and users have in their hands the fastest and most powerful mobile workstation Lenovo has ever built. Capable of staggering speed and power, the ThinkPad® P71 will have what it takes to meet the needs of the most discerning users in the most demanding fields of work.



### WHY YOU SHOULD BUY THE LENOVO™ THINKPAD® P71 MOBILE WORKSTATION



**Mobile performance**  
Packed with power, including the latest Intel® Xeon® processors for mobile workstations, latest NVIDIA® Quadro® graphics card, up to 64 GB of memory, and 2 TB of PCIe storage.



**Stunning visuals**  
Ultra high resolution 4K UHD IPS display and X-Rite® Pantone® color calibration, keeps images vibrant and accurate.



**Ultimate user experience**  
Perfect combination, with the legendary ThinkPad® keyboard and a CAD-focused touchpad. Move huge files in an instant with the fastest I/O on the market with dual Intel® Thunderbolt™ 3 ports.



**Legendary reliability**  
The ThinkPad® P71 is MIL-SPEC tested. Best in class thermal design, stays cool & quiet while maintaining the power to perform.

### THE LENOVO™ THINKPAD® P71 MOBILE WORKSTATION IS BEST SUITED FOR

**1**

Engineers and designers who have to have the most powerful system with the newest technology.

**2**

Users looking for an ISV certified mobile workstation which ensures superior application performance.

**3**

Any user who needs their system to withstand the rigors of day-to-day use in the field with this torture-tested ThinkPad tough workstation.

### WHAT'S IN A THINKPAD®

**1**

The gold standard in reliability since 1992

**2**

Premium materials and layers of reinforcement

**3**

Award winning ergonomic keyboard

**4**

Form factors for all needs

**5**

Purposeful design details



## SPECIFICATIONS

### PERFORMANCE

#### Processor

Intel® Xeon® E3-v6 Processors for Mobile Workstations  
7th Generation Intel® Core™ Processors

#### Graphics

Up to NVIDIA® Quadro® P5000M

#### Memory

4 SODIMM Slots, 64 GB DDR4 (2400MHz) Max.

#### Total Storage - 4

Max HDD = 1 TB (2TB)

Max PCIe SSD = 1 TB (2TB)

#### Optical Drive

DVD-RW

Up to 1 TB HDD with Bay Adapter<sup>1</sup>

#### RAID

0, 1

#### Power Supply

170 W

230 W

#### Battery

8 Cell (96 WHr)

### DESIGN

#### Dimensions (W x D x H)

(mm) : 416 x 275.5 x 29.9 - 31.5

(inches): 16.4" x 10.8" x 1.17" - 1.2"

#### Display

FHD (1920 x 1080) IPS, 300 nits

4K UHD (3840 x 2160) IPS, 300 nits

#### Weight

Starting at 7.6 lbs (3.4 kg)

#### Color Sensor

X-Rite® Pantone®<sup>2</sup>

#### Keyboard

ThinkPad® Precision Keyboard with Numeric Keypad and Backlit<sup>1</sup>

### CONNECTIVITY

#### Ports

(4) USB 3.0, 1 Always-on Charging

(1) HDMI 1.4

(1) Mini DisplayPort™ 1.2

(2) Intel® Thunderbolt™ 3

(1) RJ45 Gigabit Ethernet

(1) Docking Connector

(1) Microphone / Headphone Combo Jack

(1) Smart Card Reader<sup>2</sup>

(1) ExpressCard / 34 mm

#### WLAN

Intel® 8265 2 x 2 a/c + Bluetooth® 4.1 vPro

Intel® 8265 2 x 2 a/c + Bluetooth® 4.1

#### WWAN

Sierra EM7445 - 4G LTE-A

#### Media Card Reader

Integrated 4-in-1 SD Card Reader

(SD, SDHC, SDXC, MMC)

### SOFTWARE

- Windows 10 Pro 64-bit
- Windows 10 Home Premium 64-bit
- Windows 10 Home Premium Single Language 64-bit
- Windows 10 Home Chinese Language Edition 64-bit
- Ubuntu® Linux
- RHEL

### GREEN CERTIFICATION

- EPEAT™ Gold
- ENERGY STAR® 6.1
- GREENGUARD®
- RoHS Compliant



<sup>1</sup> Optional.

## RECOMMENDED SERVICES

Lenovo™ offers a comprehensive portfolio of services to support and protect your ThinkPad® investment. Focus on your customers and business, not your IT.

#### PRIORITY TECHNICAL SUPPORT<sup>3</sup>

Makes your priority, our priority. 24x7 priority call routing to advanced-level technicians, electronic incident tracking, and rapid response and resolution.

#### WARRANTY EXTENSIONS (1-TO-4 YEARS TOTAL DURATION)

This fixed-term, fixed-cost service helps accurately budget for PC expenses, protect your valuable investment and potentially lower the cost of ownership over time.

#### WARRANTY UPGRADES - ON-SITE AND NEXT BUSINESS DAY

Maximizes PC uptime and productivity by providing convenient, fast repair service the next business day.

#### KEEP YOUR DRIVE

Retain your drive if it should happen to fail, giving you the peace of mind to know that your valuable data is secure. KYD applies to all drives within multi hard disk/SSD systems.

<sup>3</sup> Not available in all regions.

## OPTIONS & ACCESSORIES



ThinkPad® Performance Dock

PN: 40A50230XX



Ogio Bandit 17" Backpack (Black)

PN: 111074.03



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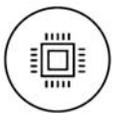
# Power of a workstation

Price of a desktop

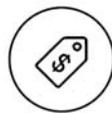
Mission-critical tasks require superior reliability and powerful performance. ThinkStation® P320 leads on both counts and does it with exceptional all-around value. Consider the latest high-performance Intel® Core® i and Xeon® processors, NVIDIA® Quadro® professional graphics, with VR Ready capability, cutting-edge storage technologies, including M.2, and innovative Flex module support for easy customization.



## WHY YOU SHOULD BUY THE LENOVO™ THINKSTATION® P320 WORKSTATION



**Fast and Reliable**  
The fastest Intel® processors offer blazing speeds of up to 4.2GHz, for unparalleled performance.



**Exceptional value**  
Truly affordable for any organization requiring a comfortable combination of performance and value.



**Make virtual a reality**  
The latest NVIDIA® Quadro® professional graphics helps bring virtual reality to entry-level workstation.



**Environment friendly**  
Lenovo™ is the only workstation vendor that has been certified with GreenGuard® certification.

## THE LENOVO™ THINKSTATION® P320 WORKSTATION IS BEST SUITED FOR

- 1** Companies ready to upgrade from PCs to more powerful workstations without breaking the budget.
- 2** Any organization requiring reliable performance - manufacturing, design, architecture, finance, medical imaging, software development etc.
- 3** Users in mission-critical environments, working on 2D and entry level 3D workflows as well as VR content

## WHAT'S IN A THINKSTATION®

- ① Superior thermal design
- ② Diagnostics and self-monitoring
- ③ Flex configuration for ultimate customization
- ④ Modular design for easy upgradability
- ⑤ Wide range of ISV certifications



## SPECIFICATIONS

### PERFORMANCE

#### Processor<sup>1</sup>

##### Tower / SFF

Intel® Xeon® E3-1200 v6 Processor  
7th Gen Intel® Core™ i7 Processor  
7th Gen Intel® Core™ i5 Processor  
7th Gen Intel® Core™ i3 Processor

#### Operating System

Windows 10 Pro 64-bit<sup>2</sup>  
Windows 7 Pro 64-bit<sup>3</sup>  
Ubuntu and RHEL Linux support

#### Graphics

**SFF :** NVIDIA® NVS™ / Quadro® Up to 2 x P1000  
**Tower :** NVIDIA® NVS™ / Quadro® Up to P4000<sup>4</sup>

#### Memory

Up to 64GB 2400MHz ECC UDIMM DDR4,  
4 slots

#### Storage

3.5" SATA 7200 rpm up to 4TB  
3.5" SATA 7200 rpm Hybrid up to 2TB  
2.5" SATA SSD up to 2TB  
M.2 PCIe SSD up to 1TB

#### Tower :

Max M.2 = 2 (2TB)<sup>5</sup>  
Max 3.5" = 4 (16TB)<sup>5</sup>  
Max 2.5" = 4 (8TB)<sup>5</sup>

#### SFF :

Max M.2 = 2 (2TB)<sup>5</sup>  
Max 3.5" = 2 (8TB)<sup>5</sup>  
Max 2.5" = 3 (6TB)<sup>5</sup>

#### Power Supply

210W 85% / 92% Efficient  
250W 85%<sup>6</sup> Efficient  
400W 92%<sup>6</sup> Efficient

#### RAID

0, 1, 5, 10<sup>6</sup>

#### Flex Module

Choose up to 4 modules:  
Intel® Thunderbolt™ 3 (Type- C)  
9.0 mm Slim ODD  
Media Card Reader  
1394 IEEE Firewire  
eSATA

## OPTIONS AND ACCESSORIES

ThinkVision® P27q Monitor  
3Dconnexion® CAD Mouse  
Rack Shelf Conversion Kit

### CONNECTIVITY

#### Ports

##### Front

(2) USB 3.0  
(1) Microphone  
(1) Headphone  
(1) 29-in-1 Media Card Reader<sup>7</sup> (Optional)  
(1) 9-in-1 Media Card Reader (Optional)  
(1) 1394 IEEE Firewire<sup>7</sup>  
(1) eSATA<sup>7</sup>

##### Rear

(4) USB 3.0  
(2) USB 2.0  
(1) Serial  
(1) VGA  
(2) DisplayPort™  
(1) Ethernet  
(1) Audio Line-in  
(1) Audio Line-out  
(1) Microphone-in

#### WiFi

Intel® Dual Band Wireless-AC 8265  
802.11 b/g/n, 2 x 2,  
2.4 GHz WiFi + Bluetooth® 4.0

#### PCI / PCIe Slots

1 x PCIe x16  
1 x PCI x4 (x16 Mechanical)  
2 x PCIe x1

### DESIGN

#### Dimensions (W x D x H)

##### Small Form Factor

(mm) : 101.6 x 394.5 x 337.8  
(inches): 4.0" x 15.5" x 13.3"

##### Tower

(mm) : 175.3 x 426 x 376  
(inches): 6.9" x 16.8" x 14.8"

#### Chipset

Intel® C236

#### Physical Security

Cable Lock

### SOFTWARE

#### Windows 10 Preload

CyberLink PowerDVD  
(on systems with optical drives)  
CyberLink Create  
(on systems with optical drives)  
Lenovo™ Companion  
Microsoft Office 2016 (trial)

#### Windows 7 Preloads

Adobe® Acrobat® Reader  
CyberLink PowerDVD  
(on systems with optical drives)  
CyberLink Create  
(on systems with optical drives)  
Microsoft Office 2016 (trial)  
McAfee™ LiveSafe 30-day trial  
(systems with Core i5 and i7 CPU)  
ThinkVantage® System Update  
Rescue and Recovery®  
Lenovo™ Solution Center  
Lenovo™ PowerEngage  
Splashtop®

### GREEN CERTIFICATION

ENERGY STAR® 6.0 Qualified  
EPEAT™ GOLD Rating  
GREENGUARD® Certified  
80 PLUS® Platinum - 400 W PSU  
80 PLUS® Silver - 250 W PSU 80  
PLUS® Silver - 250 W PSU

<sup>1</sup> 6th Gen Intel Core i and Intel® Xeon® E3-1200 v5 processors also available

<sup>2</sup> Home®, Enterprise® and IoT\*

<sup>3</sup> Available via Windows 10 Pro 64-bit license downgrade facilitation using 6th Gen Intel® Core™ i and Intel® Xeon v5 processors

<sup>4</sup> Only available with 400 W power supply

<sup>5</sup> Any combination of storage to equal maximum storage drives

<sup>6</sup> Tower only

<sup>7</sup> Via FLEX module

## RECOMMENDED SERVICES

Lenovo™ offers a comprehensive portfolio of services to support and protect your ThinkStation® investment. Focus on your customers and business, not your IT.

#### PRIORITY TECHNICAL SUPPORT<sup>8</sup>

Makes your priority, our priority. 24x7 priority call routing to advanced-level technicians, electronic incident tracking, and rapid response and resolution.

#### WARRANTY UPGRADES - ON-SITE AND NEXT BUSINESS DAY

Maximizes PC uptime and productivity by providing convenient, fast repair service the next business day.

#### WARRANTY EXTENSIONS (1-TO-4 YEARS TOTAL DURATION)

This fixed-term, fixed-cost service helps accurately budget for PC expenses, protect your valuable investment and potentially lower the cost of ownership over time.

<sup>8</sup> Not available in all regions.



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## LAPTOP. TABLET. PROJECTOR. YOU DECIDE.

More versatile and more powerful than ever—the innovative X1 Tablet just keeps getting better.

Fueled by the power of a laptop with a full-sized, detachable keyboard, the X1 Tablet is like no other 2-in-1 you've encountered. Optional modules extend battery life up to 15 hours\*, increase ports, and add functionality - like the Presenter Module and the Productivity Module. And it's business-ready. Of course, it includes our legendary ThinkPad heritage—and support.

### WHY YOU SHOULD BUY THE LENOVO™ THINKPAD X1 TABLET



#### Built for Business— Tested For Your Lifestyle

Tested against 12 military- grade requirements and passing more than 200 quality checks, this 2-in-1 is engineered to survive the bumps and bruises of life.



#### Less Really Is More

The X1 Tablet is available with Microsoft Windows 10 Pro Signature Edition. No more trialware or unwanted apps. No more distractions— and easy provisioning for IT pros.



#### Modular Design— For Three Devices In One

Use your X1 as a 12" tablet. Snap on the detachable keyboard for a full laptop experience. Use the Presenter Module to create a 60" display—no cables, no additional screen or monitor.



#### Up & Running Even If You're Not

Even when WiFi is out of range, this 2-in-1 has LTE-A (4G) available— so you'll always have connectivity and access to all your data and apps in the cloud.



#### Unleash Your Creativity

Take notes, sketch your latest designs, and sign documents. The stylus is included\*\* and Inking has full support in all of your Office 2016 apps too. No limits to where your imagination can take you.



#### Like Magic, Really

Walk up to your desk and your X1 Tablet automatically connects to your monitor, external keyboard, and mouse. Walk into a conference room and your presentation goes up on the display, and speakers are connected.



### WHO NEEDS THE LENOVO™ THINKPAD X1 TABLET?

1

Progressive IT decision makers committed to delivering the most effective technology and long-term value for the business

2

Creative professionals, engaged with technology, whose imaginations thrive on the freedom of putting the pen to the screen

3

Highly- mobile users requiring the performance of a laptop, together with incredible versatility and connectivity to stay productive



# Lenovo™ ThinkPad X1 Tablet

## WHAT'S IN A THINKPAD®



The gold standard in reliability since 1992



Premium materials and layers of reinforcement



Award-winning ergonomic keyboard



Form factors for all needs



Purposeful design details

## SPECIFICATIONS

### Lenovo™ ThinkPad X1 Tablet

#### PERFORMANCE

Operating System  
Windows 10 Pro (64 bit)  
Processor  
Intel® Core™ i7 7Y75 vPro™  
Intel® Core™ i5 7Y57 vPro™  
Intel® Core™ i5 7Y54  
Intel® Core™ M3 7Y30  
Storage  
128GB SSD, SATA M.2  
256GB SSD, OPAL2 PCIe-NVMe M.2  
512GB SSD, OPAL2 PCIe-NVMe M.2  
Memory  
Up to 16GB LPDDR3  
Audio  
2 x stereo speakers & dual-array (noise-cancelling) microphones  
Camera  
Rear: 8MP  
Front: 2MP  
Graphics  
Intel® HD Graphics 615  
Battery  
Up to 10 hours\*  
Additional 5 hours with Productivity Module\*

#### SECURITY

dTPM 2.0  
Touch fingerprint reader

#### CONNECTIVITY

I/O ports  
1x USB-C PD, 1x USB3.0, 1x mDP, microSD, nanoSIM  
WLAN  
Intel® Dual-Band Wireless-AC 8265 2 x 2 AC + Bluetooth® 4.2  
WWAN  
Qualcomm® Snapdragon™ X7 LTE-A (4G) (Sierra Wireless EM7455)  
WiGig  
Intel® Tri-Band Wireless-AC 18265 (WiGig + WiFi 2 x 2 AC + Bluetooth® 4.2)  
LTE-A (4G)

#### DESIGN

Display  
12" 2K (2150 x 1440) IPS  
Dimensions (W x D x H)  
Tablet: 291.5 mm x 209.5 mm x 8.45 mm / 11.4" x 8.2" x 0.3"  
Tablet & Keyboard: 291.5 mm x 209.5 mm x 13.85 mm / 11.4" x 8.2" x .55"  
Weight  
Tablet: Starting at 1.69 lbs / 767 g  
Tablet & Keyboard: Starting at 2.35 lbs / 1.07 kg  
Colors  
Tablet: Black  
Keyboard: Black, Back-lit



\* Based on testing with MobileMark 2014. Battery life varies significantly with settings, usage, & other factors.

## RECOMMENDED SERVICES

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**WARRANTY UPGRADES—ON-SITE AND NEXT BUSINESS DAY**  
Maximizes PC uptime and productivity by providing convenient and fast repair service at your place of business.

**WARRANTY EXTENSIONS (1-3 YEARS TOTAL DURATION)**  
This fixed-term, fixed-cost service helps accurately budget for PC expenses, protect your valuable investment, and lower the cost of ownership overtime.

**ACCIDENTAL DAMAGE PROTECTION**  
Avoid the hassles of unexpected repair costs. Provides coverage for non-warranted damage incurred under normal operating conditions, such as minor spills, drops, or damage to the integrated screen.

**KEEP YOUR DRIVE**  
Retain your drive if it should happen to fail, giving you the peace of mind of knowing that your valuable data is secure.

**ASSET TAGGING**  
Systems come equipped with a professional, flexible asset tag based on your exact specifications. PCs are easily identifiable and trackable right out of the box.

## OPTIONS & ACCESSORIES



ThinkPad X1 In-Ear Headphones



ThinkPad X1 Tablet Thin Keyboard



ThinkPad X1 Tablet Protector Case



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# Lenovo Limited Warranty

L505-0010-02 08/2011

This Lenovo Limited Warranty consists of the following parts:

**Part 1 – General Terms**

**Part 2 – Country-specific Terms**

**Part 3 – Warranty Service Information**

The terms of **Part 2** replace or modify terms of **Part 1** as specified for a particular country.

## **Part 1 – General Terms**

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This Lenovo Limited Warranty applies only to Lenovo hardware products you purchased for your own use and not for resale.

This Lenovo Limited Warranty is available in other languages at [www.lenovo.com/warranty](http://www.lenovo.com/warranty).

### **What this Warranty Covers**

Lenovo warrants that each Lenovo hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. The warranty period for the product starts on the original date of purchase as shown on your sales receipt or invoice or as may be otherwise specified by Lenovo. The warranty period and type of warranty service that apply to your product are as specified in "**Part 3 - Warranty Service Information**" below. This warranty only applies to products in the country or region of purchase.

**THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES APPLY ONLY TO THE EXTENT AND FOR SUCH DURATION AS REQUIRED BY LAW AND ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, THE ABOVE LIMITATION ON DURATION MAY NOT APPLY TO YOU.**

### **How to Obtain Warranty Service**

If the product does not function as warranted during the warranty period, you may obtain warranty service by contacting Lenovo or a Lenovo approved Service Provider. A list of approved Service Providers and their telephone numbers is available at: [www.lenovo.com/support/phone](http://www.lenovo.com/support/phone).

Warranty service may not be available in all locations and may differ from location to location. Charges may apply outside a Service Provider's normal service area. Contact a local Service Provider for information specific to your location.

### **Customer Responsibilities for Warranty Service**

Before warranty service is provided, you must take the following steps:

- follow the service request procedures specified by the Service Provider
- backup or secure all programs and data contained in the product
- provide the Service Provider with all system keys or passwords
- provide the Service Provider with sufficient, free, and safe access to your facilities to perform service
- remove all data, including confidential information, proprietary information and personal information, from the product or, if you are unable to remove any such information, modify the information to prevent its access by another party or so that it is not personal data under applicable law. The Service Provider shall not be responsible for the loss or disclosure of any data, including confidential information, proprietary information, or personal information, on a product returned or accessed for warranty service
- remove all features, parts, options, alterations, and attachments not covered by the warranty
- ensure that the product or part is free of any legal restrictions that prevent its replacement
- if you are not the owner of a product or part, obtain authorization from the owner for the Service Provider to provide warranty service

### **What Your Service Provider Will Do to Correct Problems**

When you contact a Service Provider, you must follow the specified problem determination and resolution procedures.

The Service Provider will attempt to diagnose and resolve your problem by telephone, e-mail or remote assistance. The Service Provider may direct you to download and install designated software updates.

Some problems may be resolved with a replacement part that you install yourself called a "Customer Replaceable Unit" or "CRU." If so, the Service Provider will ship the CRU to you for you to install.

If your problem cannot be resolved over the telephone; through the application of software updates or the installation of a CRU, the Service Provider will arrange for service under the type of warranty service designated for the product under "**Part 3 - Warranty Service Information**" below.

If the Service Provider determines that it is unable to repair your product, the Service Provider will replace it with one that is at least functionally equivalent.

If the Service Provider determines that it is unable to either repair or replace your product, your sole remedy under this Limited Warranty is to return the product to your place of purchase or to Lenovo for a refund of your purchase price.

### **Replacement Products and Parts**

When warranty service involves the replacement of a product or part, the replaced product or part becomes Lenovo's property and the replacement product or part becomes your property. Only unaltered Lenovo products and parts are eligible for replacement. The

replacement product or part provided by Lenovo may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of the period remaining on the original product.

### **Use of Personal Contact Information**

If you obtain service under this warranty, you authorize Lenovo to store, use and process information about your warranty service and your contact information, including name, phone numbers, address, and e-mail address. Lenovo may use this information to perform service under this warranty. We may contact you to inquire about your satisfaction with our warranty service or to notify you about any product recalls or safety issues. In accomplishing these purposes, you authorize Lenovo to transfer your information to any country where we do business and to provide it to entities acting on our behalf. We may also disclose it where required by law. Lenovo's privacy policy is available at [www.lenovo.com/](http://www.lenovo.com/).

### **What this Warranty Does not Cover**

This warranty does not cover the following:

- uninterrupted or error-free operation of a product
- loss of, or damage to, your data by a product
- any software programs, whether provided with the product or installed subsequently
- failure or damage resulting from misuse, abuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, or use not in accordance with product information materials
- damage caused by a non-authorized service provider
- failure of, or damage caused by, any third party products, including those that Lenovo may provide or integrate into the Lenovo product at your request
- any technical or other support, such as assistance with "how-to" questions and those regarding product set-up and installation
- products or parts with an altered identification label or from which the identification label has been removed

### **Limitation of Liability**

Lenovo is responsible for loss or damage to your product only while it is in the Service Provider's possession or in transit, if the Service Provider is responsible for the transportation.

Neither Lenovo nor the Service Provider is responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

**UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL LENOVO, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF LENOVO, ITS AFFILIATES, SUPPLIERS, RESELLERS OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.**

**THE FOREGOING LIMITATIONS DO NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH LENOVO IS LIABLE UNDER LAW.**

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

### **Your Other Rights**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS ACCORDING TO THE APPLICABLE LAWS OF YOUR STATE OR JURISDICTION. YOU MAY ALSO HAVE OTHER RIGHTS UNDER A WRITTEN AGREEMENT WITH LENOVO. NOTHING IN THIS WARRANTY AFFECTS STATUTORY RIGHTS, INCLUDING RIGHTS OF CONSUMERS UNDER LAWS OR REGULATIONS GOVERNING THE SALE OF CONSUMER GOODS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT.**

## **Part 2 – Country-specific Terms**

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### **Australia**

"Lenovo" means Lenovo (Australia & New Zealand) Pty Limited ABN 70 112 394 411. Address: Level 10, North Tower, 1-5 Railway Street, Chatswood, NSW, 2067. Telephone: +61 2 8003 8200. Email: [lensyd\\_au@lenovo.com](mailto:lensyd_au@lenovo.com)

*The following replaces the same section in Part 1:*

### **What this Warranty Covers:**

Lenovo warrants that each hardware product that you purchase is free from defects in materials and workmanship under normal use and conditions during the warranty period. If the product fails due to a covered defect during the warranty period, Lenovo will provide you a remedy under this Limited Warranty. The warranty period for the product starts on the original date of purchase specified on your sales receipt or invoice unless Lenovo informs you otherwise in writing. The warranty period and type of warranty service that apply to your product are set forth below in **Part 3 - Warranty Service Information**.

**THE BENEFITS GIVEN BY THIS WARRANTY ARE IN ADDITION TO YOUR RIGHTS AND REMEDIES AT LAW, INCLUDING THOSE UNDER THE AUSTRALIAN CONSUMER LAW.**

*The following replaces the same section in Part 1:*

**Replacement Products and Parts:**

When warranty service involves the replacement of a product or part, the replaced product or part becomes Lenovo's property and the replacement product or part becomes your property. Only unaltered Lenovo products and parts are eligible for replacement. The replacement product or part provided by Lenovo may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of the period remaining on the original product. Products and parts presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired. Refurbished parts may be used to repair the product; and repair of the product may result in loss of data, if the product is capable of retaining user-generated data.

*The following is added to the same section in Part 1:*

**Use of Personal Contact Information:**

Lenovo will not be able to perform our service under this warranty if you refuse to provide your information or do not wish us to transfer your information to our agent or contractor. You have the right to access your personal contact information and request correction of any errors in it pursuant to the Privacy Act 1988 by contacting Lenovo.

*The following replaces the same section in Part 1:*

**Limitation of Liability:**

Lenovo is responsible for loss or damage to your product only while it is in the Service Provider's possession or in transit, if the Service Provider is responsible for the transportation.

Neither Lenovo nor the Service Provider is responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

**TO THE EXTENT PERMITTED BY LAW, UNDER NO CIRCUMSTANCES AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL LENOVO, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF LENOVO, ITS AFFILIATES, SUPPLIERS, RESELLERS OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.**

**THE FOREGOING LIMITATIONS DO NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH LENOVO IS LIABLE UNDER LAW.**

*The following replaces the same section in Part 1:*

**Your Other Rights:**

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU ALSO HAVE OTHER RIGHTS AT LAW, INCLUDING UNDER THE AUSTRALIAN CONSUMER LAW. NOTHING IN THIS WARRANTY AFFECTS STATUTORY RIGHTS OR RIGHTS AT LAW, INCLUDING RIGHTS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT.**

For example, our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

**New Zealand**

*The following is added to the same section in Part 1:*

**Use of Personal Information:**

Lenovo will not be able to perform our service under this warranty if you refuse to provide your information or do not wish us to transfer your information to our agent or contractor. You have the right to access your personal information and request correction of any errors in it pursuant to the Privacy Act 1993 by contacting Lenovo (Australia & New Zealand) Pty Limited ABN 70 112 394 411. Address: Level 10, North Tower, 1-5 Railway Street, Chatswood, NSW, 2067. Telephone: 61 2 8003 8200. Email: lensyd\_au@lenovo.com

**Bangladesh, Cambodia, India, Indonesia, Nepal, Philippines, Vietnam and Sri Lanka**

*The following is added to Part 1:*

**Dispute Resolution**

Disputes arising out of or in connection with this warranty shall be finally settled by arbitration held in Singapore. This warranty shall be governed, construed and enforced in accordance with the laws of Singapore, without regard to conflict of laws. If you acquired the product in India, disputes arising out of or in connection with this warranty shall be finally settled by arbitration held in Bangalore, India. Arbitration in Singapore shall be held in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. Arbitration in India shall be held in accordance with the laws of India then in effect. The arbitration award shall be final and binding on the parties without appeal. Any award shall be in writing and set forth the findings of fact and the conclusions of law. All arbitration proceedings, including all documents presented in such proceedings shall be conducted in the English language. The English language version of this warranty prevails over any other language version in such proceedings.

**European Economic Area (EEA)**

*The following is added to Part 1:*

Customers in the EEA may contact Lenovo at the following address: EMEA Service Organisation, Lenovo (International) B.V., Floor 2, Einsteinova 21, 851 01, Bratislava, Slovakia. Service under this warranty for Lenovo hardware products purchased in EEA countries may be obtained in any EEA country in which the product has been announced and made available by Lenovo.

## Russia

The following is added to Part 1:

### Product Service Life

The product service life is four (4) years from the original date of purchase.

## Part 3 - Warranty Service Information

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Product Type	Country or Region of Purchase	Warranty Period	Type of Warranty Service

If required, the Service Provider will provide repair or exchange service depending on the type of warranty service specified for your product and the available service. Scheduling of service will depend upon the time of your call, parts availability, and other factors.

### Types of Warranty Service

#### 1. Customer Replaceable Unit (“CRU”) Service

Under CRU Service, the Service Provider will ship CRUs to you at its cost for installation by you. CRU information and replacement instructions are shipped with your product and are available from Lenovo at any time upon request. CRUs that are easily installed by you are called “Self-service CRUs”. “Optional-service CRUs” are CRUs that may require some technical skill and tools. Installation of Self-service CRUs is your responsibility. You may request that a Service Provider install Optional-service CRUs under one of the other types of warranty service designated for your product. An optional service offering may be available for purchase from a Service Provider or Lenovo under which Self-service CRUs would be installed for you. You may find a list of CRUs and their designation in the publication that was shipped with your product or at [www.lenovo.com/CRUs](http://www.lenovo.com/CRUs). The requirement to return a defective CRU, if any, will be specified in the instructions shipped with a replacement CRU. When return is required: 1) return instructions, a prepaid return shipping label, and a container will be included with the replacement CRU; and 2) you may be charged for the replacement CRU if the Service Provider does not receive the defective CRU from you within thirty (30) days of your receipt of the replacement CRU.

#### 2. On-site Service

Under On-Site Service, a Service Provider will either repair or exchange the product at your location. You must provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to the service center at its expense.

#### 3. Courier or Depot Service

Under Courier or Depot Service, your product will be repaired or exchanged at a designated service center, with shipping at the expense of the Service Provider. You are responsible for disconnecting the product and packing it in a shipping container provided to you to return your product to a designated service center. A courier will pick up your product and deliver it to the designated service center. The service center will return the product to you at its expense.

#### 4. Customer Carry-In Service

Under Customer Carry-In Service, your product will be repaired or exchanged after you deliver it to a designated service center at your risk and expense. After the product has been repaired or exchanged, it will be made available to you for collection. If you fail to collect the product, the Service Provider may dispose of the product as it sees fit, with no liability to you.

#### 5. Mail-In Service

Under Mail-In Service, your product will be repaired or exchanged at a designated service center after you deliver it at your risk and expense. After the product has been repaired or exchanged, it will be returned to you at Lenovo's risk and expense, unless the Service Provider specifies otherwise.

#### 6. Customer Two-Way Mail-In Service

Under Customer Two-Way Mail-In Service, your product will be repaired or exchanged after you deliver it to a designated service center at your risk and expense. After the product has been repaired or exchanged, it will be made available to you for return shipping at your risk and expense. If you fail to arrange return shipment, the Service Provider may dispose of the product as it sees fit, with no liability to you.

#### 7. Product Exchange Service

Under Product Exchange Service, Lenovo will ship a replacement product to your location. You are responsible for its installation and verification of its operation. The replacement product becomes your property in exchange for the failed product, which becomes the property of Lenovo. You must pack the failed product in the shipping carton in which you received the replacement product and return it to Lenovo. Transportation charges, both ways, shall be at Lenovo's expense. If you fail to use the carton in which the replacement product was received, you may be responsible for any damage to the failed product occurring during shipment. You may be charged for the replacement product if Lenovo does not receive the failed product within thirty (30) days of your receipt of the replacement product.