Proposal for WV Secretary of State

High End Tower Computers, CRFQ 1600SOS1500000001

May 4, 2015

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Laura Hooper, Buyer
West Virginia Secretary of State
2019 Washington St. E.
Department of Administration, Purchasing Division
Charleston WV 25305

Dear Ms. Hooper,

Thank you for this opportunity to submit a proposal for West Virginia Secretary of State's forthcoming technology project. We have studied the information provided to us about your business requirements and carefully analyzed your technology needs. The solution recommended for WV Secretary of State has been designed to meet your needs in the most cost effective way without compromising on quality, service or ongoing support.

Dell is helping our customers to bring down the Total Cost of Ownership by simplifying IT. We are committed to providing solutions that will allow WV Secretary of State to reclaim time and cost and increase the productivity of your IT. In addition, we have built environmental consideration into every stage of the Dell product lifecycle including power consumption, helping our customers demonstrate environmentally responsible procurement.

Along with award winning products and services, Dell also offers you a dedicated program account team that is committed to working with you and your procurement needs. This team includes:

- An Account Manager to ensure overall account satisfaction
- System Consultants to provide a seamless deployment experience
- Technical Sales Representatives to facilitate order management
- Customer Service Representatives to provide post-sale support

Dell looks forward to working with you on this project. Should you have any questions regarding this response, please contact Joe Miller, Account Manager, at 512-513-9298 or online at Joe_K_Miller@Dell.com.

Dell's receipt of an Award or Purchase Order for CRFQ No. 1600 SOS1500000001, One time purchase of 7 computers from State of West Virginia and subsequent performance in relation to this response shall be governed by and understood to indicate State of West Virginia's acceptance of the Dell | Midwestern Higher Education Compact contract #45ABZ. Any terms in CRFQ No. 1600 SOS1500000001, One time purchase of 7 computers or on a resulting Purchase Order from State of West Virginia to Dell shall not be applicable.

Sincerely,

Stan Parish
Senior Proposal Manager

Table of Contents

Account Management

Dell's philosophy is that the relationship begins prior to the sale, when the Account Team works with WV Secretary of State to implement a custom strategy that will allow easy expansion and incorporation of relevant new technologies. Dell seeks to develop and utilize direct customer relationships to understand WV Secretary of State's needs and to deliver high quality computer products and services tailored to meet those needs. Your Account Team is available to provide WV Secretary of State with personalized advice and support based on your specific needs, technology planning, life-cycle cost management and project planning.

Account Roster

Account Executive

Field-based pre-sales consultant to help manage the relationship between Dell and WV Secretary of State. Account Executive is WV Secretary of State's main point of contact nationally to handle any questions or problems that may arise. Available for product and services consulting, future product roadmaps, strategic project planning, application road-mapping, resource management, and all other onsite sales activities. Works closely with your Dell Sales Representative.

Janet Nacci	Phone	888-977-3355
	Email	Janet_Nacci@Dell.com

Inside Sales Representative

Local office-based telephone resource, available during normal business hours. Responsible for daily account management including configurations, product recommendations, pricing, ordering, Premier Pages, and publication/literature requests.

Joe Miller	Phone	512-513-9298
	Email	Joe_K_Miller@Dell.com
	Fax	512-283-0827

Regional Sales Manager

Field-based resource available to assist with account satisfaction issues, executive support, and enterprise wide business strategy.

Keith Cullum	Phone	512-728-5582
	Email	Keith_Cullum@Dell.com

Inside Sales Manager

Local office-based -based inside sales manager. Responsible for regional sales representatives who service the healthcare market in the U.S. who is available for escalating any open issues such as pricing, delivery and customer satisfaction.

Vanessa Thomas	Phone	512-513-9298
	Email	Vanessa_Thomas@Dell.com

Technical Sales Representative

Local office-based telephone resource available for engineering and technical assistance during the presales and qualification of Dell Enterprise Products and Solutions.

Kimmy Evjen	Phone	512-513-8350
	Email	Kimmy_Evjen@Dell.com

Services Account Executive		
Field based consultant for pre-sale client and enterprise professional services needs. Assists customers in services for optimized infrastructure, storage, messaging and directories, and managed services. Also assists in training and certification class offerings		
Jennifer Hunt	Phone	512-728-0421
	Email	Jennifer_Hunt@Dell.com
Systems Consultant		
Field-based consultant for pre-sale and post-sale server infrastructure needs as available. Assists customers in technology planning and road-mapping different server technologies and platforms. Also assists in LAN/WAN planning and design, to ensure accurate product decisions.		
Robert Fate	Phone	888-977-3355
	Email	Robert_Fate@Dell.com
Dell Software & Peripherals (S&P) Inside Sales Representative		
Your S&P Sales Representative is available for questions, pricing, and ordering of Dell-branded and third party hardware, software, and peripherals.		
Shannon Persha	Phone	512-728-8693
	Email	Shannon_Persha@Dell.com
Helpful Support Information		
Internet Support		www.dell.com/support/

Legal Notice

Pricing Sheet

High End Tower Computers
Pricing Sheet

Line Item Number	Item Name	Description	Alternative Item SKU	Alternative Item Name and Description	Unit of Measure	Quantity	Unit Price	Extended Unit Price
3.1		TOWER PCs						
3.1.1	210-ACQO Base "or Equal"	Dell Precision Tower 7910 CTO base						
3.1.2	329-BCFZ "or Equal"	Dell precision Tower 7910 1300W Chassis			Each	7		0.00
3.1.3	461-AAAB "or Equal"	Chassis Intrusion Switch			Each	7		0.00
3.1.4	640-BBES "or Equal"	Dell Precision Optimizer			Each	7		0.00
3.1.5	338-BETF "or Equal"	Intel Xeon Processor E5-2643 v3 (Six Core HT, 20 MB Cache, 3.4 GHz Turbo)			Each	7		0.00
3.1.6	412-AADO "or Equal"	Single Processor Heat Sink for 7910			Each	7		0.00
3.1.7	370-ABUO "or Equal"	16GB 2133 MHz DDR4 (4x4GB) RDIMM ECC			Each	7		0.00
3.1.8	A7899926 "or Equal"	Dual 2GB NVIDIA Quadro NVS 620 (DP, DL-DVI-I) (2 DP to SL-DVI adapter)			Each	7		0.00
3.1.9	449-BBGV "or Equal"	C2 SATA/ SSD 2.5 inch, 1-4 Hard Drives			Each	7		0.00
3.1.10	400-AECQ "or Equal"	2.5 inch 512GB SATA/ SSD			Each	7		0.00
3.1.11	403-BBHE "or Equal"	Integrated LSI SAS 3008 12 GB/s SATA/SAS controller - SW RAID 0, 1, 10			Each	7		0.00
3.1.12	425-AAOH "or Equal"	16x DVD-/+RW HH			Each	7		0.00
3.1.13	520-AADM "or Equal"	Internal Speaker			Each	7		0.00
3.1.14	470-AATC "or Equal"	US Power Cord			Each	7		0.00
3.1.15	570-AACW "or Equal"	MS111 USB Optical Mouse			Each	7		0.00
3.1.16	580-AADS "or Equal"	US English QuietKey USB Keyboard Black			Each	7		0.00
3.1.17	640-BBDH "or Equal"	Adobe Reader 11			Each	7		0.00
3.1.18	620-AASU "or Equal"	Windows 8.1 DVD OS Recovery (English)			Each	7		0.00
3.1.19	329-BBJL "or Equal"	TPM Enabled			Each	7		0.00
3.2		Warranty						
3.2.1	994-9690 "or Equal"	Basic Hardware Service: Next Business Day onsite Service After Remote Diagnosis Initial Year			Year	7		0.00
3.2.2	932-6114 "or Equal"	Basic Hardware Service: Next Business Day onsite Service After Remote Diagnosis 4 Year Extended			Year	7		0.00
3.2.3	994-8147 "or Equal"	Dell Limited Hardware Warranty Plus Service Initial Year or equal			Year	7		0.00
3.2.4	998-4548 "or Equal"	Dell Limited Hardware Warranty Plus Service Extended Year(s) - 3 yrs or equal			Year	7		0.00
						Total Bid Price		$30,500.12

Detailed Quote

QUOTATION

Quote #:	706941193
Customer #:	18209317
Contract #:	45ABZ
CustomerAgreement #:	090701.02 MHEC
Quote Date:	05/04/2015

Date: 5/4/2015 Customer Name: WV SECRETARY OF STATE

GROUP: 1   QUANTITY: 7   SYSTEM PRICE: $4,357.16   GROUP TOTAL: $30,500.12

Description	Quantity
Dell Precision Tower 7910 XCTO Base (210-ACQO)	7
16GB (4x4GB) 2133MHz DDR4 RDIMM ECC (370-ABUO)	7
US English (QWERTY) Dell KB212-B QuietKey USB Keyboard Black (580-AADG)	7
Dual Nvidia Quadro K620 2GB (DP, DL-DVI-I) (2 DP to SL-DVI adapter) (490-BCCJ)	7
2.5 inch 512GB SATA SSD (400-AECQ)	7
Integrated LSI SAS 3008 12Gb/s SATA/SAS controller - SW RAID 0, 1, 10 (403-BBHE)	7
No Media Card Reader (385-BBBL)	7
Thank you for buying Dell (421-9982)	7
Dell Data Protection System Tools Digital Delivery/DT (422-0008)	7
SW,MY-DELL,CRRS (422-0052)	7
Hashing and part Traceability Data (444-BBBG)	7
Adobe Reader 11 (640-BBDH)	7
Dell Precision Optimizer (640-BBES)	7
Dell Data Protection	Protected Workspace (640-BBEW)	7
Visit www.dell.com/encryption (640-BBHR)	7
Not Selected in this Configuration (640-BBHS)	7
Dell Applications for Windows 7 (658-BBIH)	7
Non RAID (780-BBCJ)	7
No Anti-Virus Software (650-AAAJ)	7
Windows 7 Professional 64-bit English/French/Spanish (Includes Windows 8.1 Pro license) (619-AFIT)	7
US Order (332-1286)	7
Dell Precision Tower 7910 1300W Chassis (329-BCFZ)	7
Dell MS111 USB Optical Mouse (570-AACW)	7
No Energy Star (387-BBBE)	7
No Additional Network Card Selected (Integrated NIC included) (555-BBJO)	7
16x DVD-/+RW HH (429-AAQH)	7
Sound Card Not Included (510-BBBW)	7
Internal Speaker (520-AADM)	7
US Power Cord (470-AATC)	7

Windows 8.1 DVD OS Recovery(English) (620-AASU)	7
Dell Backup and Recovery Basic (637-AAAS)	7
No External Speaker (520-AABF)	7
Safety/Environment and Regulatory Guide (English/French/Dutch) (340-AGIK)	7
Dell Limited Hardware Warranty Plus Service (997-5852)	7
Onsite/In-Home Service After Remote Diagnosis 5 Years (997-5857)	7
No UPC Label (389-BDCE)	7
TPM Enabled (329-BBJL)	7
No Out-of-Band Systems Management (631-AAKY)	7
Resource DVD not Included (430-XXYU)	7
No Additional Hard Drive (401-AADF)	7
No Additional Hard Drive (401-AADF)	7
No Additional Hard Drive (401-AADF)	7
No Additional Hard Drive (401-AADF)	7
Placemat for Precision Workstation Tower 7910 (DAO) (340-AMLE)	7
No Additional Hard Drive (401-AADF)	7
No Additional Hard Drive (401-AADF)	7
Intel Xeon Processor E5-2643 v3 (6C HT, 20MB Cache, 3.4GHz Turbo) (338-BETF)	7
Single Processor Heatsink for T7910 (412-AADO)	7
No DDPE Encryption Software (954-3465)	7
C2 SATA/SSD 2.5 Inch, 1-4 Hard Drives (449-BBGV)	7
Chassis Intrusion Switch (461-AAAB)	7
Boot drive or boot volume is less than 2TB (411-XXXY)	7
Shipping Material for System (328-BBET)	7
SHIP,PWS,LNK,NO,NO,AMF (340-AEYP)	7
No Stand included (575-BBCH)	7
No FGA (817-BBBB)	7
No Accessories (461-AABV)	7
PowerDVD Software not included (429-AABU)	7
No Additional Hard Drive (401-AADF)	7
Not Selected in this Configuration (817-BBBC)	7
MOD,LBL,REG,T7910,WW (328-BBWN)	7
MOD,LBL,REG,T7910,DAO (389-BFJT)	7
Intel Xeon Label (389-BBRO)	7
No Dell Tera2 Remote Access host card for the Wyse P25 Zero Client (386-BBBE)	7

*Total Purchase Price:	**$30,500.12**
Product Subtotal:	$30,500.12
Tax:	$0.00
Shipping & Handling:	$0.00
State Environmental Fee:	$0.00
Shipping Method:	LTL 5 DAY OR LESS

(* Amount denoted in $)

Technical Specifications

Dell Precision Tower 7910

Productivity

Power through the most demanding compute and graphics-intensive workloads with the Dell Precision Tower 7910:

- Single or dual Intel Xeon processor E5-2600 v3 provide the performance, frequency & cores (up to 18 per processor) for the most complex workstation application environments
- Easily manage huge data sets with up to 1TB of 2133MHz DDR4 memory
- Choose from a broad selection of new professional grade AMD FirePro or NVIDIA Quadro graphics
- Integrated 12Gb/s SATA/SAS controller facilitates data striping and mirroring for increased performance & data availability
- Dell Precision Optimizer 2.0 autotunes application settings for optimized performance

Reliability

- Exclusive Reliable Memory Technology maximizes uptime by eliminating virtually all memory errors for more stability
- The result of hundreds of engineering hours and rigorous testing, Independent Software Vendor (ISV) Certifications[1] offer peace of mind that your high performance software applications will run as designed

Environment

- Dell Precision Tower 7910 is EPEAT registered and offers ENERGY STAR configurations, including 80 PLUS- registered Gold power supplies

Chassis design

- Straightforward, clutter-free interior provides easy access to components and improved acoustic performance
- The only mainstream tower workstation family to offer an externally accessible tool-less (lockable) power supply for superior serviceability
- A split chassis design for superb air flow, improved acoustics, and serviceability
- Ample 1300W power supply for up to three high-end graphics cards

Service and support

- Rest assured that your Dell Precision workstation will be well protected should an issue arise, with a standard 3 year limited hardware warranty

Precision Tower 7910	
Processor Options	One or two; Intel Xeon processor E5-2600 v3 family with up to eighteen cores per processor and Intel Advanced Vector Extensions, Intel Trusted Execution Technology,

[1] ISV certification applies to select configurations.

Precision Tower 7910	
	Intel AES New instructions, Optimized Intel Turbo Boost and optional Intel vPro technology
Operating System Options	• Windows 8.1 Pro (64-Bit)[2] • Genuine Windows 7 Professional (64-Bit) • Red Hat Enterprise Linux 7.0 • Ubuntu 12.04 SP1 Linux
Memory Options	Quad channel; Up to 1TB 2133 MHz DDR4 ECC RDIMM memory); 16 DIMM slots (8/processor)
Chipset	Intel C612Chipset
Graphics[6] Options	Support for up to four PCI Express x16 Gen 2 or Gen 3 cards up to 675W total for graphics (restrictions apply)

High end 3D cards:	Mid-range 3D cards:	Entry 3D cards:	Professional 2D cards:
NVIDIA Quadro K6000 NVIDIA Quadro K5200	AMD FirePro W7100 AMD FirePro W5100 NVIDIA Quadro K4200 NVIDIA Quadro K2200	AMD FirPro 4100 AMD FirePro 2100 NVIDIA Quadro K620 NVIDIA Quadro K420	NVIDIA Quadro NVS 51012 NVIDIA Quadro NVS 315 NVIDIA Quadro NVS 310

GPU GPGPU MCC Compute	• One or two NVIDIA Tesla K20C Computing Processors (GPGPU) • Intel 3120A Coprocessor (S & P in select regions)
Storage Options	Up to eight 2.5" SATA or SAS drives or up to four 3.5" SATA or SAS drives

SATA 7200RPM Up to 4.0TB	SAS 10K RPM up to 1.2TB	SAS 15k RPM Up to 600GB	SATA SSD Up to 512GB	SAS SSD Up to 512GB	PCIe SSD Micron P420m 700GB/1.4TB

Storage Controller	Integrated: • LSI SAS 3008 SATA/SAS 12Gb/s controller supports software RAID 0, 1, 10	Optional • MegaRAID SAS 9341-8i 12Gb/s SATA/SAS PCIe controller supports software RAID 0,1,5,10 • MegaRAID SAS 9361-8i 12Gb/s SATA/SAS PCIe controller (1 GB cache) supports hardware RAID 0,1,5,10
Add-in cards	• Thunderbolt 2 PCIe card w DisplayPort loop back cable • Serial port PCIe card, 1 port; 1394a/b PCIe card, 3 ports - 1x 1394a, 2x 1394b	
Communications	Intel I217 & I210 Gigabit Ethernet controllers with Intel Remote Wake UP, PXE and Jumbo frames support	Optional Intel I210 10/100/1000 Gigabit Ethernet controller (PCIe card), 1 X RJ45, Intel X540-T2 10GbE Ethernet Server Adapter (PCIe x8 card), 2 X RJ45 Remote Wake UP, PXE and Jumbo frames support

[2] A 64-bit OS is required to support 4GB or more of system memory. Max memory with Windows 7 is 192GB. Greater than 192GB requires RHEL 6.4 or Windows 8 64Bit

Precision Tower 7910		
1:1 Remote Access Options	• Tera2 dual & quad display PCoIP PCIe Remote access host card for Wyse P25/P45 zero client & soft clients • Teradici PCoIP Workstation Access Software	
Ports	Front : 3 USB 2.0, 1 USB 3.0, 1 Microphone, 1 Headphone Internal: 3 USB 2.0, 8 SATA/SAS 12Gb/s, 2 SATA 6Gb/s (for optical drive(s)) Rear: 3 USB 2.0, 3 USB 3.0, 2 PS2, 2 RJ45, 1 Serial	
Dimensions	Dimensions (HxWxD): 16.95 x 8.50 x 20.67"; 438 x 216 x 545mm	
Bays, chassis, ports	Bays: One external slimline optical bay, one external 5.25" bay, four 3.5" or eight 2.5" front accessible hard drive bays (four in 5.25" bay)	5 slots, all full length except slot 1. Two PCIe x16 Gen 3 (plus 2 additional PCIe x16 Gen 3 with second processor option); 1 PCIe x16 Gen 3 wired x4 (slot 1); 1 PCIe x16 Gen 2 wired x4; 1 PCI 32 bit/33MHz
Monitors	Dell UltraSharp series - Award-winning high-performance monitors with PremierColor (on select models) and ultrawide viewing, from 21.5"-30". Dell Professional series monitors available from 17"-24".	
Optical Drive	Slim-line tray load options: DVD-ROM; DVD+/-RW	
Security Options	Trusted Platform Module (TPM 1.2); Intrusion switch; Setup/BIOS Password; I/O Interface Security; Kensington lock slot, Padlock ring, Internal bezel lock; lockable power supply; Dell Data Protection (DDP): DDP	Security Tools for authentication; DDP	Protected Workspace for malware; DDP	Encryption for data protection	
Regulatory & Environmental	Regulatory Model: P29F, Regulatory Type: P29F001, EPEAT Registered. For specific country participation and rating, please see www.epeat.net. BFR/PVC free	
Warranty & Support Services	Limited Hardware Warranty10; Standard 3-year On Site Service after Remote Diagnosis. Optional 3 year Dell ProSupport premium support from expert technicians & 24x7 global availability7. 4 & 5 year support options[3]	
Configuration Services	Factory Image load. BIOS Customization. Hardware Customization, Asset Tagging and Reporting	

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[3] Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions

Warranty Information

Dell Warranty and Support Services

Basic hardware support is provided as standard on all new Dell client systems. Most enterprise products are supplied with an enhanced support package (Dell ProSupport) as standard.

ProSupport is a simplified, globally consistent support portfolio that spans desktops, notebooks, servers and storage. It offers tailored end-to-end support solutions designed to fit your IT capabilities and environment, and is available as modular packages designed to address your daily IT challenges.

For organizations who need a customized support solution, a ProSupport package can be tailored to fit your exact needs.

Basic Hardware Service

Dell's Basic Hardware Service offers a menu of optional response times and support options designed to meet your needs. You can add selected support options to basic support. Options include Keep Your Hard Drive (KYHD) and Accidental Damage Services.

As part of our on-going efforts to improve our operational efficiency, we are implementing several updates to our existing technical support policies for our Basic Hardware Service. While some of the items below currently apply to the existing Basic Hardware Service, our intent is to ensure that organizations have the right level of support service for their Dell products moving forward.

Customer Self-Replaceable (CSR) Parts

Dell commercial products sold with Basic Hardware Service will adhere to the long-standing policy for CSR parts.

Customer Self-Replaceable (CSR) parts are component parts designed specifically for you to be able to remove and replace easily on your Dell product. Our CSR Parts Program enables you to replace parts at your own convenience. If, after contacting Dell technical support to resolve an issue, it is determined that a CSR part is required for resolution, we will ship the required part directly to you.

All Dell CSR parts are classified as either Mandatory or Optional:

- Mandatory CSR Parts are parts that you must replace. We do not provide installation labor for them. However, you may request that we replace these parts for an additional fee
- Optional CSR Parts are intended to be replaced by you. Depending on the type of service that was purchased with the product, we may provide an on-site technician to replace the parts

SATA hard drive limited hardware warranty for server and storage products (excluding EqualLogic)

As of 25 March 2009, SATA hard drives on certain server/storage products sold with Basic Hardware Service carry:

- The lesser of either a one-year limited hardware warranty; or
- The length of the limited hardware warranty for the system with which the SATA hard drive is shipped

If you need support on a SATA hard drive beyond one year, you may purchase the Dell ProSupport service to receive SATA hard drive support for the duration of the system's limited hardware warranty.

Alternatively, a SATA hard drive warranty extension can be purchased with Basic Hardware Service.

Basic technical phone support hours

Basic technical phone support is available during normal business hours. Business hours may vary by region (details are available on the country's Dell support web page).

Support for duration of the service contract

As of October 2008, commercial systems receive support assistance for the duration of the service contract.

Dell does not provide lifetime support for free (i.e. *'we will provide support for as long as customers own their system'*). If you wish to extend the service period duration, you may purchase additional service coverage.

Software support with Basic Hardware Service

Our Basic Hardware Service provides hardware diagnostic and repair service. It does not include support for software applications, operating system 'how-to', or database diagnostics.

In the course of diagnosing hardware related issues, a technician may be required to resolve a software issue in order to proceed with the hardware repair. This is, however, done as part of the hardware support resolution process.

For issues unrelated to the Basic Hardware Service, you can purchase *Pay as You Need* services for an additional fee. *Pay As You Need* services include:

- Telephone support for issues related to software, networking, third party software, virus or malware
- Data and security for supported products.

Services can be purchased on an *'as needed'* basis. Pricing is based on a simple, tiered structure determined by the complexity of the issue. Availability will vary by geographic location.

Customer special instructions

If you have previously provided special instructions to Dell's phone technicians, you may be contacted to determine if these instructions can be formalized through the customer service process.

Basic Hardware Support - (BASIC)

Basic Hardware Support (BASIC) services are provided as a minimum standard on all Dell client equipment and selected enterprise equipment. This basic support provides telephone support during business hours and a next business day on-site hardware repair service for Optional Customer Self-Replaceable (OCSR) parts or parts dispatch for mandatory Customer Self-Replaceable (CSR) parts.

Dell's BASIC Service places a Dell-certified engineer at your location the following business day for **Optional CSR Parts only**, after completion of telephone-based troubleshooting. A Dell technician will accept and log a system fault call before 17:00 Monday-Friday, subject to parts availability.

Basic Hardware Support - International Service Program

The International Service Program provides service and support for a Dell portable notebook computer while travelling outside the country in which it was purchased. This service is available countries where Dell sells directly to customers, rather than through partners. A current list of direct countries may be found on the Dell website.

If repair is needed, the Dell technician will arrange for service by contacting the Dell call center in the country where the user is located. If the user is in a remote or inaccessible location, international service may not be Next Business Day.

Basic Hardware Support - European Collect and Return Service[4]

Dell's European Collect and Return Service (CAR) will collect, repair and return the user's system within six business days, after completion of telephone-based troubleshooting. A Dell technician will accept and log a system fault call, subject to parts availability. If the call is logged before 17:00 Monday-Friday, the unit will be collected during the next working day. This service is available for value Latitude only (E5400 and E5500) and is available in the following countries:

Austria	France	Luxembourg	South Africa
Belgium	Germany	Netherlands	Spain
Czech Republic	Greece	Norway	Sweden
Denmark	Ireland	Poland	Switzerland
Finland	Italy	Portugal	United Kingdom

Whatever the length of the service period, Dell provides 1-year non-upgradeable hardware support for Dell consumables and accessories such as media, carry cases, CMOS batteries and notebook batteries.

Support Extension option - Keep Your Hard Drive (ProSupport and Basic)

Keep Your Hard Drive (KYHD) is a support service designed to give peace of mind to customers with sensitive, confidential and/ or irreplaceable data stored on computer hard drives.

If, after completion of Dell's standard on-site diagnostic procedures, it is determined that the system has a faulty hard drive, the KYHD Service allows you to retain the faulty hard drive after it has been removed from the system by the Dell technician.

Keeping the hard drive means that you can either destroy the data on the hard drive according to your own security policy, or attempt to retrieve the data on the faulty drive using a specialist data retrieval company. This avoids the time pressure of trying to destroy or retrieve the data before the product is repaired.

Support Extension option - Accidental Damage (ProSupport and Basic)

Dell's Accidental Damage provides comprehensive coverage of your client system against accidental damage. It provides replacement or next business day repair in the event of an unforeseen incident.

Basic Support Extension Option - Laptop Extended Battery Service

The extended battery service includes the following:

- Flexibility to purchase the right to a battery replacement when you purchase any new Dell commercial laptop with a Limited Warranty of greater than one year
- One replacement battery can be provided during the warranty period of your laptop, up to three years
- The replacement battery is sent out at no additional charge
- The old battery is disposed of in an environmentally friendly manner

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[4] (Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location and time may vary in some countries. At the time of printing, in UK and Ireland calls must be logged before 16:30 and in Denmark, Finland, Norway, and Sweden calls must be logged before 15:30 hrs local time for the unit to be collected during the next working day. For more information, please check with your local Dell office.)

Dell ProSupport

Dell ProSupport is available on client and enterprise hardware. ProSupport has been designed to simplify IT, providing consistent, high quality support that is standardized globally. We will deliver your chosen support package across your entire Dell hardware estate, giving you rapid response by Dell experts.

Service Options

Dell ProSupport Mission Critical Option

The Mission Critical option includes either a 4 hour or 8 hour response, with the option of a 2 hour response service if your site falls within the service coverage area. Dell has 5 Global Command Centers for round-the-clock coverage worldwide.

Our Critical Situation Process for Severity 1 incidents provides:

- On-going scheduled situation updates to keep you informed every step of the way
- Problem replication in Dell's simulation labs (as needed)
- Prioritized production in the event of a natural disaster

We will provide emergency dispatch that allows simultaneous phone and on-site troubleshooting. Hardware fault monitoring is also available on select server and storage platforms.

Mission Critical is available for selected enterprise equipment. Mission Critical for client is available for OptiPlex and Precision systems.

Same Day Response Service Option

Same day response / or 4 hour on-site service includes the following:

- After phone-based troubleshooting, a Dell-trained technician will arrive on site within 2**Error! Bookmark not defined.**/4 hours of problem determination, depending on location
- On-site service technicians coordinate incident resolution and troubleshooting directly with Dell's Expert Centers

Specialized On-site Service Options

With this module of ProSupport you can choose from a range of robust options tailored to your unique needs. Options include:

- On-site Service Delivery Manager
- On-site Escalation Manager
- On-site Service Engineer
- Scheduled On-site Service
- On-site Diagnosis Service

Remote Advisory Options

Remote advisory assistance is designed to support your specialized applications and solutions. It is ideal for on-going support of solutions deployed through Dell Infrastructure Consulting Services or for additional configuration and optimization needs. You can select remote advisory services that cover the following specialist areas:

- Virtualization
- Exchange
- Systems Management
- Storage technology

- Backup and recovery

Accidental Damage Services

Protect assets from inevitable mishaps with Accidental Damage. This provides an easy and flexible repair and replacement service for most accidental damage. Accidental Damage helps to save time, money and resources in the event of unplanned events such as:

- Spills
- Drops
- Breakages
- Electrical surges

Data Protection: Keep Your Hard Drive (KYHD)

Keep Your Hard Drive allows you to retain hard drives, and also receive a replacement hard drive under limited warranty.

With Keep Your Hard Drive, you maintain control over sensitive and confidential data on hard drives; and you determine the best method of disposal for failed hard drives.

- Covers multiple drives in a system and multiple failures
- Mitigates risk and ensures security of classified, proprietary or sensitive data
- Complies with current data privacy regulations and internal company policies

KYHD is available for desktops, notebooks, workstations, servers and storage systems.
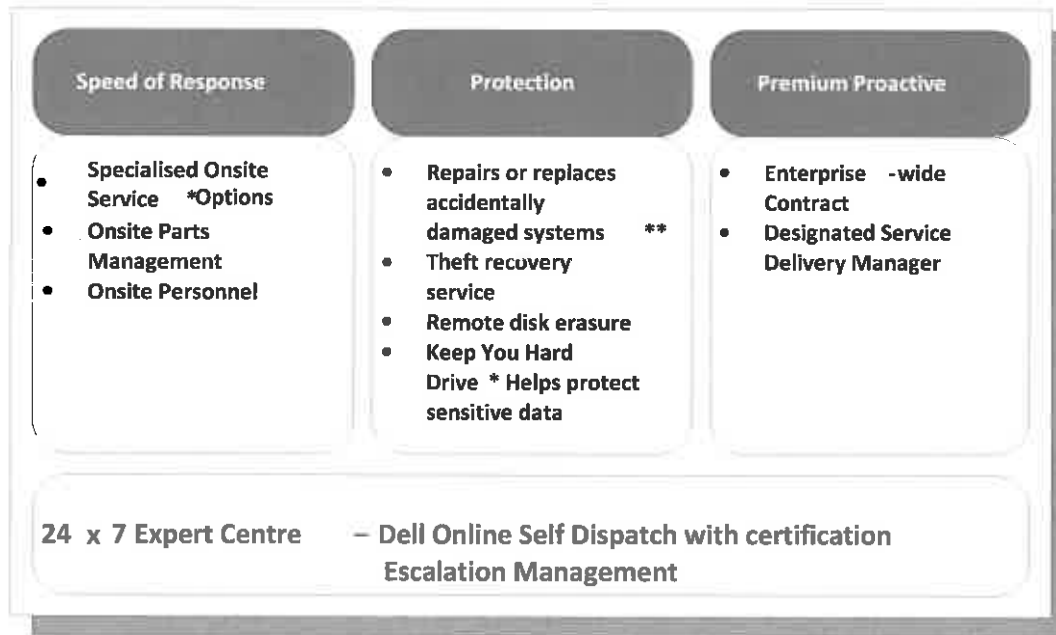
Data Protection Options

Hard Drive Data Recovery

In the event of hard drive failure, it can be important to be able to recover data, especially if employees have not backed up their hard drive.

The Hard Drive Data Recovery Service from Dell provides a recovery service for failed hard drives that have not been backed up. You can feel secure knowing that you can recover data in the event of a failure. This comprehensive service is available globally for all commercial products.

Speed of Response	Protection	Premium Proactive
• Specialised Onsite Service *Options • Onsite Parts Management • Onsite Personnel	• Repairs or replaces accidentally damaged systems ** • Theft recovery service • Remote disk erasure • Keep You Hard Drive * Helps protect sensitive data	• Enterprise -wide Contract • Designated Service Delivery Manager

24 x 7 Expert Centre – **Dell Online Self Dispatch with certification Escalation Management**

Example Solution for Notebooks

This sample solution provides support for common customer issues and concerns including:

- Repetitive basic troubleshooting
- Accidental damage
- Compliance in protecting sensitive data

Example Solution for Desktops/Workstations

This sample provides support for common customer issues and concerns including:

- Repetitive basic troubleshooting
- Compliance in protecting sensitive data

Example Solution for Servers and Storage

This sample solution provides support for common customer issues and concerns including:

- Unplanned downtime
- Compliance in protecting sensitive data
- Tracking and applying critical updates
- Access to specialized expertise
- Remote Advisory Options

Purchasing Affidavit

RFQ No. 1800 SOS1500300001

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

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

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

DEFINITIONS:

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

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

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

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Dell Marketing, L.P.

Authorized Signature: _____ Date: May 4, 2015

State of Texas

County of Williamson , to-wit:

Taken, subscribed, and sworn to before me this 4th day of May , 2015

My Commission expires 11-20 , 2015.

AFFIX SEAL HERE

NOTARY PUBLIC _____

NEAL SISBARRO
Notary Public, State of Texas
My Commission Expires
November 20, 2018

Purchasing Affidavit (Revised 07/01/2012)

CERTIFICATIONAND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration. *

Dell Marketing, L.P.
_____
(Company)

_____ Stan Parish, Senior Proposal Manager
(Authorized Signature) (Representative Name, Title)

512-513-9298, 512-283-0827, May 4, 2015
(Phone Number) (Fax Number) (Date)

* Dell's receipt of an Award or Purchase Order for CRFQ No. 1600 SOS1500000001, One time purchase of 7 computers from State of West Virginia and subsequent performance in relation to this response shall be governed by and understood to indicate State of West Virginia's acceptance of the Dell | Midwestern Higher Education Compact contract #45ABZ. Any terms in CRFQ No. 1600 SOS1500000001, One time purchase of 7 computers or on a resulting Purchase Order from State of West Virginia to Dell shall not be applicable.