



Section II. Warranty Coverage

lenovo

3.2 Warranty and Support

3.2.1 Vendor shall describe all current levels of warranty offerings which are standard business practice, and detail how these differ from those being requested by this RFP.

Lenovo Response:

The following Lenovo Customer Support Plan from Lenovo is part of our standard offering for the State of West Virginia.

PC / Lenovo Support

<http://www.lenovo.com/think/support>

On the System -- What is the first stop for PC support?

- **ThinkVantage Productivity Center, the big blue button** brings together all the tools and utilities service and support has to offer. Preloaded on all new ThinkPad notebooks and ThinkCentre desktops, it puts users in touch with information and tools they need to help keep them at full productivity.
- **Learn:** Learn about your PC's hardware features. Take a tour of your machine!
- **Configure:** Set up your system to run the way you want it. Manage power, keyboard and pointing devices, connections, displays, and other devices - all from one place. Links you to operating system setup and configurations screens too. Get detailed system information including warranty and parts information.
- **Protect & Recover:** Use Rescue and Recovery with Rapid Restore to secure your computer, diagnose a problem, and recover data. Download the ESS software to enable your TCPA chip (on select models)
- **Get Help & Support:** Automatically forwards your system machine make, model, and serial number to warranty entitlement databases so you always have the most current information, connect directly to eSupport, download and update device drivers, ask an expert for help, get warranty and parts information here, and find Automated Solutions too!
- **Stay Current:** Links to Options web pages relevant to your system, provides information on the latest solutions and services available, download a new background for your PC, and join a community of PC users.



On the Web -- What kind of support is available via the web?

<http://www.lenovo.com/think/support>

Always available support means you can get to the answer when you need it and get back to work quickly.

- Multiple File Download
- Driver Matrices
- Automated Solutions
- Troubleshooting
- Hints and Tips
- Online Publications
- Software Installer
- Product Information
- Online Service Requests
- Site Feedback
- Upgrades
- Hardware Installation Flash Movies
- Parts Look-up
- Warranty Status
- Redbooks

Quick Path: Quick Path can instantly take you to the customized support page for your system. Just enter your machine type or machine type/model into the Quick Path box. This feature is particularly useful if you own multiple systems, allowing immediate access to support pages for different systems.

PC Institute: <http://www.pc.ibm.com/training/>

See the wide range of training available on ThinkVantage™ Technologies, ThinkPad™ notebooks and ThinkCentre™ desktops.

Electronic Service Call Application (ESC+) is a free tool that gives customers the ability to place and monitor hardware service calls via the web. Companies have access to Service and Support status and history for all of their ThinkPad, ThinkCentre and ThinkVision products in over 50 countries.

Software Installer: Instead of spending days searching the web for the most current device drivers, bios and software updates, you can let it automatically find, download and install them for you! To download Software Installer and/or to see the help documentation go to:

<http://www.lenovo.com/think/support/site.wss/document.do?Indocid=SOFT-UPDATE&sitestyle=lenovo>

On the Phone -- What type support is available over the phone?

If you are unable to solve your issue with the on system tools or through our web support, Technical Support is available through the **Customer Contact Centers**. The Centers' infrastructure has nearly 2,000 product support specialists located in seven call centers around the world. Together, these centers handle in excess of 20,000 customer calls per day in support of all PC products and select software. The US Center is open 24 hours a day, 365 days a year. You can reach the Customer Contact Center at **1-800-426-7378**.

Enhanced Support Services (ESS), an exceptional customer-based support program, includes direct access to a higher level of skill. Currently available to key technical individuals nominated by their marketing specialist. For more information contact your representative.



On the Way -- What other support options are there?

Bringing powerful support to any size business - Exceptional local service and support relationships with 3000+ authorized Business Partners and a comprehensive, worldwide service network provides powerful support in a location near you. Through our partnerships with IBM Global Services and authorized Business Partners we are able to deliver the most complete set of services coupled with a broad portfolio of skills and experience, making Lenovo your total solution provider. Flexible, optional warranty service upgrades let you choose the level of support that best meets your needs to help reduce downtime and support costs.

To find a **Lenovo Business Partner** near you, go to:

<http://www.lenovo.com/think/support/site.wss/document.do?Indocid=MIGR-44986&sitestyle=lenovo>

For more information on **Warranty Service** options, go to:

<http://www.thinkpad.com/thinkplus/warranty> and click on 'Learn more about warranty service options.'

To learn more about **ThinkPlus Services**, go to:

<http://www.pc.ibm.com/us/accessories/services/index.html>

The **Warranty Self-Maintainer Program** gives customers the ability to service their Lenovo Personal Computing products under warranty and get support and compensation for doing so. It establishes a service partnership that complements existing comprehensive warranty services and enables customers to use their existing resources to provide overall technical support, including hardware repair. For more information go to: <http://www.pc.ibm.com/wsm>

3.2.2 Vendor shall describe how OEM-authorized, local, West Virginia-based technology firms can be used to provide warranty support and on-site installation of products offered.

Lenovo Response:

Lenovo has partnered with nCompass Networks to provide a comprehensive local solution for West Virginia. Products purchased through Lenovo can be installed on-site by simply ordering the appropriate installation part number along with the system. Upon shipment from Lenovo, nCompass will coordinate installation with the local users. One purchase order to Lenovo, one invoice - it's that simple. Details of the installation services offering are included below.

Warranty support for Lenovo products can also be provided by nCompass, or customers can choose to utilize any Lenovo authorized service provider, including Lenovo directly.

nCompass Networks, Inc is the largest privately owned network and services integration company in the state of West Virginia. nCompass Networks, Inc. is the sole provider of installation services, warranty work liaison and helpdesk support for the West Virginia Basic Skills Project. With Technicians positioned remotely in several key areas of the state, nCompass can effectively service all 55 counties. The company has installed 3000+ computers annually into



every school district in the state over the past 5 years. The company has also been business partners with other school districts in our area for 10+ years. Our technician's certifications are updated on an annual basis and their experience surpasses any vendor in the state of West Virginia.

nCompass Networks, Inc. has also been a preferred provider of products and services on the West Virginia IP contracts for the past 8 years, and has worked with many state agencies including Department of Health and Human Resources, Department of Employment Programs, and the State Department of Education.

On-site Installation

Lenovo will provide a single point of contact for ordering PCs, network printers and associated on-site installation services. State agencies would simply go to the customized Lenovo website for the State of WV and order the hardware and services. Lenovo would manage the order for hardware services subcontracting on-site installation services to nCompass Networks, Inc. nCompass will have the ability to view the web order status on a daily basis and schedule installation with the customer. Lenovo anticipates that 90% your requirements for on-site installation services can be addressed by our base installation offering below.

For projects with unique requirements Lenovo will prepare customized statement of work to the base installation offering charging incremental on site labor charges to address the extra work required. Ordering hardware and services will be administered online through your customized web page by ordering the associated part numbers for installation services or hourly services.

Onsite PC Installation – Base Offering

Includes

- Schedule and dispatch technician
- Desk-side delivery
- Un-pack, inspect, plug, and place new PC
- Out of box test
- Connect to network
- Remapping of one network printer
- Reconnection / installation of up to 3 external local peripherals (customer must provide driver diskettes/cds.)
- Basic PC and TVT orientation
- Basic reporting in electronic file format showing where and when PCs were installed



Assumptions

- System - includes keyboard, monitor (1), mouse, and network cable
- Location - Multiple buildings within a single campus location. All equipment to be installed is located at area (cubicle / desk) at which the installation will take place.
- Inspection – Report DOAs and missing equipment
- Hours - Normal business hours within time zone (8-5 M-F)
- Orientation - Includes brief PC and TVT orientation up to 20 min. preferably completed in small groups. A review of Access Connections, Rapid Restore, ThinkVantage Blue Button, Fingerprint and Fingerprint software and other key features of PC if necessary where applicable
- Network connection - Enter customer supplied TCPIP address up to network logon screen
- Peripherals & Printers - connect up to 3 externally attached supported peripherals
- Remove packaging to predetermined area on customer site.
- Customers image is already loaded in manufacturing

Does Not Include

- Software application installation or configuration
- Network cabling
- Configuring peripherals without drivers or customization
- Troubleshooting applications
- Customization of Microsoft Windows
- Scripting for application installations
- Other items not specifically defined in the includes section
- New Network printers

Optional Services

- Anything listed above in the “does not include” section
- Onsite assistance with TVT deployment and usage
- Additional GB’s of data migration
- De-installation & removal- De-install old PC, pack in box, move to designated location within immediate area
- Wireless card setup can connection to existing wireless network



- IMAC - hourly labor/travel charges installation, moves, adds, & changes.
- Project management
- Staging to meet SLA commitments
- Asset tagging

Onsite Network Printer Installation – Base Offering

Includes

- Schedule and dispatch technician
- Desk-side delivery
- Un-pack, inspect, plug, and place new Printer
- Out of box test
- Connect to network if necessary using basic print sharing TCPIP convention
- Install to network nodes

Assumptions

- System - includes printer, printer cable and /or network cable
- Location - Multiple buildings within a single campus location. All equipment to be installed is located at area (cubicle / desk) at which the installation will take place.
- Inspection – Report DOAs and missing equipment
- Hours - Normal business hours within time zone (8-5 M-F)
- Orientation - Includes brief printer orientation
- Network connection - Enter customer supplied TCPIP address
- Remove packaging to predetermined area on customer site.

Does Not Include

- Software application installation or configuration
- Network cabling
- Troubleshooting applications
- Customization of Microsoft Windows
- Other items not specifically defined in the includes section
- Travel



Optional Services

- Anything listed above in the “does not include” section
- De-installation & removal- De-install old network printer, pack in box, move to designated location within immediate area
- IMAC - hourly labor/travel charges installation, moves, adds, & changes.
- Project management
- Staging to meet SLA commitments
- Asset tagging

Additional On-Site Labor

For projects with unique requirements that cannot be addressed with our base installation offerings Lenovo will perform the following steps:

- Consult with customer to understand unique requirements
- Provide a description of work to be performed and additional hours required onsite
- Document as an addendum to our base installation statement of work
- Provide instructions for ordering

Additional Terms and Conditions for all Services

- Pricing included in pricing table
- Lenovo is responsible for satisfactory performance of stated services subcontracting to nCompass.
- Lenovo reserves the right to subcontract to another services provider of Lenovo’s discretion to perform the stated services in the event that nCompass cannot deliver.
- Invoicing for both products and installation services will occur at shipment, with payment due within 30 days
- Installation services shall take place no later than 20 days after shipment
- Unless otherwise notified by the customer, installation services shall be considered complete and satisfactorily performed 30 days after shipment of product
- This answer is intended as a proposed solution. Lenovo will work with the State of West Virginia to develop a mutually agreed upon Statement of Work describing all applicable services and terms



3.2.3 Vendor will provide dedicated representatives in both sales and technical support, offering toll-free access and e-mail contact references.

Lenovo Response:

Lenovo is increasingly successful in our drive to present one face to our customers. We do this with our consistent account team organizations that support State of West Virginia. The HQ Lenovo PC Sales specialist, Karen Evans, has US responsibility for supporting State of West Virginia and its PC desktop and laptop requirements. Karen is responsible for State of West Virginia's satisfaction with the PC deployment. Karen also will have responsibility for coordinating and conducting pre-sales technical updates with State of West Virginia on a monthly, quarterly, or an ad hoc basis depending on State of West Virginia's scheduling requirements. Karen will work closely with the Lenovo Direct account manager, Sean Phillips. Sean will be State of West Virginia's single point of contact regarding fulfillment. Many other resources are or will be put in place in support of State of West Virginia.

- **Karen Evans, PC Sales Specialist** – PC specialist assigned to State of West Virginia. She will provide consistent PC pricing and processes across the State of West Virginia. .
- **Laura Mills, PC Sales Manager** – Executive responsible for the Lenovo partnership with the State of West Virginia senior management, providing executive focus and issue resolution with clearly defined avenues of escalation.

In addition to the people already mentioned, the following are assigned to State of West Virginia from a Lenovo Direct perspective and are responsible for the day to day activities surrounding fulfillment:

- **Sean Phillips, Lenovo Direct Account Manager** – Supports the PC sales specialist activities by providing an extended as well as back-up sales contact, supports web sales and product questions, verifies web site accuracy and assists with order placement within a specific country. Serves as a focal point for fulfillment execution and customer satisfaction.

3.2.4 Vendor must describe fully how any support issues are escalated, in the event of an emergency.

Lenovo Response:

Technical and warranty support for ThinkCentre desktops and ThinkPads continues to be provided by IBM.

Customer satisfaction is the responsibility of every IBM and Lenovo employee and every effort is made to handle customer problems at the source. For example, sales issues should be handled by the point of sale; service issues by the point of service, etc. These routes are considered "normal processes" and in most cases can effectively and efficiently handle customer issues. For technical product issues, as mentioned, the first point of contact would be the servicer of choice or the IBM HelpCenter. In all cases, there is a support structure to engage higher levels of



technical skills to help determine the source of technical issues and to develop corrective actions. Technical issues can be escalated to Lenovo Level 2 technicians who will work with the customer to resolve the problem. If necessary, Level 2 can engage Product Engineering for in-depth engineering analysis to determine root cause.

However, if customer expectations are not met through normal processes, any IBM or Lenovo employee can open a formal Complaint on behalf of the customer and invoke the Complaint Management Process. The Complaint Management Process is a worldwide process used by all IBM Divisions and Lenovo and is considered an exception process or “court of last resort” to resolve customer issues whenever normal processes are unable to do so.

To start the process a Complaint is entered into the Complaint Management Tool (CMT). CMT is a worldwide enhanced VM application designed for problem escalation and resolution management. A Dedicated Resolution Owner (DRO) will be assigned to contact the customer (not a pooled resource) and develop an action plan for issue resolution. If necessary, the DRO will request assistance from the Lenovo Customer Satisfaction Project Office (CSPO). The CSPO is the interface between the field (customer and DRO) and the Lab/Brand Management. The Project Office will engage appropriate Lenovo resources, typically Product Engineering, to resolve specific customer satisfaction issues and will escalate to appropriate levels of Brand Management, as needed, to ensure resolution of customer issues. The Project Office will maintain visibility of the customer situation to Lenovo executive management, as needed, but at least on a weekly basis. The Complaint will remain open until the customer agrees that the problem is resolved.

The Complaint Management Project Office is available from 8:00 a.m. EST to 8:00 p.m. EST.

3.2.5 Vendor must provide direct, second level technical access from 9:00 a.m. to 9:00 p.m. EST Monday through Friday. State holidays will be excluded. This second level access will be technician to technician.

Lenovo Response:

As part of Lenovo’s proposal to State of West Virginia, Lenovo is offering IBM’s Enhanced Support Services (ESS) for select technical staff at State of West Virginia, at no additional charge. ESS provides technical assistance to key IT employees of select accounts via telephone and automated fax. Typically, these key employees support large groups of end users, manage rollouts of large numbers of systems, perform product evaluations or are responsible for other activities where a premium level of access to HelpWare support and services is important.

In the case of telephone support, ESS callers have special access to the IBM HelpCenter, where they are routed to the most experienced representatives and receive priority in the call queue. Besides technical resources for phone support, ESS also offers State of West Virginia another route for placing service calls for Lenovo equipment. In most cases, ESS will allow a replacement part to be shipped out via expedited delivery to the customer location rather than waiting for an IBM service technician to come on-site with the part.



Your Lenovo Sales Specialist will work with State of West Virginia to decide which State of West Virginia personnel will be licensed for ESS.

IBM Enhanced Support Services	
Coverage	9 x 9 EST (M-F)
Phone	800/ IBM-PROD

3.2.6 Vendor’s warranty shall be for a period of no less than four (4) years.

Lenovo Response:

The proposed Lenovo desktops and laptop hardware includes a warranty period of no less than 4 years.

3.2.7 Vendor shall offer Next Business Day (NBD) delivery of replacement parts for all equipment.

Lenovo Response:

All proposed Lenovo hardware includes Next Business Day response time for warranty coverage. If the initial service call is received by 5:00 p.m. local time, the goal of the IBM HelpCenter is to have an authorized IBM technician or replacement part arrive by the Next Business Day.

3.2.8 The State prefers new, unused components for replacement parts, however, all parts must be “like new” if refurbished parts are used, and offer the same warranty as new parts.

Lenovo Response:

Lenovo agrees to this requirement.

3.2.9 Vendor must provide a parts and support website for access by State technical staff.

Lenovo Response:

IBM’s **Electronic Service Call Plus (ESC+)** facilitates the recording and tracking of warranty calls by State of West Virginia. ESC+ will provide State of West Virginia with the capability to place hardware service calls and communicate with IBM’s service support center via the Internet. ESC+ enhances the accuracy of call placement, and increases the productivity of help desk personnel by minimizing follow up phone calls to track or revise service requests.

ESC+ will also serve as a repository for special service instructions and procedures, and will provide automated notifications to support center personnel and SSRs assigned to the State of West Virginia service calls.



ESC+ provides 24x7 Access with after hour & weekend acknowledgement.

Another option to consider is the **Lenovo Self Maintainer Program**. In the current marketplace, internal support organizations face many challenges providing hardware support for their customers. Two of these challenges are the wide variety of computing platforms and constantly increasing service level demands. These challenges have caused organizations to look to new ways to improve their efficiency.

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 US Warranty Self-Maintainer Program is a fee based program that allows Lenovo customers to perform their own warranty service work on Lenovo selected products during the warranty period. The program is intended to meet the needs of customers who have the requirement to perform hardware repair in-house. Currently, the US Warranty Self-Maintainer Program is available to complement an already broad and comprehensive set of warranty and service offerings.

The Lenovo US Warranty Self-Maintainer Program provides customers the opportunity to perform warranty service work on selected products during the duration of their applicable warranty. Customer performed repairs on eligible products during the warranty period are paid for by Lenovo at a fixed rate per incident. The rate is set by Lenovo and is subject to change at Lenovo's discretion. Customers enrolled in the program are also eligible to purchase parts at a discount.

In addition to reimbursement for repair actions performed in-house; Lenovo provides a number of other services under the program. They include Technical Support through the IBM Support Center via a toll free number available from 9:00AM-9:00PM, 7 days a week. IBM also provides access to E-claim on the Web, which allows claims to be filed on-line, and service management support for non-technical support issues.

Presently, the Lenovo US Warranty Self-Maintainer Program allows enrolled customers to perform warranty service work on all selected products designated Customer Carry-In Repair/Exchange or IBM On-Site Repair and Depot.

The benefits derived from using this program can include faster response time on mission critical computers, control of service and support delivery requirements, and resource balancing within their organizations.



3.2.10 Vendor's proposal will include a detailed explanation of all certification training available to the State's technical staff, with emphasis on class size, location, cost per student, and levels of available training.

Lenovo Response:

As part of the **Lenovo Self Maintainer Program**, the following certifications are required:

- A+ Certification (Industry standard certification)-prerequisite for Lenovo certification
- Warranty Certification
 - RXW01 Warranty Basics for Administrators - web based - required to maintain warranty authorization.
 - RXW02 Warranty Basics for Technicians - web based -prerequisite for product specific training.
 - Product Specific Training (Must be certified on the product being serviced)
 - RDC04 Desktop Systems – CBT, test on the web
 - RTC04 ThinkPad – CBT, test on the web

These certification courses are computer based training (CBT) and do not involve classrooms. The cost for the Lenovo Self Maintainer Program certification courses is included in the \$1,000 program start up fee.

Additional classroom and computer based training for various certifications is available through the **Lenovo PC Institute**.

Lenovo has numerous initiatives to help customers educate themselves in the fast paced world of information technology.

The Lenovo PC Institute is your one-stop source for education on the newest Lenovo PC products and offerings. Global in scope, the Lenovo PC Institute is designed to help sales, technical and service professionals build skills using Lenovo PC solutions. We offer:

- Technical Training
- Professional Certification
- Service Training

Some of our most exciting new offerings are now available on the Web. The Web courses bring the convenience of 24-hour access, self-paced learning, and online testing. Visit:

<http://www.ibm.com/pc/training> to view the global catalog.

A wide range of training options are available to the State of West Virginia. You can choose online Web courses, self-paced courses (CD, video, audio, self study, and multimedia learning), or hands-on lab classes. All offerings use the latest technology to make your learning experience valuable.



We invite you to discover our training solution and to take advantage of these exciting course offerings. Highlights:

- Webcast training events and archived sessions for 24 hour access
- Online warranty training for service providers and warranty administrators
- New technical curriculum with emphasis on Server Cluster training and Systems Management
- Enhanced service curriculum with online Web courses and testing
- Enriched professional certification curriculum for server professionals
- Enhanced classroom instruction with more time devoted to hands-on labs
- Courses continually revised to reflect the latest product information
- Many courses available in more than one media, so you can choose your favorite way to learn
- More just-in-time online and self-paced training selections
- The latest learning technologies designed into every course

Lenovo PC Institute Training Series - Product videos and CDs for sales, technical and service training

3.2.11 Vendor shall provide the State of West Virginia with a detailed, quarterly report describing the number, type, and location of all service calls associated with this agreement.

Lenovo Response:

IBM's **Electronic Service Call Plus (ESC+)** facilitates the recording and tracking of warranty calls by State of West Virginia. ESC+ will provide State of West Virginia with the capability to place hardware service calls and communicate with IBM's service support center via the Internet. ESC+ enhances the accuracy of call placement, and increases the productivity of help desk personnel by minimizing follow up phone calls to track or revise service requests.

Additional information on the IBM ESC+ program can be found in the Lenovo response to question 3.2.9.