



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: 481611

SO Doc Code: CRFQ

Procurement Type: Statewide MA (Open End)

SO Dept: 0212

Vendor ID: 000000196202

SO Doc ID: SWC1900000001

Legal Name: LENOVO US INC

Published Date: 9/21/18

Alias/DBA:

Close Date: 9/28/18

Total Bid: \$9,631,600.00

Close Time: 13:30

Response Date: 09/28/2018

Status: Closed

Response Time: 11:52

Solicitation Description: ADDENDUM_4: (IP19) Statewide Contract: Computer Equip. & Acc

Total of Header Attachments: 1

Apply Default Values to Commodity Lines

View Procurement Folder



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

**State of West Virginia
 Solicitation Response**

Proc Folder : 481611

Solicitation Description : ADDENDUM_4: (IP19) Statewide Contract: Computer Equip. & Acc

Proc Type : Statewide MA (Open End)

Date issued	Solicitation Closes	Solicitation Response	Version
	2018-09-28 13:30:00	SR 0212 ESR09271800000001565	1

VENDOR
000000196202 LENOVO US INC

Solicitation Number: CRFQ 0212 SWC1900000001

Total Bid : \$9,631,600.00 **Response Date:** 2018-09-28 **Response Time:** 11:52:36

Comments:

FOR INFORMATION CONTACT THE BUYER
 Mark A Atkins
 (304) 558-2307
 mark.a.atkins@wv.gov

Signature on File	FEIN #	DATE
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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	Standard PC	4000.00000	EA	\$786.000000	\$3,144,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.2 Standard PC
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Comments: ThinkCentre M720 Tower

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Power PC	1000.00000	EA	\$1,102.000000	\$1,102,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.3 Power PC
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Comments: ThinkCentre M720 Tower

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Fixed Workstation	500.00000	EA	\$2,471.000000	\$1,235,500.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.4 Fixed Workstation
-------------------------------	-------------------------

Comments: ThinkStation P520 Tower

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Standard Laptop	2000.00000	EA	\$935.000000	\$1,870,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.5 Standard Laptop
------------------------	-----------------------

Comments: ThinkPad L580

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Power Laptop	1000.00000	EA	\$1,179.000000	\$1,179,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.6 Power Laptop
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Comments: ThinkPad L580

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Tablet PC	500.00000	EA	\$1,215.000000	\$607,500.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.7 Tablet PC
------------------------	-----------------

Comments: ThinkPad L380 Yoga

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	20" Monitor	1000.00000	EA	\$97.000000	\$97,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.1.1 20" Monitor
-------------------------------	-----------------------

Comments: ThinkVision E2054 Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	24" Monitor	500.00000	EA	\$136.000000	\$68,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.1.2 24" Monitor
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Comments: E24 Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	27" Monitor	500.00000	EA	\$314.000000	\$157,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.1.3 27" Monitor
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Comments: P27h Monitor

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Docking Station for Standard Laptop	100.00000	EA	\$146.000000	\$14,600.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.2 Docking Station for Standard Laptop
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Comments: ThinkPad USB-C Dock that Includes DVI Dongle

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Docking Station for Power Laptop	100.00000	EA	\$146.000000	\$14,600.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.3 Docking Station for Power Laptop
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Comments: ThinkPad USB-C Dock that Includes DVI Dongle

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Docking Station for Tablet PC	100.00000	EA	\$146.000000	\$14,600.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.4 Docking Station for Tablet PC
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Comments: ThinkPad USB-C Dock that Includes DVI Dongle

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Optional: External DVD/RW Drive	100.00000	EA	\$50.000000	\$5,000.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.5 Optional External DVD/RW Drive
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Comments: ThinkPad UltraSlim USB DVD Burner

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Accidental Damage Coverage	100.00000	EA	\$129.000000	\$12,900.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.6 Accidental Damage Coverage
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Comments: 4 Yr Accidental Damage

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	512GB SSD 2.5"	100.00000	EA	\$266.000000	\$26,600.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.7 512GB SSD 2.5"
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Comments: ThinkPad 512GB PCIe NVME TLC OPAL M.2 SSD

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Upgraded Video Card	100.00000	EA	\$833.000000	\$83,300.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description :	3.1.8.8 Upgraded Video Card
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Comments: Nvidia Quadro M4000 8GB GDDR5 DPx4

Sep. 26th, 2018



Mark Atkins
State of West Virginia
2019 Washington Street East
Charleston, WV 25305-0130

Dear Mark Atkins,

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 of West Virginia and we believe that our response demonstrates our commitment to this relationship. Highlights of our proposal include:

- **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.
- **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.
- **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.
- **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.
- **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 of West Virginia 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 of West Virginia to present our proposal and discuss the Lenovo value proposition.

Sincerely,

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

Rick Kendall, Account Executive
rkendall@lenovo.com • (859) 576-3469

Lenovo's Response to:



Request for Proposal – Sep. 26th, 2018



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Executive Summary



- Named **2018's Best Brand of Laptop** by Laptop Magazine for the **second year in a row** : 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
- \$45 billion in revenue for 2017/2018 (fiscal year-end March 31st)
- **#226** in **Fortune's 2017 Global 500** list of top-ranked companies
- **80+ awards** across many different categories at the Consumer Electronics Show (CES) in 2018

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

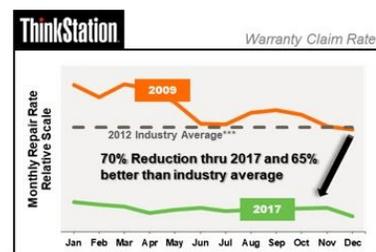
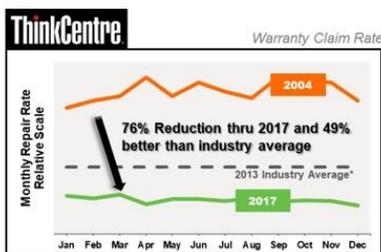
Mobile & Tablet

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 CO₂. To put this into perspective, the equivalent reduction in CO₂ emissions is equal to the consumption of 670,170 gallons of gasoline per year.

Passing 12 Mil Specs Means ThinkPads are Tough

Since 2007, Lenovo has used the US Department of Defense's MIL-STD 810G standards to help our products strike a perfect balance of value and durability right out of the box.

ThinkPads are currently tested for 12 total methods and 20 procedures:

THINKPAD MIL-STD TESTING LEADERSHIP



-  **Mechanical Shock** – High Acceleration, repeated shock pulses over 18 times
-  **Vibration** – Tested while running and turned off
-  **Shipboard Vibration** – 4-33Hz for 2 hrs.
-  **Humidity** – 91-98% relative humidity, at 30-60°C
-  **Extreme Temperature** - -25-60°C over 3 cycles of 2 hr. duration
-  **High Temperature** – Storage: 63°C for 24 hrs. /Operation: 43°C for 8 hrs.
-  **Low Temperature** – Storage: -25°C for 24 hrs. /Operation: -21°C for 8hrs.
-  **Sand & Dust**- 140 mesh silica dust for 6 hr. cycles & silica sand for 90 min. cycles
-  **Fungus** – 28 days with common fungus sources
-  **Altitude** – Tested for operations at 15,000 feet
-  **Solar Radiation** – Seven 24-hr cycles of simulated UV radiation
-  **Explosive Atmosphere** – Fuel Vapor Environment

Alongside the regulation tests and the more rigorous MIL-SPEC 810G standards, our engineers have devised innovative testing methods that subject our machines to even more stringent examinations — up to 200 tests in all. Lenovo is committed to continuously improving the quality and value of our products and solutions, providing superb off-the-shelf durability without the steep price of specialty ruggedized devices.

Think CORE TENETS

Think

PURPOSEFUL DESIGN

RELENTLESS INNOVATION

TRUSTED QUALITY

2018 LEADING CHANGE / OFFERING CHOICE

ThinkPad X1

ThinkPad 2-IN-1

ThinkPad
T = THE BUSINESS STANDARD
X = ULTRAPORTABLE
L = HIGH VALUE

CES 2018 80+ AWARDS

ThinkPad BUSINESS SOLUTION

P Series Mobile Workstations

Education

Trusted Quality & Reliability

MIL-STD: 12 Methods & 21 Procedures

Carbon Fiber for Ultimate Thinness, Lightness, & Durability

Legendary Thermal Design

- Owl-Wing Fan for Low Noise
- Intelligent Cooling – HW/SW Management of Heat
- Anti-Static, Dust Resistant Fan Design

Intelligent PC Diagnostics

Lenovo PC Diagnostics	
Code:	0282
Timestamp:	9/27/17 10:32 AM
Description:	Memory module error
Implications:	
Actions:	1. Reinstall or replace the memory module. 2. Replace the system board (service provider only).
Serial Number:	MP1370LD
Model:	Yoga 370/S1
Under Warranty:	Yes

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

Service and Support Should Feel “Next Door”



Parts Centers

- 10M+ parts worldwide
- Central distribution centers in most geographies
- Hundreds of Forward stock locations

Country Unique Spare Parts

- Lenovo manages spare parts in multiple languages through central distribution centers in the Americas, Europe and Asia Pacific. If a requirement arises for a country spare part other than the standard country part, the part will be shipped from the appropriate distribution center



Robust Parts



5

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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 **1st 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 TPM 2.0 (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:

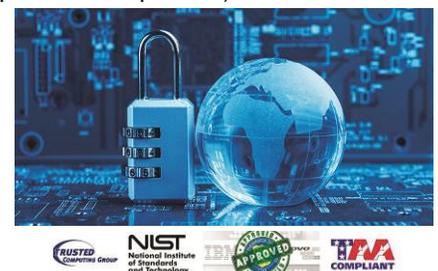
- Lenovo maintains the highest security level, Tier 3, awarded by the United States Customs & Border Protection under the C-TPAT; (Monterrey, Mexico)
- Lenovo holds Section 508 compliance as well as several environmental certifications (EPEAT, 80PLUS, UL Environment Gold, TCO, ENERGY STAR and Green Guard 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 is a recognized leader in environmental, social and sustainability performance.
Accolades include:
 - ▶ Top-ranked company in our industry in the [2018 Global 100 Most Sustainable Corporations Index](#)
 - ▶ Scored 100% on the 2018 Corporate Equality Index, earning a “Best Places to Work” rating for LGBTQ equality
 - ▶ Member of the Thomson Reuters 2018 Top 100 Global Tech Leaders list
- Lenovo has implemented recycling programs in most countries where we do business, and many of those programs offer free recycling.
- Lenovo restricts the use of environmentally sensitive materials in its products and its requirements are consistent with the EU’s RoHS Directive and REACH Regulation.
- 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).
- Lenovo has implemented the use of 100% recycled and recyclable packaging material on many products. In addition to expanding the use of 100% post-consumer content foam packaging, Lenovo has also begun using 100% post-consumer molded fiber (paper pulp) packaging.
- Lenovo offers a full complement of ENERGY STAR[®]-qualified notebooks, desktops, workstations, monitors, and servers. See https://www3.lenovo.com/us/en/social_responsibility/EnergyStar-Products for a complete list of Lenovo’s ENERGY STAR-qualified products.
- Lenovo is ISO 9001, 14001, and 18001 certified.
- Lenovo has GREENGUARD-certified and TCO-certified systems.

Designed to reduce waste, save energy, and be recycled



- Green packaging less volume, 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
- Power Manager reduces power costs and 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://www3.lenovo.com/us/en/landingpage/affinity/program/>

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 of West Virginia with a quality solution. The proposed solution provides a number of significant benefits to the State of West Virginia 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 of West Virginia in more detail about our solutions.

1. GENERAL REQUIREMENTS:

1.1 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.

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

1.1.2 Standard PC:

1.1.2.1 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.

Lenovo Response:

Meets Specification

1.1.2.2 Processor: Latest generation process technology, minimum Intel Core i5 or equal with minimum 4 cores and 6MB cache

Lenovo Response:

Meets Specification

1.1.2.3 RAM: Minimum 8GB Single DIMM, expandable up to 16GB

Lenovo Response:

Meets Specification

1.1.2.4 Hard Drive: Minimum 500GB HDD

Lenovo Response:

Meets Specification

1.1.2.5 Keyboard: USB or Wireless

Lenovo Response:

Meets Specification

1.1.2.6 Mouse: USB or Wireless, 2-button with scroll

Lenovo Response:

Meets Specification

1.1.2.7 Optical Drive: Internal DVD/RW

Lenovo Response:

Meets Specification

1.1.2.8 USB Ports: Minimum 4 USB ports; at least 2 USB v3.0 or C

Lenovo Response:

Meets Specification

1.1.2.9 Expansion Slots: Minimum 2 slots available PCI-E

Lenovo Response:

Meets Specification

1.1.2.10 Display/Graphics: Integrated HD Graphics with Dual Monitor Support. HDMI or Display port may be substituted as long as adapters are included to support DVI and VGA.

Lenovo Response:

Meets Specification

1.1.2.11 Network Interface: Integrated Gigabit Ethernet (10/100/1000) Card, Wake on Lan

Lenovo Response:

Meets Specification

1.1.2.12 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.2.13 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional charge.

Lenovo Response:

Meets Specification

1.1.2.14 Absolute DDS or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.2.15 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.3 POWER PC:

1.1.3.1 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.

Lenovo Response:

Meets Specification

1.1.3.2 Processor: Latest generation processor technology, minimum Intel Core i7 Processor or equal, 4 cores and minimum 8MB cache.

Lenovo Response:

Meets Specification

1.1.3.3 RAM: Minimum 16GB, with free slots, expandable up to 32GB

Lenovo Response:

Meets Specification

1.1.3.4 Hard Drive: Minimum 256GB HDD

Lenovo Response:

Meets Specification

1.1.3.5 Keyboard: USB or Wireless

Lenovo Response:

Meets Specification

1.1.3.6 Mouse: USB or Wireless, 2-button with scroll

Lenovo Response:

Meets Specification

1.1.3.7 Optical Drive: Internal DVD/RW

Lenovo Response:

Meets Specification

1.1.3.8 USB Ports: Minimum 4 USB ports; at least 2 USB v3.0 or C

Lenovo Response:

Meets Specification

1.1.3.9 Expansion Slots: Minimum 2 slots available PCI-E

Lenovo Response:

Meets Specification

1.1.3.10 Display/Graphics: Integrated HD Graphics with Dual Monitor Support. HDMI or Display port may be substituted as long as adapters are included to support DVI and VGA.

Lenovo Response:

Meets Specification

1.1.3.11 Network Interface: Integrated Gigabit Ethernet (10/100/1000) Card, Wake on Lan

Lenovo Response:

Meets Specification

1.1.3.12 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.3.13 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.

Lenovo Response:

Meets Specification

1.1.3.14 Absolute DDS or equal - Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.3.15 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.4 FIXED WORKSTATION:

1.1.4.1 Chassis: Full size tower

Lenovo Response:

Meets Specification

1.1.4.2 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.

Lenovo Response:

Meets Specification

1.1.4.3 Processor: Latest generation processor technology, minimum Intel Xeon or equal with minimum 8 cores and 13MB cache.

Lenovo Response:

Meets Specification

1.1.4.4 RAM: Minimum 32GB, with free slots, expandable up to 128GB

Lenovo Response:

Meets Specification

1.1.4.5 Hard Drive: Minimum 256GB SSD Primary Drive minimum and 1TB SATA HDD Secondary

Lenovo Response:

Meets Specification

1.1.4.6 Keyboard: USB or Wireless

Lenovo Response:

Meets Specification

1.1.4.7 Mouse: USB or Wireless, 2-button with scroll

Lenovo Response:

Meets Specification

1.1.4.8 Power Supply: Minimum of 600w or greater

Lenovo Response:

Meets Specification

1.1.4.9 Optical Drive: Internal DVD/RW

Lenovo Response:

Meets Specification

1.1.4.10 USB Ports: Minimum 4 USB ports; at least 2 USB v3.0 or C

Lenovo Response:

Meets Specification

1.1.4.11 Expansion Slots: 4 slots available PCI-E

Lenovo Response:

Meets Specification

1.1.4.12 Video: Installed 2GB (non-shared memory), discreet, DVI-D and/or Display Port Dual Link Monitor capable, support for DirectX 11, with minimum color depth 24bit.

Lenovo Response:

Meets Specification

1.1.4.13 Network Interface: Integrated Gigabit Ethernet (10/100/1000) Card, Wake on Lan

Lenovo Response:

Meets Specification

1.1.4.14 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.4.15 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.

Lenovo Response:

Meets Specification

1.1.4.16 Data and Device Security: Absolute DDS or equal – Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.4.17 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.5 STANDARD LAPTOP:

1.1.5.1 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.

Lenovo Response:

Meets Specification

1.1.5.2 Processor: Latest generation processor technology, minimum Intel Core i5 Processor or equal with a minimum of 4 cores and 6MB cache.

Lenovo Response:

Meets Specification

1.1.5.3 RAM: Minimum 8GB Single DIMM, expandable up to 16GB

Lenovo Response:

Meets Specification

1.1.5.4 Hard Drive: Minimum 500GB HDD, upgrade option to SSD

Lenovo Response:

Meets Specification

1.1.5.5 Camera: Integrated Webcam

Lenovo Response:

Meets Specification

1.1.5.6 USB Ports: Minimum 3 USB ports; with a minimum of 1 USB v3.0 and 1 USBC (charging)

Lenovo Response:

Meets Specification

1.1.5.7 Display/Graphics: Integrated HD Graphics, 15" display or greater

Lenovo Response:

Meets Specification

1.1.5.8 Network Interface: Integrated Gigabit Ethernet (10/100/1000) Card, Wake on Lan

Lenovo Response:

Meets Specification

1.1.5.9 Wireless Adapter: Supports 802.11 ac (2x2) Wi-Fi and Bluetooth 4.2

Lenovo Response:

Meets Specification

1.1.5.10 Smart Card Reader: Integrated FIPS-201 compliant Smart Card Reader

Lenovo Response:

Meets Specification

1.1.5.11 Power: A/C Adapter

Lenovo Response:

Meets Specification

1.1.5.12 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.5.13 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.

Lenovo Response:

Meets Specification

1.1.5.14 Data and Device Security: Absolute DDS or equal – Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.5.15 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.5.16 Optional Optical Drive: Internal DVD/RW

Lenovo Response:

External DVD/RW Drive required. Quote provided.

1.1.6 POWER LAPTOP:

1.1.6.1 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.

Lenovo Response:

Meets Specification

1.1.6.2 Processor: Latest generation processor technology, minimum Intel Core i7 Processor or

equal with a minimum of 4 cores and 8MB cache.

Lenovo Response:

Meets Specification

1.1.6.3 RAM: Minimum 16GB Single DIMM, expandable up to 32GB

Lenovo Response:

Meets Specification

1.1.6.4 Hard Drive: Minimum 256GB SSD

Lenovo Response:

Meets Specification

1.1.6.5 Camera: Integrated Webcam

Lenovo Response:

Meets Specification

1.1.6.6 USB Ports: Minimum 3 USB ports; minimum of 1 USB v3.0 and 1 USBC (charging)

Lenovo Response:

Meets Specification

1.1.6.7 Display/Graphics: Integrated HD Graphics, 17" display or greater

Lenovo Response:

Meets Specification

1.1.6.8 Network Interface: Integrated Gigabit Ethernet (10/100/1000) Card, Wake on Lan

Lenovo Response:

Meets Specification

1.1.6.9 Wireless Adapter: Supports 802.11 ac (2x2) Wi-Fi and Bluetooth 4.2

Lenovo Response:

Meets Specification

1.1.6.10 Smart Card Reader: Integrated FIPS-201 compliant Smart Card Reader

Lenovo Response:

Meets Specification

1.1.6.11 Power: A/C Adapter

Lenovo Response:

Meets Specification

1.1.6.12 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.6.13 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included at no additional cost.

Lenovo Response:

Meets Specification

1.1.6.14 Data and Device Security: Absolute DDS or equal – Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.6.15 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.6.16 Optional Optical Drive: Internal DVD/RW

Lenovo Response:

External DVD/RW Drive required. Quote provided.

1.1.7 TABLET PC:

1.1.7.1 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.

Lenovo Response:

Meets Specification

1.1.7.2 Processor: Latest generation processor technology, minimum Intel Core i7 Processor or equal with minimum 2 cores and minimum 4MB cache.

Lenovo Response:

Meets Specification

1.1.7.3 RAM: Minimum 8GB

Lenovo Response:

Meets Specification

1.1.7.4 Hard Drive: Minimum 256GB SSD, upgrade option to 512B SSD

Lenovo Response:

Meets Specification

1.1.7.5 Keyboard: Backlit

Lenovo Response:

Meets Specification

1.1.7.6 Mouse: Glide or Trackpad

Lenovo Response:

Meets Specification

1.1.7.7 Camera: Integrated Webcam

Lenovo Response:

Meets Specification

1.1.7.8 USB Ports: Minimum 1 USB v3.0 and 1 USBC (charging)

Lenovo Response:

Meets Specification

1.1.7.9 Display/Graphics: Integrated HD Graphics, 13” display or greater

Lenovo Response:

Meets Specification

1.1.7.10 Wireless Adapter: Supports 802.11 ac (2x2) Wi-Fi and Bluetooth 4.2

Lenovo Response:

Meets Specification

1.1.7.11 Smart Card Reader: Integrated FIPS-201 compliant Smart Card Reader

Lenovo Response:

Meets Specification

1.1.7.12 Power: A/C Adapter

Lenovo Response:

Meets Specification

1.1.7.13 TPM Version 2.0

Lenovo Response:

Meets Specification

1.1.7.14 Warranty: Four year onsite: minimum onsite/next day, to cover a minimum of hardware, keyboards, monitors or other issues related to internal components. Parts and labor for repairs included.

Lenovo Response:

Meets Specification

1.1.7.15 Data and Device Security: Absolute DDS or equal – Complete 5 years. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

Lenovo Response:

Meets Specification

1.1.7.16 Energy Consumption: Unit must be ENERGY Star Certified

Lenovo Response:

Meets Specification

1.1.8 OPTIONAL COMPONENTS AND SERVICES

1.1.8.1 MONITORS:

1.1.8.1.1 Flat Panel Monitor 20” or greater, Aspect Ratio of 16:9 or greater, Minimum Resolution 1600x900

Lenovo Response:

Meets Specification

1.1.8.1.2 Flat Panel Monitor 24” or greater, Aspect Ratio of 16:9 or greater, Minimum Resolution 1920x1080

Lenovo Response:

Meets Specification

1.1.8.1.3 Flat Panel Monitor 27”, Aspect Ratio of 16:9 or greater, Minimum Resolution 1920x1080

Lenovo Response:

Meets Specification

1.1.8.2 Docking Station for Standard Laptop: Optional OEM USB-C Powered Docking Station compatible with Standard Laptop. Must support dual monitors, HDMI or Display port may be substituted as long as adapters are included to support DVI and VGA. Docking stations from 3rd party manufacturers are not acceptable.

Lenovo Response:

Meets Specification with DVI Dongle. Included in dock price.

1.1.8.3 Docking Station for Power Laptop: Optional OEM USB-C Powered Docking Station compatible with Power Laptop. Must support dual monitors, HDMI or Display port may be substituted as long as adapters are included to support DVI and VGA. Docking stations from 3rd party manufacturers are not acceptable.

Lenovo Response:

Meets Specification with DVI Dongle. Included in dock price.

1.1.8.4 Docking Station for Tablet: Optional OEM USB-C Powered Docking Station compatible with Tablet. Must support dual monitors, HDMI or Display port may be substituted as long as adapters are included to support DVI and VGA. Docking stations from 3rd party manufacturers are not acceptable.

Lenovo Response:

Meets Specification with DVI Dongle. Included in dock price.

1.1.8.5 Optional DVD/RW Drive: If DVD/RW drive is not an internal component to the Standard Laptop and Power Laptop, the Vendor should provide pricing for an optional external DVD/RW drive.

Lenovo Response:

Meets Specification

1.1.8.6 Optional Accidental Damage Coverage for all mobile equipment to cover everything the standard four-year warranty does not cover.

Lenovo Response:

Meets Specification

1.1.8.7 Optional 512GB SSD 2.5”

Lenovo Response:

Meets Specification

1.1.9 MISCELLANEOUS MANDATORY REQUIREMENTS

1.1.9.1 Technical Requirements:

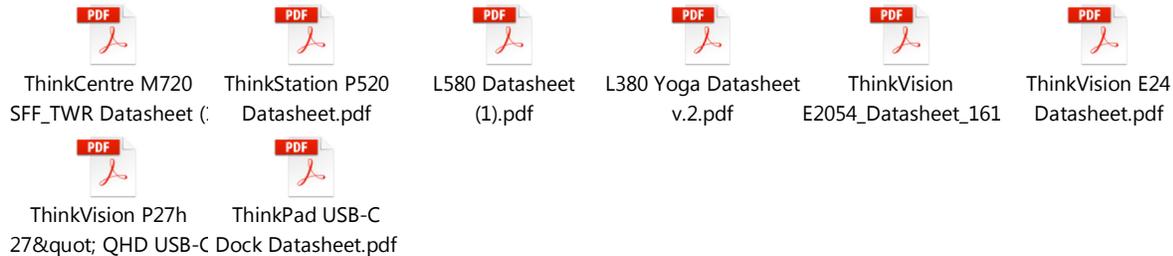
1.1.9.1.1 All computers provided under this contract must be business-class machines, as specified in Section 2 of these specifications

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.

1.1.9.1.2 All computing equipment offered in the Vendor’s response must be OEM products. Vendors must provide detailed specification sheets for all proposed products upon request. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets within the allotted timeframe will be disqualified.

Lenovo Response:



1.1.9.1.3 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.

1.1.9.1.4 All hardware provided under this contract must be a minimum of Energy Star 5.0 compliant.

Lenovo Response:

All the products offered are at a minimum Energy Star 5.0 compliant.

1.1.9.1.5 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 upon

request. The Vendor must ensure equipment meets the latest EPEAT registration requirements before it is delivered. It is preferred certification documentation be provided with the bid.

Lenovo Response:

All desktops and monitors are at a minimum EPEAT Silver certified.
[EPEAT's registry search tool \(www.epeat.net\)](http://www.epeat.net).

1.1.9.1.6 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.

1.1.9.1.7 Each model provided under this contract must have consistent hardware configurations, meaning that all machines of the same make or model must have the same components.

Lenovo Response:

Read and understood. Each model will have consistent hardware configurations.

1.1.9.1.8 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 and sent to OTPCContract@wv.gov.

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.

1.1.9.1.9 Vendor must provide at no additional charge the State with two (2) free of charge units of all initial and subsequent replacement PC, laptop, and tablet contract models. The State will use this time to test the equipment and images. It is the State's right to accept or reject any proposed model replacements.

Lenovo Response:

Read and understood. (2) free models will be provided during each transition.

1.1.9.1.10 Vendor must guarantee that any replacement

units meet, or exceed, the current model's specifications. 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 that West Virginia may pay no more than the proposed pricing for comparable follow-on technology, provided that current market factors remain constant.

1.1.9.1.11 Current models must be available for purchase by the State, until the proposed replacement units have been approved by the State and a Change Order has been fully executed.

Lenovo Response:

Lenovo will proactively engage with The State to insure the transition processes is a smooth one which grants ample overlap between the current model's end of life and new product adoption.

1.1.9.1.12 If the computing equipment experiences "repeated failure" in the first year of ownership, the Vendor must replace the computing unit with a new unit of the same make and model or a model equal to or better than what is currently provided under the contract.

Lenovo Response:

Read and understood.

1.1.9.1.12.1 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:

Read and understood.

1.1.9.1.13 The State must have the ability to remove the hard drive before returning any equipment to the Vendor.

Lenovo Response:

Read and understood. The State will be able to remove the hard drive before equipment is serviced or returned to Lenovo.

1.1.9.2 Shipping, Ordering, Billing:

1.1.9.2.1 Vendor must provide Next Business Day (NBD) delivery of replacement parts for all equipment.

Lenovo Response:

Regardless of warranty status, Lenovo will cross ship new or equivalent to new parts the same day they are ordered, provided order is placed before 3 p.m. local time. For orders received after that time, Lenovo will ship the part out the next business day. Parts will be shipped overnight. Lenovo does not require receipt of the failed part before sending out a new part.

1.1.9.2.2 Vendor must provide immediate replacement equipment for any new machines which do not function properly out of the box, at no cost to the Agency, within five (5) business days

Lenovo Response:

If a device arrives DOA, Lenovo will replace the device.

1.1.9.3 Support and Contacts:

1.1.9.3.1 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

Cedric Cash - Primary Account Representative, Morrisville, NC

Phone: (919) 874-3597

Email: Ccash@lenovo.com

John Therrell – Immediate Supervisor, Pensacola, FL

Phone: (770) 335-6728

Email: JTherrell@lenovo.com

- 1.1.9.3.2** The successful vendor must provide a customer support telephone 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, Cedric Cash. He can be reached at (919) 874-3597.

- 1.1.9.3.3** Vendor must provide direct, via telephone, second level technical access 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.

- 1.1.9.3.4** 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.
support.lenovo.com

- 1.1.9.3.5** 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

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.

1.1.9.3.6 The Vendor must agree to establish Quarterly Reviews and/or mutually agreed upon calls to discuss contract issues, questions, concerns, and performance.

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.

2. CONTRACT AWARD:

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

Pages. The Pricing Sheet contains a formula which will add the total value of these columns in order to give the total overall cost. However, it is the vendors responsibility to ensure the calculations for their bid is correct before submission. In the event of an error, the unit price shall prevail.

Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

Lenovo Response:

Read and understood.

2.2 Pricing Pages: Vendor should complete the Pricing Pages by filling in the price per requested unit. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

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

Lenovo Response:

Read and understood.

2.2.2 Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes if unable to access the one provided in wvOasis by sending an email request to the following address: Mark.A.Atkins@wv.gov

Lenovo Response:

Read and understood.

2.2.3 Vendor should provide with their bid a copy of any Software Terms and Conditions or licenses that the State of West Virginia or the Agency may have to agree or accept as a part of this solicitation. Vendor will be required to provide before a Purchase Order is issued.

Lenovo Response:

Read and understood.

2.2.4 Vendor should include with their bid a copy of any and all Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency may be required to agree or accept as a part of this solicitation. Vendor will be required to provide before a Purchase Order is issued.

Lenovo Response:

Please see Lenovo's standard Customer Agreement for your reference which includes our standard warranty terms.



L505-0001-09 Lenovo
Customer Agreement

5 ORDERING AND PAYMENT:

5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

Lenovo Response:

All the listed procurement methods are acceptable including a customized web portal for the State.

Lenovo has the ability to create a web portal designed specifically for our US direct accounts; each portal offers a range of products, services, tools and support chosen specifically to meet your requirements. The Lenovo web portal allows customers the flexibility to decide what registration and authorization levels are right for your organization's users. For each individual user ID and password, one of three access levels can be assigned:

1. **Browser** – Allows view-only access to your customized catalog.
2. **Builder** – Allows users to view your customized catalog and build orders.
3. **Approver** – Allows pre-qualified users to place orders and approve orders created by builders.

Once a user is registered, the access level may be changed at any time by contacting your Lenovo inside sales representative. Each user may change his/her profile information freely, including password reset and retrieval.

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

Lenovo Response:

Read and understood. The pricing provided has been prepared assuming Net 30 payment terms.

6 DELIVERY AND RETURN:

6.1 Delivery Time: Vendor shall deliver standard orders within sixteen (16) working days after orders are received. Vendor shall deliver emergency orders within five (5) working days after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

Lenovo Response:

Read and understood.

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

Lenovo Response:

Read and understood.

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

Lenovo Response:

Read and understood.

6.3 Delivery Payment/Risk of Loss: Standard order delivery shall be FOB destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

Lenovo Response:

Read and understood.

6.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the

Agency with appropriate return packaging upon request. All returns of unacceptable items shall be FOB the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

Lenovo Response:

Read and understood.

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:

Read and understood.

7 VENDOR DEFAULT:

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

7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.

Lenovo Response:

Read and understood.

7.1.2 Failure to comply with other specifications and requirements contained herein.

Lenovo Response:

Read and understood.

7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

Lenovo Response:

Read and understood.

7.1.4 Failure to remedy deficient performance upon request.

Lenovo Response:

Read and understood.

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

7.2.1 Immediate cancellation of the Contract.

Lenovo Response:

Read and understood.

7.2.2 Immediate cancellation of one or more release orders issued under this Contract.

Lenovo Response:

Read and understood.

7.2.3 Any other remedies available in law or equity.

Lenovo Response:

Read and understood.

8 MISCELLANEOUS:

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

Lenovo Response:

Read and understood.

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

Lenovo Response:

Read and understood.

8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

Lenovo Response:

Read and understood.

8.4 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any

customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Rick Kendall

Telephone Number: (859) 576-3469

Fax Number: (855) 515-1782

Email Address: Rkendall@lenovo.com

Exhibit A - Pricing



CRFQ

SWC1900000001



Q-00152231_PCG

ExhQuotation_2018-09-2

Terms and Conditions

Lenovo would like to negotiate mutually agreeable terms upon award.

Purchasing Affidavit



Purchasing
Affidavit.pdf

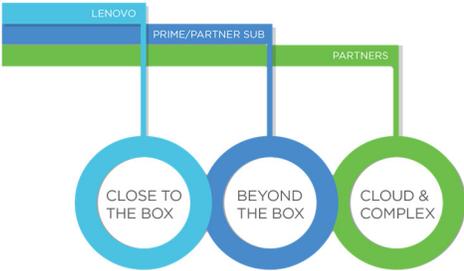
Attachment A – Lenovo Services Overview

Today, Lenovo is a US \$45 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.

Lenovo Services: Proven Expertise

From planning and needs analysis to post-deployment training and support, Lenovo can help IT:

- Balance budget between innovation and operations
- Reduce impact of talent and skill set gaps
- Meet diverse tech demands while simplifying on the back end
- Ensure infrastructure is up to the task of driving nonstop learning and robust research



Accidental Damage Protection

Lenovo's Accidental Damage Protection (ADP) Service covers customer computing accidents beyond the normal system warranty, protecting your PC from non-warranted operational or structural failures during long learning days. On average, customers save 28 percent with ADP compared to the cost of repairs in the absence of coverage.



Warranty Extensions

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



Sealed Battery Warranty

Lenovo's new generation of ThinkPad notebooks incorporate a battery specifically designed for ultrathin products. On applicable products, Lenovo's Three-Year Sealed Battery Warranty extends the standard one-year base battery coverage, giving customers three years of comprehensive support on their products' sealed batteries.



Imaging

Lenovo can create and deploy a single software image across all new devices. This means devices are precisely configured for hardware and workload and, more important, ready to work right out of the box already loaded with tools and resources. Why struggle with something so easily solved by scale and automation.



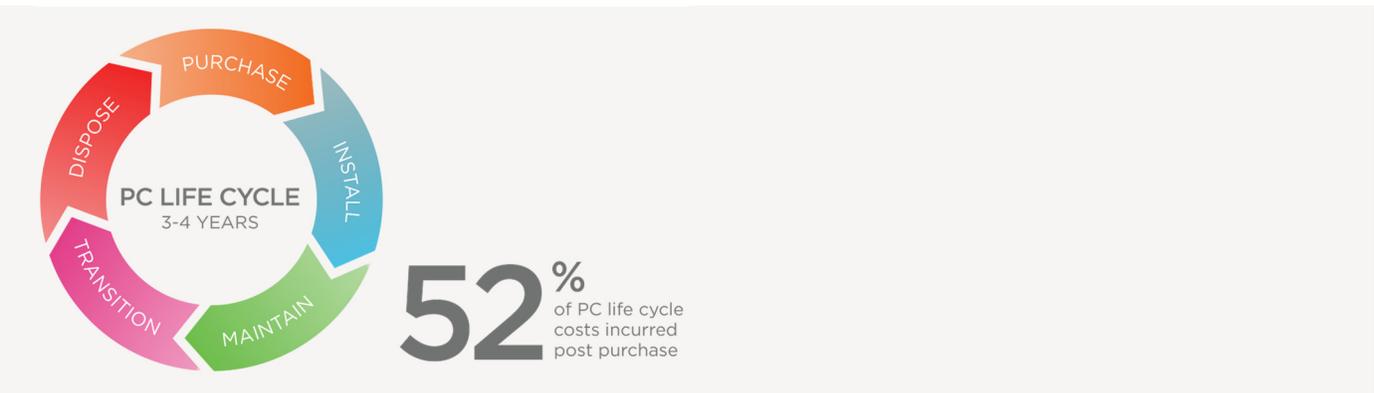
Asset Tagging

Asset Tagging during manufacturing helps you track important IT investments from the start, reducing the problem of lost or stolen devices and making it easier to manage your assets from day one right out of the box. Your label or data is affixed right at the factory and tag numbers can be stored at BIOS level as required. Best of all, you can easily get inventory control reports with none of the upfront work.

Lenovo Lifecycle Solutions

Lenovo can help you manage your PC lifecycle from needs assessment through end-of-life and disposal services.

DESIGN	CONFIGURATION	DEPLOYMENT	SUPPORT
Design new solutions and optimize the implementation plan	Increase productivity by customizing new hardware at the factory	Integrate new hardware solutions with minimal disruption	Secure investment protection and maintain productivity
<ul style="list-style-type: none"> • Whiteboard Discovery • Deployment Optimization Assessment • Windows 10 Upgrades and Application Migration 	<ul style="list-style-type: none"> • Asset Tagging • Etching • Image and Application Load • Custom Image Build • Smart Image • Dynamic Provision Build • Custom BIOS • Encryption • First Boot Services • Automated Deployment • Drop in the Box 	<ul style="list-style-type: none"> • Staff Augmentation • Advanced Deployment • Migration • Project Management • Relocation • Asset Recovery • Communication and Scheduling • Product Training • Software Training • Logistics Services 	<ul style="list-style-type: none"> • Warranty Extensions • Onsite Next Business Day • International Coverage • Advanced Exchange • Accidental Damage • Keep Your Drive • Premier Technical Support • Sealed Battery • Tech Install • Online Data Backup • Asset Recovery • Absolute Data and Device Security



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 of West Virginia and the speed with which the State of West Virginia 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 of West Virginia 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
Customer Setup				
Contracts				
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		
Product Setup				
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			
Fulfillment Setup				
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 the State of West Virginia 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 of West Virginia 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 of West Virginia's core team.

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 of West Virginia 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 the State of West Virginia 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 of West Virginia audiences (as requested by the State of West Virginia) 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/, the State of West Virginia 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 of West Virginia elect to pursue Lenovo's Warranty Self Maintainer Program, Lenovo will work with the State of West Virginia 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 of West Virginia 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 of West Virginia 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 of West Virginia 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 4th & 5th 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



Disclosure Statement

The information in this proposal shall not be disclosed outside the the State of West Virginia 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 of West Virginia 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 of West Virginia 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 (®) at the end.