



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 5

List View

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 355801


Procurement Type: Central Master Agreement

Vendor ID: 000000219123 

Legal Name: POMEROY IT SOLUTIONS SALES CO

Alias/DBA:

Total Bid: \$0.00

Response Date: 09/07/2017 

Response Time: 13:10

SO Doc Code: CRFQ

SO Dept: 0212

SO Doc ID: SWC1800000002

Published Date: 9/6/17

Close Date: 9/7/17

Close Time: 13:30

Status: Closed

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

Total of Header Attachments: 5

Total of All Attachments: 5



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

State of West Virginia
Solicitation Response

Proc Folder : 355801

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

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-09-07 13:30:00	SR 0212 ESR09071700000000890	1

VENDOR

000000219123

POMEROY IT SOLUTIONS SALES CO

Solicitation Number: CRFQ 0212 SWC1800000002

Total Bid : \$0.00

Response Date: 2017-09-07

Response Time: 13:10:23

Comments:

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale
(304) 558-8801
stephanie.l.gale@wv.gov

Signature on File

FEIN #

DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	E-CATALOG	0.00000	EA	\$6,710,031.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
43210000			

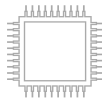
Extended Description :	E-CATALOG
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Comments: Unit Price is total from IP Pricing Page



The world's most powerful mobile workstation.

PRECISION 7720



Powerful performance

The Dell Precision 7720 includes the latest 7th Generation Intel® Core™ and Intel® Xeon® processors and choice of NVIDIA Quadro® or Radeon Pro™ professional graphics cards.



Latest technology

World's first VR-ready mobile workstation has the latest technologies including ultra-fast PCIe NVMe SSDs and up to 4TB storage with RAID support.



Innovative design

Designed with new technologies and premium materials to create a device that delivers the most performance possible, while being truly mobile and beautiful to look at. View, create and edit your work in stunning detail with an optional 4K Ultra HD display with 100% Adobe RGB color gamut. Dell's cooling solution is so advanced, your most processor-intensive applications will benefit from staying in turbo frequencies longer.



Outstanding reliability

Precision Workstations are tested (Independent Software Vendor certified) to ensure the high-performance applications you rely on every day run smoothly. In addition, every Dell Precision comes with the exclusive Dell Precision Optimizer, which automatically tunes your Workstation to run some of the most popular (ISV) applications at the fastest speeds possible.

Features & Technical Specifications



Feature	Dell Precision 7720 Technical Specifications
Processor ¹	Intel 7th Generations Processors Intel Core Xeon E3-1535M v6 Quad Core Xeon 3.10GHz, 4.20GHz Turbo, 8MB 45W Intel Core Xeon E3-1505M v6 Quad Core Xeon 3.00GHz, 4.00GHz Turbo, 8MB 45W Intel Core i7-7920HQ Quad Core 3.10GHz, 4.10GHz Turbo, 8MB 45W Intel Core i7-7820HQ Quad Core 2.90GHz, 3.90GHz Turbo, 8MB 45W Intel Core i7-7700HQ Quad Core 2.80GHz, 3.80GHz Turbo, 6MB 45W Intel Core i7-7440HQ Quad Core 2.80GHz, 3.80GHz Turbo, 6MB 45W Intel Core i5-7300HQ Quad Core 2.50GHz, 3.50GHz Turbo, 6MB 45W Intel 6th Generation Processors Intel Core Xeon E3-1575M v5 Quad Core Xeon 3.00GHz, 3.90GHz Turbo, 8MB 45W Intel Core Xeon E3-1545M v5 Quad Core Xeon 2.90GHz, 3.80GHz Turbo, 8MB 45W Intel Core i7-6920HQ Quad Core 2.90GHz, 3.80GHz Turbo, 8MB 45W Intel Core i7-6820HQ Quad Core 2.70GHz, 3.60GHz Turbo, 8MB 45W
Operating System ²	Windows™ 7 Pro (64-bit) w/ 6th Gen Processors, Windows™ 8.1 Pro (64-bit) W/6th Gen Processors, Windows™ 10 Pro (64-bit), Windows™ 10 Home (64-bit), Canonical Ubuntu 16.04 SP1, RHEL 7.3
Chipset	Intel Mobile CM238
Memory ³	4 DIMM slots: up to 64GB DDR4 NECC 2400MHz Up to 64GB DDR4 ECC DDR4 2400MHz Up to 32GB DDR4 2667MHz SuperSpeed memory
Graphics ³	Radeon Pro WX 4130 with 2GB GDDR5 dedicated memory Radeon Pro WX 7100 with 8GB GDDR5 dedicated memory NVIDIA Quadro M1200 with 4GB GDDR5 dedicated memory NVIDIA Quadro P3000 with 6GB GDDR5 dedicated memory NVIDIA Quadro P4000 with 8GB GDDR5 dedicated memory NVIDIA Quadro P5000 with 16GB GDDR5 dedicated memory Intel® HD Graphics P580, 630
Display Options	17.3" HD+ TN (1600x900) Anti-Glare LED-backlit (42% color gamut) 17.3" UltraSharp™ FHD IPS (1920x1080) Wide View Anti-Glare LED-backlit with Premium Panel Guarantee (72% color gamut) 17.3" UltraSharp™ UHD IGZO (3840x2160) PremierColor Wide View Anti-Glare LED-backlit with Premium Panel Guarantee (100% Adobe color gamut)
Storage Options ⁴	Support for three storage devices: two M.2 PCIe solid state drives and one M.2 PCIe/2.5" SATA drive: Dell Fast Response Free Fall Sensor standard Hard Disk Drive (HDD): 2.5" 500GB, 1TB 7200RPM up to 2TB 2.5" 5400RPM SATA 6Gb/s Solid State Drive (SSD): 256GB, 512GB, 512GB SED (Check regional availability), 1TB 2.5" SATA 6Gb/s M.2 PCIe NVMe Solid State Drive (M.2 SSD): 256GB, 512GB, 512GB SED (Check regional availability), 1TB SSD
Communication Options ⁵	Wired: Integrated Intel I219LM 10/100/1000 Gigabit Ethernet Wireless LAN & Bluetooth: Intel® 8265 Dual-Band 2x2 802.11 ac Bluetooth® 4.2, Dell DW1820 2x2 801.11ac + Bluetooth 4.2, Mobile Broadband: DW5811e (Gobi 4g/LTE – FMC)
Multimedia	Dual integrated high quality speakers and optional dual integrated noise cancelling digital array microphones MaxxAudio® Pro by Waves Optional integrated light sensitive HD video webcam
I/O Ports and Connectors	1 x SD Card Reader (SD, SDHC, SDXC, supporting up to 2TB); 1 x Thunderbolt® 3; 4 x USB3.0 with PowerShare; 1 x mDP 1.4; 1 x HDMI 1.4; 1 x Headphone and microphone combo jack; 1 x SmartCard Reader
Security ⁶	Intel® Platform Trust Technology, Trusted Platform Module (TPM) 1.2/2.0 (Check regional availability), Chassis lock slot support Support for optional Computrace and Optional Contactless SmartCard Reader/Fingerprint Reader or FIPS Fingerprint reader (Check regional availability)
Dimensions	Width: 16.42"/417.04mm x Depth: 11.08"/281.44mm x Height (front-Rear): Front 1.12"/28.5mm – Rear 1.36"/34.49mm
Battery	91Whr Lithium Ion polymer battery; 91Whr long life cycle Ion Polymer battery
Weight ⁷	Starting at 3.42kg (7.55lb) with SSD
Power Adaptor	240 Watt AC adapter (7mm barrel)
Regulatory and Environmental Compliance ⁸	ENERGY STAR 6.2; EPEAT registered
TAA Configurations available	YES (Check regional availability)

Essential Accessories



PRECISION 7720



Dell UltraSharp Ultra HD
4K Monitor with
PremierColor | UP3216Q



Dell Thunderbolt™
Dock | TB16



Dell Wireless Premium
Keyboard & Mouse
Combo | KM717



The world's most powerful
mobile workstation.



PRECISION 7720

Some options available only in select regions; ISV certification applies to select configurations:

¹ Intel Turbo Boost mode only available on Xeon, Core i7 and Core i5 processors. Intel Integrated HD graphics only available with select processors.

² A 64-bit operating system is required to support 4GB or more of system memory.

³ System memory may be used to support graphics, depending on system memory size and other factors.

⁴ Hard Drive capacity varies with preloaded material and will be less.

⁵ Miracast wireless technology: requires a compatible media adapter (sold separately) and an HDMI-enabled display.

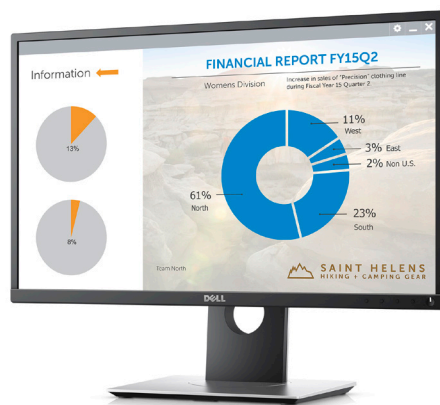
⁶ Computrace is not a Dell offer. See absolute.com/en/about/legal/agreements. www.absolute.com/en/about/legal/agreements.

⁷ Weights vary depending on configuration and manufacturing variability.

⁸ See epeat.net for specific registration rating/status by country. For a complete listing of declarations & certifications, see Dell's regulatory & compliance homepage at dell.com/regulatory_compliance. Availability and terms of Dell Services vary by region. For more information, visit Dell.com/servicecontracts/global; Limited Hardware Warranty available by writing Dell USA LP, Attn: Warranties One Dell Way, Round Rock, TX 78682 or See dell.com/warranty; Onsite Service after Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. See dell.com/servicecontracts/US. Other conditions apply.



Dell 24 Monitor P2417H



The smart choice to help boost productivity with more comfort and convenience.

Enhanced productivity

Help boost your productivity with this 23.8" 16:9 aspect ratio monitor.

- Enjoy a better visual experience with a slim border design — great for multi-monitor setups.
- Efficiently auto apply predefined color settings for various applications via Dell Auto Mode.
- Easily tile and view your software applications side by side with the Dell Easy Arrange feature.
- Reduce desk clutter with integrated power and cable management.

Improved comfort

Work the way you like, comfortably.

- Adjust your view with flexible adjustability features including tilt, pivot, swivel and height-adjustable stand.
- See images clearly with consistent colors across an ultrawide viewing angle.
- Optimize eye comfort with a flicker-free screen and ComfortView feature⁶ which minimizes blue light emission.
- Enjoy added convenience and usability thanks to two easily accessible USB 3.0 ports located on the side of the monitor.



Smart investment

You're ready now and for the future with this smart choice.

- Future proof your connectivity with a wide range of digital ports.
- Choose an eco-conscious design which meets latest regulatory and environmental standards.
- Get a variety of mounting options and accessories to flexibly configure your office.

Reliable

Comes with Dell's high reliability promise.

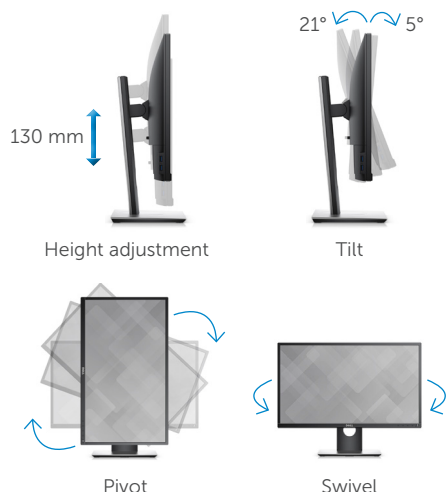
- Enjoy great reliability from the #1 monitor brand worldwide.*
- Experience peace of mind from Dell's commitment to quality and customer satisfaction with the Premium Panel⁵ Guarantee.
- Minimize downtime with Dell's 3-year Advanced Exchange Service³.

For more information visit
www.dell.com/monitors

Thank you
for making
Dell Monitors

#1
worldwide*

Easily adjust the panel to your preferred viewing position.



Connectors



- A Power cable connector
- B HDMI
- C DisplayPort
- D VGA
- E USB upstream
- F USB downstream
- G Stand lock feature



What's in the box?

Components

- Monitor panel
- Stand (riser and base)

Cables

- Power cable (varies by country)
- VGA, DisplayPort, USB 3.0 upstream cables

Documentation

- Drivers and documentation media (CD)
- Quick Setup Guide
- Safety and regulatory information



Dell 24 Monitor | P2417H

Display

Model number	P2417H
Viewable image size (diagonal)	60.5 cm (23.8 inches)
Active display area	
Horizontal	527.04 mm (20.75 inches)
Vertical	296.46 mm (11.67 inches)
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16:9
Pixel pitch	0.275 mm x 0.275 mm
Brightness (typical)	250 cd/m ²
Color gamut (typical)	82% ¹
Color depth	16.7 million colors
Contrast ratio (typical)	1000:1
Mega dynamic contrast ratio	4 million:1
Viewing angle (typical) (vertical/horizontal)	178°/178°
Response time (typical)	6 ms gray-to-gray (typical)
Panel technology, surface	In-plane switching
Backlight	LED
Bezel color	Black

Connectivity

Connectors	DisplayPort 1.2, HDMI 1.4, VGA, 2 x USB 3.0 (side), 2 x USB 2.0 (bottom)
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Features

Stand	Tilt (Typical: 5° forward or 21° backward), pivot (90°), swivel (45°), height adjustable (130 mm)
Security	Security lock slot (security lock not included)
VESA mounting support (wall mount kit sold separately)	Dell Quick Release feature (100 x 100 mm)
Other	ComfortView, Dell DisplayManager with Easy Arrange, narrow bezel, stepped feature

Power

AC input voltage/frequency/current (typical)	100 to 240 VAC / 50 or 60 Hz ± 3 Hz / 1.5 A (typical)
Power consumption (normal operation)	19 W (typical) 39 W (Max.)
Power consumption (active-off mode)	< 0.3 W

Dimensions (with stand)

Height (compressed ~ extended)	362.1 mm ~ 492.1 mm (14.26 inches ~ 19.37 inches)
Width	549.8 mm (21.65 inches)
Depth	180.0 mm (7.09 inches)

Weight

Weight (panel only – no stand)	3.33 kg (7.32 lb)
Weight (with stand)	5.90 kg (12.98 lb)
Shipping weight	7.63 kg (16.78 lb)

Standard service plan

- 3 years Premium Panel Guarantee⁵
- 3 years Advanced Exchange Service³ and Limited Hardware Warranty⁴

Environmental compliance

ENERGY STAR®, EPEAT® Gold², TCO Certified Displays, CEL, CECP, RoHS, WEEE, ErP (EuP) Standards, Korea E-Standby

^{*}Dell monitors are #1 worldwide for 3 consecutive years! Source: IHS Global Inc. Desktop Monitor Market Tracker (2013 to 2015) ID# G16000073

^{**}Registered in US and Canada only.

¹ Color gamut (typical) is based on CIE1976 (82%) and CIE1931 (72%) test standards.

² EPEAT Gold registered in the U.S. EPEAT registration varies by country. See www.epeat.net for registration status by country.

³ Advanced Exchange Service: Replacement part/unit dispatched, if needed, following completion of phone/online diagnosis. Fee charged for failure to return defective unit. Availability varies. Other conditions apply.

⁴ For a copy of the Limited Hardware Warranty, write to Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see dell.com/warranty.

⁵ In the event you discover even one bright pixel during the Limited Hardware Warranty period, a free panel exchange is guaranteed. (see pixel panel info located on Dell.com web page for complete details): <http://support.dell.com/support/topics/global.aspx/support/kcs/document?docid=414288>

⁶ ComfortView feature reduces blue light emission and brightness onscreen.



Dell 27 Monitor P2717H



The smart choice to help boost productivity with more comfort and convenience.

Enhanced productivity

Help boost your productivity with this 27" 16:9 aspect ratio monitor.

- Enjoy a better visual experience with a slim border design — great for multi-monitor setups.
- Efficiently auto apply predefined color settings for various applications via Dell Auto Mode.
- Easily tile and view your software applications side by side with the Dell Easy Arrange feature.
- Reduce desk clutter with integrated power and cable management.

Improved comfort

Work the way you like, comfortably.

- Adjust your view with flexible adjustability features including tilt, pivot, swivel and height-adjustable stand.
- See images clearly with consistent colors across an ultrawide viewing angle.
- Optimize eye comfort with a flicker-free screen and ComfortView feature⁶ which minimizes blue light emission.
- Enjoy added convenience and usability thanks to two easily accessible USB 3.0 ports located on the side of the monitor.



Smart investment

You're ready now and for the future with this smart choice.

- Future proof your connectivity with a wide range of digital ports.
- Choose an eco-conscious design which meets latest regulatory and environmental standards.
- Get a variety of mounting options and accessories to flexibly configure your office.

Reliable

Comes with Dell's high reliability promise.

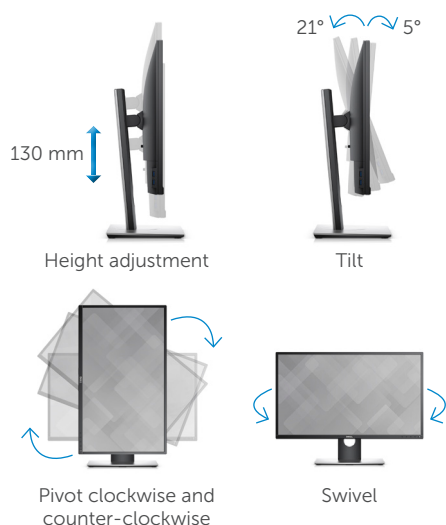
- Enjoy great reliability from the #1 monitor brand worldwide.*
- Experience peace of mind from Dell's commitment to quality and customer satisfaction with the Premium Panel⁵ Guarantee.
- Minimize downtime with Dell's 3-year Advanced Exchange Service³.

For more information visit
www.dell.com/monitors

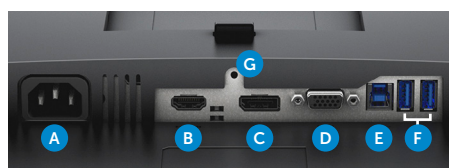
Thank you
for making
Dell Monitors

#1
worldwide*

Easily adjust the panel to your preferred viewing position.



Connectors



- A** Power cable connector
- B** HDMI
- C** DisplayPort
- D** VGA
- E** USB upstream
- F** USB downstream
- G** Stand lock feature



What's in the box?

Components

- Monitor panel
- Stand (riser and base)

Cables

- Power cable (varies by country)
- VGA, DisplayPort, USB 3.0 upstream cables

Documentation

- Drivers and documentation media (CD)
- Quick Setup Guide
- Safety and regulatory information



Dell 27 Monitor | P2717H

Display

Model number	P2717H
Viewable image size (diagonal)	68.6 cm (27 inches)
Active display area	
Horizontal	597.92 mm (23.54 inches)
Vertical	336.30 mm (13.24 inches)
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16:9
Pixel pitch	0.311 mm x 0.311 mm
Brightness (typical)	300 cd/m ²
Color gamut (typical)	82% ¹
Color depth	16.7 million colors
Contrast ratio (typical)	1000:1
Mega dynamic contrast ratio	4 million:1
Viewing angle (typical) (vertical/horizontal)	178°/178°
Response time (typical)	6 ms gray-to-gray (typical)
Panel technology, surface	In-plane switching
Backlight	LED
Bezel color	Black

Connectivity

Connectors	DisplayPort 1.2, HDMI 1.4, VGA, 2 x USB 3.0 (side), 2 x USB 2.0 (bottom)
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Features

Stand	Tilt (Typical: 5° forward or 21° backward), pivot (90°), swivel (45°), height adjustable (130 mm)
Security	Security lock slot (security lock not included)
VESA mounting support (wall mount kit sold separately)	Dell Quick Release feature (100 x 100 mm)
Other	ComfortView, Dell DisplayManager with Easy Arrange, narrow bezel, stepped feature

Power

AC input voltage/frequency/current (typical)	100 to 240 VAC / 50 or 60 Hz ± 3 Hz / 1.5 A (typical)
Power consumption (normal operation)	23 W (typical) 55 W (Max.)
Power consumption (active-off mode)	< 0.3 W

Dimensions (with stand)

Height (compressed ~ extended)	415.3 mm ~ 544.9 mm (16.35 inches ~ 21.45 inches)
Width	621.1 mm (24.45 inches)
Depth	200.3 mm (7.89 inches)

Weight

Weight (panel only – no stand)	4.58 kg (10.10 lb)
Weight (with stand)	7.44 kg (16.40 lb)
Shipping weight	9.76 kg (21.52 lb)

Standard service plan

- 3 years Premium Panel Guarantee⁵
- 3 years Advanced Exchange Service³ and Limited Hardware Warranty⁴

Environmental compliance

ENERGY STAR®, EPEAT® Gold², TCO Certified Displays, CEL, CECP, RoHS, WEEE, ErP (EuP) Standards, Korea E-Standby

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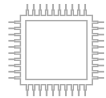
⁶ ComfortView feature reduces blue light emission and brightness onscreen.



Introducing the world's most secure laptops designed for ultimate productivity and flexibility.



LATITUDE 5000 SERIES LAPTOPS 5280 | 5480 | 5580



Scalable performance

Experience scalability in performance and flexibility all in one series of commercial laptops. Powered by the latest Intel® processors, NVIDIA graphics and a range of storage options from HDD to PCIe NVMe to ignite your workforce productivity.



Serviceable and long battery life

Choose how to power through your day with multiple battery options and handy peripherals like the Dell Power Companion for additional battery life. Also enjoy best-in-class serviceability with a bottom access door making component accessibility a snap.



Easy access and connectivity

New features to the series include optional Windows Hello and an infrared camera which facilitates logon using facial recognition. Docking is now also a breeze with multiple options including DisplayPort™ over USB Type C, Thunderbolt3™ and Dell Wireless dock.



World's most secure

Relax knowing that this series of laptops is the world's most secure featuring optional multi-factor authentication including touch finger print reader, contact FIPS 201 Smart Card Reader, contactless smart card reader with Control Vault 2™ FIPS 140-2 Level 3 certification.

Features & Technical Specifications



	KabyLake 12 U
Model Number¹	Latitude 5280
Processor Options¹	7th Gen Intel® Core Processors up to i7, U Dual Core
Operating System¹	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit Ubuntu 16.04 LTS 64-bit NeoKylin 6.0 64 bit
Memory Options^{1,2,3}	DDR4 2133 MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated with the Processor
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology
Graphics^{1,13}	Intel® HD Graphics 620
Display¹	12.5" HD (1366 x 768) Anti-glare (16:9) WLED, 200 nits, Carbon Fiber Reinforced Polymer LCD Back 12.5" FHD WVA (1920 x 1080) Anti-glare (16:9) WLED, 300 nits, Carbon Fiber Reinforced Polymer LCD Back 12.5" FHD WVA Anti-Reflective Touch with Corning® Gorilla® Glass 4 (1920 x 1080), Anti-Finger Print, (16:9), 360 nits, Carbon Fiber Reinforced Polymer LCD Back
Storage Options^{1,3}	HDD: up to 1TB, Hybrid, OPAL SED options SSD M.2 2280 SATA: up to 512GB, OPAL SED options SSD M.2 2280 PCIe/NVMe: up to 512GB, OPAL SED options SSD M.2 2242 64GB Cache (in WWAN slot) Dell Fast Response Free Fall Sensor and HDD Isolation (standard feature)
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal Edition) Dell Threat Defense Dell Protected Workspace MozyPro® or MozyEnterprise® RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ RSA SecurID Access ¹⁷ Absolute Data & Device Security
Docking¹	Dell Dock WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸)
Optical Drive Options	External Options Only
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD, IR or no camera Skype For Business Certified
Battery Options¹	42 WHr Prismatic, ExpressCharge™ capable 51 WHr Polymer, ExpressCharge™ capable 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)

Power Options¹	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel
Connectivity options^{1,14,18}	10/100/1000 Ethernet Wireless LAN Options: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint, US Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless Card
Ports, Slots & Chassis¹	2 USB 3.1 Gen 1 (one with PowerShare), HDMI, VGA RJ-45, external uSIM card tray option uSD 4.0 Memory card reader Headset/mic combo jack Optional Contacted SmartCard Reader and touch Fingerprint Reader Display Port over USB Type-C™ Noble Wedge Lock slot
Dimensions & Weight^{1,15}	Width: 12.0" / 305.1mm Height (front): 0.8" / 21.4mm Depth: 8.3" / 211.3mm Starting weight: 2.99 lbs. / 1.36 kg
Regulatory and Environmental Compliance¹	(42Whr battery, M.2 SSD, non touch FHD LCD, UMA) Regulatory Model: P72S Regulatory Type: P72S001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹ TAA configurations available
Input¹	Single Pointing non-backlit Keyboard Single Pointing backlit Keyboard Multi-touch Touchpad
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel Wi-Fi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager
Warranty and Service¹	Limited Hardware Warranty ⁴ Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ optional 2, 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²
Peripheral Ecosystem¹	Purpose built ecosystem to enable productivity on the go or at the desk. Includes Dell Dock, Dell Wireless Dock, Dell Power Companions, Dell Professional Briefcases, Dell 24" & 27" Monitors and Dell Wireless Keyboard and Mouse

Features & Technical Specifications



	KabyLake 14 U	KabyLake 14 H
Model Number¹	Latitude 5480	
Processor Options¹	7th Gen Intel® Core Processors up to i7, U Dual Core	7th Gen Intel® Core Processors up to i7, H Quad Core
Operating System¹	Microsoft® Windows® 10 Home Microsoft® Windows® 10 Pro 64 bit Ubuntu 16.04 LTS 64-bit NeoKylin 6.0 64 bit	
Memory Options^{1,2,3}	DDR4 2133 MHz; 2 slots supporting up to 32GB	DDR4 2400 MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated in the processor	CM238
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology	
Graphics^{1,13}	Intel® HD Graphics 620 NVIDIA® GeForce 930MX 64 Bit	Intel® HD Graphics 630 NVIDIA® GeForce 930MX 64 Bit
Display¹	14.0" HD (1366 x 768) Anti-glare (16:9) WLED, 200 nits, Carbon Fiber Reinforced Polymer LCD Back 14.0" FHD WVA (1920 x 1080) Anti-glare (16:9) WLED, 220 nits, Carbon Fiber Reinforced Polymer LCD Back 14.0" FHD WVA (1920 x 1080) On-cell Touch Display with Truelife, 220 nits, Carbon Fiber Reinforced Polymer LCD Back	
Storage Options^{1,3}	HDD: up to 1TB, Hybrid, OPAL SED options SSD M.2 2280 SATA: up to 512GB, OPAL SED options SSD M.2 2280 PCIe/NVMe: up to 512GB, OPAL SED options SSD M.2 64GB Cache (in WWAN slot) Dell Fast Response Free Fall Sensor and HDD Isolation (standard feature)	
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 4: Touch Fingerprint Reader, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal Edition) Dell Threat Defense Dell Protected Workspace MozyPro® or MozyEnterprise® RSA NetWitness® Endpoint ¹⁷ VMware Airwatch ^{®17} RSA SecurID Access ¹⁷ Absolute Data & Device Security	
Docking¹	Dell Dock WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸) Dell Thunderbolt™ Dock TB 16 (optional, sold separately)	
Optical Drive Options	External Options Only	
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD, IR or no camera Skype For Business Certified	

Battery Options¹	42 WHr Prismatic, ExpressCharge™ capable (UMA Only) 51 WHr Polymer, ExpressCharge™ capable 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)	51 WHr Polymer, ExpressCharge™ capable (UMA Only) 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)
Power Options¹	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel 90W adapter, 7.4mm barrel
Connectivity options^{1,14,18}	10/100/1000 Ethernet Wireless LAN Options: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint, US Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.1 Wireless Card	
Ports, Slots & Chassis¹	3 USB 3.1 Gen 1 (one with PowerShare), HDMI, VGA RJ-45, external uSIM card tray option SD 4.0 Memory card reader Headset/mic combo jack Optional Contacted SmartCard Reader and touch Fingerprint Reader Display Port over USB Type C™	Display Port over USB Type C™ with optional Thunderbolt™ 3
Dimensions & Weight^{1,15}	Noble Wedge Lock slot Width: 13.1" / 333.4mm Height (front): 0.9" / 22.45mm Depth: 9.0" / 228.9mm Starting weight: 3.52 lbs. / 1.60 kg	Width: 13.1" / 333.4mm Height (front): 0.9" / 22.45mm Depth: 9.0" / 228.9mm Starting weight: 3.63 lbs. / 1.65 kg
Regulatory and Environmental Compliance¹	(42Whr battery, M.2 SSD, non touch FHD LCD, UMA) Regulatory Model: P72G Regulatory Type: P72G001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹ TAA configurations available	(51Whr battery, M.2 SSD, non touch, FHD LCD, UMA)
Input¹	Single Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad	
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	
Warranty and Service¹	Limited Hardware Warranty ⁴ Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ optional 2, 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²	
Peripheral Ecosystem¹	Purpose built ecosystem to enable productivity on the go or at the desk. Includes Dell Dock, Dell Wireless Dock, Dell Power Companions, Dell Professional Briefcases, Dell 24" & 27" Monitors and Dell Wireless Keyboard and Mouse	

Features & Technical Specifications



	KabyLake 15 U	KabyLake 15 H
Model Number¹	Latitude 5580	
Processor Options¹	7th Gen Intel® Core Processors up to i7, U Dual Core	7th Gen Intel® Core Processors up to i7, H Quad Core
Operating System¹	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit Ubuntu 16.04 LTS 64-bit NeoKylin 6.0 64 bit	
Memory Options^{1,2,3}	DDR4 2133 MHz; 2 slots supporting up to 32GB	DDR4 2400 MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated with the processor	CM238
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology	
Graphics^{1,13}	Intel® HD Graphics 620 NVIDIA® GeForce 930MX 64 Bit	Intel® HD Graphics 630 NVIDIA® GeForce 930MX 64 Bit
Display¹	15.6" HD (1366 x 768) Anti-glare (16:9) WLED, 200 nits, Carbon Fiber Reinforced Polymer LCD Back 15.6" FHD WVA (1920 x 1080) Anti-glare (16:9) WLED, 220 nits, Carbon Fiber Reinforced Polymer LCD Back 15.6" FHD WVA (1920 x 1080) On-cell Touch Display with Truelife, 220 nits, Carbon Fiber Reinforced Polymer LCD Back	
Storage Options^{1,3}	HDD: up to 1TB, Hybrid, OPAL SED options SSD M.2 2280 SATA: up to 512GB, OPAL SED options SSD M.2 2280 PCIe/NVMe: up to 512GB, OPAL SED options SSD M.2 64GB Cache (in WWAN slot) Dell Fast Response Free Fall Sensor and HDD Isolation (standard feature)	
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 3: Touch FIPS 201 Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification (15" only) Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal Edition) Dell Threat Defense Dell Protected Workspace MozyPro® or MozyEnterprise® RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ RSA SecurID Access ¹⁷ Absolute Data & Device Security	
Docking¹	Dell Dock WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸) Dell Thunderbolt™ Dock TB 16 (optional, sold separately)	
Optical Drive Options	External Options Only	
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD, IR or no camera Skype For Business Certified	

Battery Options¹	42 WHr Prismatic, ExpressCharge™ capable (UMA Only) 51 WHr Polymer, ExpressCharge™ capable 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)	51 WHr Polymer, ExpressCharge™ capable (UMA only) 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017) 92 WHr Polymer, ExpressCharge™ capable
Power Options¹	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel 90W adapter, 7.4mm barrel
Connectivity options^{1,14,18}	10/100/1000 Ethernet Wireless LAN Options: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint, US Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.1 Wireless Card	
Ports, Slots & Chassis¹	3 USB 3.1 Gen 1 (one with PowerShare), HDMI, VGA RJ-45, external uSIM card tray option SD 4.0 Memory card reader Headset/mic combo jack Optional Contacted SmartCard Reader and touch Fingerprint Reader Display Port over USB Type C™	Display Port over USB Type C™ with optional Thunderbolt™ 3
Dimensions & Weight^{1,15}	Noble Wedge Lock slot Width: 14.8" / 376.0mm Height (front): 0.9" / 23.25mm Depth: 9.9" / 250.7mm Starting weight: 4.14 lbs. / 1.88 kg	Width: 14.8" / 376.0mm Height (front): 1.0" / 24.3mm Depth: 9.9" / 250.7mm Starting weight: 4.27 lbs. / 1.94 kg
Regulatory and Environmental Compliance¹	(42Whr battery, M.2 SSD, non touch FHD LCD, UMA) Regulatory Model: P60F Regulatory Type: P60F001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹ TAA configurations available	(51Whr battery, M.2 SSD, non touch, FHD LCD, UMA)
Input¹	Dual Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad	
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	
Warranty and Service¹	Limited Hardware Warranty ⁴ Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ optional 2, 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²	
Peripheral Ecosystem¹	Purpose built ecosystem to enable productivity on the go or at the desk. Includes Dell Dock, Dell Wireless Dock, Dell Power Companions, Dell Professional Briefcases, Dell 24" & 27" Monitors and Dell Wireless Keyboard and Mouse	

Features & Technical Specifications



	Skylake 14 U	Skylake14 H
Model Number¹	Latitude 5480	
Processor Options¹	6th Gen Intel® Core i5 and i7 Processors, U Dual Core	6th Gen intel® Core i5 Processors, H Quad Core
Operating System¹	Microsoft® Windows 10 Pro 64 bit Mircosoft® Windows 10 Home 64 bit Microsoft® Windows® 7 Professional 32/64 bit, (available through downgrade rights from Windows® 10 Pro License) Microsoft® Windows® 8.1 Professional 64 bit, (available through downgrade rights from Windows® 10 Pro License only through Dell Configuration Services)	
Memory Options^{1,2,3}	DDR4 2133 MHz; 2 slots supporting up to 32GB	DDR4 2400 MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated with the Processor	CM236
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology	
Graphics^{1,13}	Intel® HD Graphics 520 NVIDIA® GeForce 930MX 64 Bit	Intel® HD Graphics 530 NVIDIA® GeForce 930MX 64 Bit
Display¹	14.0" HD (1366 x 768) Anti-glare (16:9) WLED, 200 nits, Carbon Fiber Reinforced Polymer LCD Back 14.0" FHD WVA (1920 x 1080) Anti-glare (16:9) WLED, 220 nits, Carbon Fiber Reinforced Polymer LCD Back 14.0" FHD WVA (1920 x 1080) On-cell Touch Display with Truelife, 220 nits, Carbon Fiber Reinforced Polymer LCD Back	
Storage Options^{1,3}	HDD: up to 1TB, Hybrid, OPAL SED options SSD M.2 2280 SATA: up to 512GB, OPAL SED options SSD M.2 2280 PCIe/NVMe: up to 512GB, OPAL SED options SSD M.2 64GB Cache (in WWAN slot) Dell Fast Response Free Fall Sensor and HDD Isolation (standard feature)	
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 4: Touch Fingerprint Reader, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal Edition) Dell Threat Defense Dell Protected Workspace MozyPro® or MozyEnterprise® RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ RSA SecurID Access ¹⁷ Absolute Data & Device Security	
Docking¹	Dell Dock WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸) Dell Thunderbolt™ Dock TB 16 (optional, sold separately)	
Optical Drive Options	External Options Only	

Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD, IR or no camera Skype For Business Certified	
Battery Options¹	42 WHr Prismatic, ExpressCharge™ capable (UMA Only) 51 WHr Polymer, ExpressCharge™ capable 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)	51 WHr Polymer, ExpressCharge™ capable (UMA Only) 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)
Power Options¹	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel 90W adapter, 7.4mm barrel
Connectivity options^{1,14,18}	10/100/1000 Ethernet Wireless LAN Options: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint, US Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.1 Wireless Card	
Ports, Slots & Chassis¹	3 USB 3.1 Gen 1 (one with PowerShare), HDMI, VGA RJ-45, external uSIM card tray option SD 4.0 Memory card reader Headset/mic combo jack Optional Contacted SmartCard Reader and touch Fingerprint Reader Display Port over USB Type C™	
		Display Port over USB Type C™ with optional Thunderbolt™ 3
Dimensions & Weight^{1,15}	Noble Wedge Lock slot Width: 13.1" / 333.4mm Height (front): 0.9" / 22.45mm Depth: 9.0" / 228.9mm Starting weight: 3.52 lbs. / 1.60 kg	
		Width: 13.1" / 333.4mm Height (front): 0.9" / 22.45mm Depth: 9.0" / 228.9mm Starting weight: 3.63 lbs. / 1.65 kg
Regulatory and Environmental Compliance¹	(42Whr battery, M.2 SSD, non touch FHD LCD, UMA) Regulatory Model: P72G Regulatory Type: P72G001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹ TAA configurations available	
Input¹	Single Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad	
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	
Warranty and Service¹	Limited Hardware Warranty ⁴ Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ optional 2, 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²	
Peripheral Ecosystem¹	Purpose built ecosystem to enable productivity on the go or at the desk. Includes Dell Dock, Dell Wireless Dock, Dell Power Companions, Dell Professional Briefcases, Dell 24" & 27" Monitors and Dell Wireless Keyboard and Mouse	

Features & Technical Specifications



	Skylake 15 U	Skylake15 H
Model Number¹	Latitude 5580	
Processor Options¹	6th Gen Intel® Core i5 Processors, U Dual Core	6th Gen intel® Core i5 Processors, H Quad Core
Operating System¹	Microsoft® Windows 10 Pro 64 bit Mircosoft® Windows 10 Home 64 bit Microsoft® Windows® 7 Professional 32/64 bit, (available through downgrade rights from Windows® 10 Pro License) Microsoft® Windows® 8.1 Professional 64 bit, (available through downgrade rights from Windows® 10 Pro License only through Dell Configuration Services) Ubuntu 16.04 LTS 64-bit NeoKylin 6.0 64 bit	
Memory Options^{1,2,3}	DDR4 2133 MHz; 2 slots supporting up to 32GB	DDR4 2400 MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated in the processor	CM236
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology	
Graphics^{1,13}	Intel® HD Graphics 520 NVIDIA® GeForce 930MX 64 Bit	Intel® HD Graphics 530 NVIDIA® GeForce 940MX 64 Bit
Display¹	15.6" HD (1366 x 768) Anti-glare (16:9) WLED, 200 nits, Carbon Fiber Reinforced Polymer LCD Back 15.6" FHD WVA (1920 x 1080) Anti-glare (16:9) WLED, 220 nits, Carbon Fiber Reinforced Polymer LCD Back 15.6" FHD WVA (1920 x 1080) On-cell Touch Display with Truelife, 220 nits, Carbon Fiber Reinforced Polymer LCD Back	
Storage Options^{1,3}	HDD: up to 1TB, Hybrid, OPAL SED options SSD M.2 2280 SATA: up to 512GB, OPAL SED options SSD M.2 2280 PCIe/NVMe: up to 512GB, OPAL SED options SSD M.2 64GB Cache (in WWAN slot) Dell Fast Response Free Fall Sensor and HDD Isolation (standard feature)	
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 3: Touch FIPS 201 Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification (15" only) Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal Edition) Dell Threat Defense Dell Protected Workspace MozyPro® or MozyEnterprise® RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ RSA SecurID Access ¹⁷ Absolute Data & Device Security	
Docking¹	Dell Dock WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸) Dell Thunderbolt™ Dock TB 16 (optional, sold separately)	
Optical Drive Options	External Options Only	

Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD, IR or no camera Skype For Business Certified	
Battery Options¹	42 WHr Prismatic, ExpressCharge™ capable (UMA Only) 51 WHr Polymer, ExpressCharge™ capable 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017)	51 WHr Polymer, ExpressCharge™ capable (UMA only) 68 WHr Polymer, ExpressCharge™ capable 68 WHr Long Life Cycle Polymer (Spring 2017) 92 WHr Polymer, ExpressCharge™ capable
Power Options¹	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel	65W adapter, 7.4mm barrel 65W BFR/PVC Halogen Free adapter, 7.4mm barrel 90W adapter, 7.4mm barrel
Connectivity options^{1,14,18}	10/100/1000 Ethernet Wireless LAN Options: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint, US Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.1 Wireless Card	
Ports, Slots & Chassis¹	3 USB 3.1 Gen 1 (one with PowerShare), HDMI, VGA RJ-45, external uSIM card tray option SD 4.0 Memory card reader Headset/mic combo jack Optional Contacted SmartCard Reader and touch Fingerprint Reader Display Port over USB Type C™	
		Display Port over USB Type C™ with optional Thunderbolt™ 3
Dimensions & Weight^{1,15}	Noble Wedge Lock slot Width: 14.8" / 376.0mm Height (front): 0.9" / 23.25mm Depth: 9.9" / 250.7mm Starting weight: 4.14 lbs. / 1.88 kg	
		Width: 14.8" / 376.0mm Height (front): 1.0" / 24.3mm Depth: 9.9" / 250.7mm Starting weight: 4.27 lbs. / 1.94 kg
Regulatory and Environmental Compliance¹	(42Whr battery, M.2 SSD, non touch FHD LCD, UMA) Regulatory Model: P60F Regulatory Type: P60F001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹ TAA configurations available	
		(51Whr battery, M.2 SSD, non touch, FHD LCD, UMA)
Input¹	Dual Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad	
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	
Warranty and Service¹	Limited Hardware Warranty ⁴ Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ optional 2, 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²	
Peripheral Ecosystem¹	Purpose built ecosystem to enable productivity on the go or at the desk. Includes Dell Dock, Dell Wireless Dock, Dell Power Companions, Dell Professional Briefcases, Dell 24" & 27" Monitors and Dell Wireless Keyboard and Mouse	

¹ Offering may vary by country and by configuration

² A 64-bit operating system is required to support 4GB or more of system memory.

³ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

⁴ Limited Hardware Warranty: For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty

⁵ Battery support is dependent upon graphics support. Check technical guides for detailed support

⁶ COMPUTRACE Not a Dell offer. Certain conditions apply. For full details, see terms and conditions at www.absolute.com/en/about/legal/agreements.

⁷ Intel Rapid Storage Technology requires a HDD, mSATA, or an SSD, as primary storage device and Windows OS required

⁸ Wireless antenna available only at time of system purchase

⁹ Dell Latitude 5000 Series are brominated flame retardant free (BFR-free) and polyvinyl chloride free (PVC-free); meeting the definition of BFR-/PVC free as set forth in the iNEMI Position Statement on the 'Definition of Low-Halogen Electronics (BFR-/CFR-/PVC-free)'. Plastic parts contain less than 1,000 ppm (0.1%) of bromine (if the Br source is from BFRs) and less than 1,000 ppm (0.1%) of chlorine (if the Cl source is from CFRs or PVC or PVC copolymers). All printed circuit board (PCB) and substrate laminates contain bromine/chlorine total less than 1,500 ppm (0.15%) with a maximum chlorine of 900 ppm (0.09%) and maximum bromine being 900 ppm (0.09%).

¹⁰ Mobile Broadband Subject to service provider's broadband subscription and coverage area; additional charges apply.

¹¹ Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

¹² Dell Services: Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.

¹³ GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

¹⁴ Miracast Wireless Technology: Requires a compatible media adapter (sold separately) and an HDMI-enabled display.

¹⁵ Weights vary depending on configuration and manufacturing variability.

¹⁶ Intel 7th Gen Core 15W (U) CPUs support 2133MHz memory, Intel 7th Gen Core 35W (H) supports 2400MHz Memory

¹⁷ US only. WW availability in 2017

¹⁸ Intel 8265ac / 18265ac card support BT4.2 but is limited to BT4.1 by Windows OS

Essential Accessories

LATITUDE 5000 SERIES LAPTOPS 5280 | 5480 | 5580

At The Desk



Dell Dock – WD15 IE



Dell Wireless Keyboard
and Mouse | KM636



Dell 24 Monitor |
P2417H

On-The-Go



Dell Adapter – USB-C
to DisplayPort
Dell Premier Slim
Backpack 14.



Dell Professional
Backpack 15



Dell Portable Power
Companion (18000 mAh)
- PW7015L



High-powered. Impressively agile. Sharply dressed.



LATITUDE 7000 SERIES LAPTOPS 7280 | 7380 | 7480



Mobility with a view

Experience optimum productivity and mobility in a device that is smaller than its predecessor. Choose slimmer bezels and immerse yourself in a display that is designed to saturate its user with an ultimate viewing and touch interface.



Crafted to elevate

Weighing less than a half gallon of milk and sculpted with premium materials including an alloy chassis, soft touch paint and optional woven carbon fiber artfully combined to achieve durability and beauty.



Connectivity means productivity

New system access and connectivity features that improve your productivity throughout the workday. Including Windows Hello via an optional infrared camera facilitates logon using facial recognition. And docking, which is now a breeze with multiple options including DisplayPort™ over USB Type C and Dell Wireless dock.



World's most secure

Relax knowing that this series of laptops is the world's most secure featuring optional multi-factor authentication including touch finger print reader, contactless FIPS 201 Smart Card Reader, contactless smart card reader/NFC with Control Vault 2™ FIPS 140-2 Level 3 certification.

Features & Technical Specifications



Feature	Technical Specifications	
Model Number	Latitude 7280	Latitude 7280
Processor Options¹	6 th Gen Intel® Core Processors up to i7	7 th Gen Intel® Core Processors up to i7
Operating System^{1,2}	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit Microsoft® Windows® 7 Professional 32/64 bit, (available through downgrade rights from Windows® 10 Pro License) Microsoft® Windows® 8.1 Professional 64 bit, (available through downgrade rights from Windows® 10 Pro License only through Dell Configuration Services) UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit
Memory Options^{1,2,3,19}	DDR4 SDRAM 2133MHz; 1 Dimm slot supporting up to 16GB	DDR4 SDRAM 2133MHz; 1 Dimm slot supporting up to 16GB
Chipset¹	Integrated in the processor	Integrated in the processor
Intel Responsiveness Technologies¹	Intel Rapid Storage Technology ⁷	Intel Rapid Storage Technology ⁷
Graphics¹	Intel® Integrated HD Graphics 520	Intel® Integrated HD Graphics 620
Display¹	12.5" HD (1366 x 768) Anti Glare (16:9) WLED, 200 nits, Magnesium Alloy LCD back 12.5" FHD (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 12.5" FHD Touch with Corning® Gorilla® Glass 4, (1920 x 1080) Anti Finger Print (16:9), WLED, 300 nits, Magnesium Alloy LCD back 12.5" FHD Touch with Corning® Gorilla® Glass 4, (1920 x 1080) Anti Finger Print (16:9), WLED, 300 nits, Woven Carbon Fiber LCD back	12.5" HD (1366 x 768) Anti Glare (16:9) WLED, 200 nits, Magnesium Alloy LCD back 12.5" FHD (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 12.5" FHD Touch with Corning® Gorilla® Glass 4, (1920 x 1080) Anti Finger Print (16:9), WLED, 300 nits, Magnesium Alloy LCD back 12.5" FHD Touch with Corning® Gorilla® Glass 4, (1920 x 1080) Anti Finger Print (16:9), WLED, 300 nits, Woven Carbon Fiber LCD back
Storage Options^{1,5}	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint17 VMware Airwatch®17 Absolute Data & Device Security RSA SecurID Access17	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint17 VMware Airwatch®17 Absolute Data & Device Security RSA SecurID Access17
Docking Options¹	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸)	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸)
Optical Drive Options	External Options Only	External Options Only
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified

Feature	Technical Specifications	
Battery Options ¹	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer
Power Options ¹	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel
Connectivity options ^{1,14}	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card 18 Optional Mobile Broadband Options: ¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan)	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card ¹⁸ Optional Mobile Broadband Options: ¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan)
Ports, Slots & Chassis ¹	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 2 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 2 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot
Dimensions & Weight ^{1,15}	Width: 12" / 304.8mm Height: .67" / 17.05mm (Non-touch, rear) Depth: 8.19" / 207.9mm Starting weight: 2.61lbs / 1.18kg (3-cell, FHD Non-Touch with mic only, M.2 SSD)	Width: 12" / 304.8mm Height: .67" / 17.05mm (Non-touch, rear) Depth: 8.19" / 207.9mm Starting weight: 2.61lbs / 1.18kg (3-cell, FHD Non-Touch with mic only, M.2 SSD)
Regulatory and Environmental Compliance ¹	Regulatory Model: P28S Regulatory Type: P28S001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹	Regulatory Model: P28S Regulatory Type: P28S001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹
Input ¹	Single Pointing non-backlit Keyboard Single Pointing backlit Keyboard Multi-touch Touchpad	Single Pointing non-backlit Keyboard Single Pointing backlit Keyboard Multi-touch Touchpad
Systems Management ¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel Wi-Fi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel Wi-Fi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager
Warranty and Service ¹	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²
Peripheral Ecosystem ¹	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)

Features & Technical Specifications



Feature	Technical Specifications	
Model Number	Latitude 7380	Latitude 7380
Processor Options¹	6 th Gen Intel® Core Processors up to i7	7 th Gen Intel® Core Processors up to i7
Operating System^{1,2}	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit Microsoft® Windows® 7 Professional 32/64 bit, (available through downgrade rights from Windows® 10 Pro License) Microsoft® Windows® 8.1 Professional 64 bit, (available through downgrade rights from Windows® 10 Pro License only through Dell Configuration Services) UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit
Memory Options^{1,2,3,19}	DDR4 SDRAM 2133MHz; 1 Dimm slot supporting up to 16GB	DDR4 SDRAM 2133MHz; 1 Dimm slot supporting up to 16GB
Chipset¹	Integrated in the processor	Integrated in the processor
Intel Responsiveness Technologies¹	Intel Rapid Storage Technology ⁷	Intel Rapid Storage Technology ⁷
Graphics¹	Intel® Integrated HD Graphics 520	Intel® Integrated HD Graphics 620
Display¹	13.3" FHD WVA (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 13.3" FHD WVA Embedded Touch, (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back	13.3" FHD WVA (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 13.3" FHD WVA Embedded Touch, (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back
Storage Options^{1,5}	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint17 VMware Airwatch®17 Absolute Data & Device Security RSA SecurID Access17	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint17 VMware Airwatch®17 Absolute Data & Device Security RSA SecurID Access17
Docking Options¹	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.28)	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.28)
Optical Drive Options	External Options Only	External Options Only
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified

Feature	Technical Specifications	
Battery Options¹	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer
Power Options¹	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel
Connectivity options^{1,14}	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card ¹⁸ Optional Mobile Broadband Options:¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ)	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card ¹⁸ Optional Mobile Broadband Options:¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ)
Ports, Slots & Chassis¹	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 2 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 2 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot
Dimensions & Weight^{1,15}	Width: 12" / 304.8mm Height: .68" / 17.3mm (Non-touch, rear) Depth: 8.19" / 207.9mm Starting weight: 2.59lbs / 1.17kg (3-cell, FHD Non-Touch with mic only, M.2 SSD)	Width: 12" / 304.8mm Height: .68" / 17.3mm (Non-touch, rear) Depth: 8.19" / 207.9mm Starting weight: 2.59lbs / 1.17kg (3-cell, FHD Non-Touch with mic only, M.2 SSD)
Regulatory and Environmental Compliance¹	Regulatory Model: P28S Regulatory Type: P28S001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹	Regulatory Model: P28S Regulatory Type: P28S001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹
Input¹	Single Pointing non-backlit Keyboard Single Pointing backlit Keyboard Multi-touch Touchpad	Single Pointing non-backlit Keyboard Single Pointing backlit Keyboard Multi-touch Touchpad
Systems Management¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager
Warranty and Service¹	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²
Peripheral Ecosystem¹	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)

Features & Technical Specifications



Feature	Technical Specifications	
Model Number	Latitude 7480	Latitude 7480
Processor Options¹	6 th Gen Intel® Core Processors up to i7	7 th Gen Intel® Core Processors up to i7
Operating System^{1,2}	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit Microsoft® Windows® 7 Professional 32/64 bit, (available through downgrade rights from Windows® 10 Pro License) Microsoft® Windows® 8.1 Professional 64 bit, (available through downgrade rights from Windows® 10 Pro License only through Dell Configuration Services) UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit	Microsoft® Windows 10 Pro 64 bit Microsoft® Windows 10 Home 64 bit UBUNTU Linux 16.04 LTS SP1 64-bit NeoKylin v6.0 64 bit
Memory Options^{1,2,3,19}	DDR4 SDRAM 2133MHz; 2 slots supporting up to 32GB	DDR4 SDRAM 2133MHz; 2 slots supporting up to 32GB
Chipset¹	Integrated in the processor	Integrated in the processor
Intel Responsiveness Technologies¹	Intel Rapid Storage Technology ⁷	Intel Rapid Storage Technology ⁷
Graphics¹	Intel® Integrated HD Graphics 520	Intel® Integrated HD Graphics 620 Optional Intel® Integrated HD Graphics 640 (tied to 7 th Gen Intel® Core™ i7 7660U CPU)
Display¹	14.0" HD (1366 x 768) Anti Glare (16:9) WLED, 200 nits, Magnesium Alloy LCD back 14.0" FHD (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 14.0" FHD Touch with Corning® Gorilla® Glass 4 (1920 x 1080) (16:9) WLED, 270 nits, Magnesium Alloy LCD back 14.0" QHD Touch with Corning® Gorilla® Glass 4 (2560 x 1440) Anti Finger Print (16:9) WLED, 270 nits, Woven Carbon Fiber LCD back	14.0" HD (1366 x 768) Anti Glare (16:9) WLED, 200 nits, Magnesium Alloy LCD back 14.0" FHD (1920 x 1080) Anti Glare (16:9) WLED, 300 nits, Magnesium Alloy LCD back 14.0" FHD Touch with Corning® Gorilla® Glass 4 (1920 x 1080) (16:9) WLED, 270 nits, Magnesium Alloy LCD back 14.0" QHD Touch with Corning® Gorilla® Glass 4 (2560 x 1440) Anti Finger Print (16:9) WLED, 270 nits, Woven Carbon Fiber LCD back
Storage Options^{1,5}	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD	M.2 2280 Form factor - Up to 512GB SATA SSD Up to 1TB PCIe NVMe SSD Up to 512GB NVMe SED SSD
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ Absolute Data & Device Security RSA SecurID Access ¹⁷	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: FIPS 201 Contacted Smart Card with Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card, NFC, Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Encryption (Enterprise Edition or Personal Edition) MozyPro®, MozyEnterprise® Dell Threat Defense Dell Protected Workspace Dell Data Guardian RSA NetWitness® Endpoint ¹⁷ VMware Airwatch® ¹⁷ Absolute Data & Device Security RSA SecurID Access ¹⁷
Docking Options¹	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸)	Dell Dock WD15 (Optional, sold separately) Dell Dock Stand DS1000 (Optional, sold separately) Dell Thunderbolt Dock TB16 (Optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ⁸)
Optical Drive Options	External Options Only	External Options Only
Multimedia¹	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified	High Quality Speakers Headset/mic combo jack Noise reducing array microphones Optional HD or IR Cam or No webcam Skype for Business Certified

Feature	Technical Specifications	
Battery Options ¹	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer	42 Whr ¹⁶ Prismatic, ExpressCharge™ Capable 60 Whr ¹⁶ Polymer, ExpressCharge™ Capable 60 Whr ¹⁶ Long Life Cycle Polymer
Power Options ¹	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel	65 Watt Adapter 7.4 barrel 65 Watt BFR/PVC Halogen Free adapter, 7.4mm barrel 65 Watt Rugged Adapter 7.4mm barrel - India 90 Watt AC Adapter 7.4 barrel
Connectivity options ^{1,14}	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card ¹⁸ Optional Mobile Broadband Options: ¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan)	10/100/1000 Gigabit Ethernet Wireless LAN Options: No WLAN option Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 Wireless Card (2x2) ¹⁸ . (Bluetooth Optional) Optional WiGig Option: Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless card ¹⁸ Optional Mobile Broadband Options: ¹⁰ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint. (US) Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/ APJ/ROW) Qualcomm® Snapdragon™ X7 LTE-A (DW5816e) (Japan/ ANZ) Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/ Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan)
Ports, Slots & Chassis ¹	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 3 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot	Headset/mic combo jack uSD 4.0 Memory card reader DC-in 7.4 mm barrel, DisplayPort over USB Type C™ with optional Thunderbolt™ 3, 3 USB 3.1 Gen 1 (one with PowerShare), HDMI 1.4, RJ-45, external uSIM card tray option 3 x M.2 expansion slots: 1 SSD, 1 WWAN and 1 WLAN/ WiGig Optional SmartCard Reader and Touch Fingerprint Reader Noble Wedge Lock slot
Dimensions & Weight ^{1,15}	Width: 13.03" / 331mm Height: .72" / 18.4mm (non touch, rear) Depth: 8.7" / 220.9mm Starting weight: 3.01lbs / 1.36kg (3-cell, HD non-touch, Mic only, M.2 SSD)	Width: 13.03" / 331mm Height: .72" / 18.4mm (non touch, rear) Depth: 8.7" / 220.9mm Starting weight: 3.01lbs / 1.36kg (3-cell, HD non-touch, Mic only, M.2 SSD)
Regulatory and Environmental Compliance ¹	Regulatory Model: P73G Regulatory Type: P73G001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹	Regulatory Model: P73G Regulatory Type: P73G001 ENERGY STAR 6.1 TAA configurations available EPEAT Registered. For specific country participation and rating, please see www.epeat.net BFR/PVC free ⁹
Input ¹	Single Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad	Single Pointing non-backlit Keyboard Dual Pointing backlit Keyboard Multi-touch Touchpad
Systems Management ¹	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Digitally Delivered Dell Command Power Manager	Intel® vPro™ Technology (iAMT 11.6) (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Digitally Delivered Dell Command Power Manager
Warranty and Service ¹	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²	Limited Hardware Warranty ⁴ ; Standard 3 year Next Business Day On Site Service after Remote Diagnosis ¹¹ ; optional 4 year and 5 year hardware warranty extensions and 4-5 year Dell ProSupport & ProSupport Plus contracts available. ¹²
Peripheral Ecosystem ¹	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)	Dell Dock Stand DS1000, Dell Ultrasharp 24 Monitor U2417H WOST, Dell Ultrasharp 27 Monitor U2717D, Dell Adapter - USB Type C to VGA, HDMI, RJ-45, USB 3.0 DA200, New Dell Integrated Power Hub (Power Companion + 45 W Adapter) - Barrel, Dell Wireless Keyboard and Mouse KM717, Dell Pro Stereo Wireless Headset - Skype for Business UC650, Dell Premier Briefcase 15, Dell Professional Sleeve 14 (M)

Essential Accessories

LATITUDE 7000 SERIES LAPTOPS (7280, 7480)

Purpose-built ecosystem: Latitude 7280, 7380, 7480

Accessories **designed** and **tested** to maximize productivity with any Latitude 7000 series laptop whether you are working at your desk or on the go.

At The Desk



Dell Dock with Monitor Stand - DS1000



Dell Wireless Keyboard and Mouse – KM717



Dell UltraSharp 24 InfinityEdge Monitor – U2417H WOST

On-The-Go



Dell Hybrid Adapter + Power Bank - PH45W17-BA



Dell Adapter DA200 – USB-C to HDMI/VGA/Ethernet/USB 3.1 Gen 1



Dell Premier Slim Backpack 14



High-powered. Impressively agile.
Sharply dressed.



LATITUDE 7000 SERIES LAPTOPS 7280 | 7380 | 7480

¹ Offering may also vary by country and by configuration

² A 64-bit operating system is required to support 4GB or more of system memory.

³ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

⁴ Limited Hardware Warranty: For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see.

⁵ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

⁶ COMPUTRACE Not a Dell offer. Certain conditions apply. For full details, see terms and conditions at www.absolute.com/en/about/legal/agreements.

⁷ Intel Rapid Storage Technology requires a HDD, mSATA, or an SSD, as primary storage device.

⁸ Dell Wireless Dock requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 Wireless Card and WiGig antenna available only at the time of purchase.

⁹ Dell Latitude 7000 Series are brominated flame retardant free (BFR-free) and polyvinyl chloride free (PVC-free); meeting the definition of BFR-/PVC-free as set forth in the iNEMI Position Statement on the 'Definition of Low-Halogen Electronics (BFR-/CFR-/PVC-free)'. Plastic parts contain less than 1,000 ppm (0.1%) of bromine (if the Br source is from BFRs) and less than 1,000 ppm (0.1%) of chlorine (if the Cl source is from CFRs or PVC or PVC copolymers). All printed circuit board (PCB) and substrate laminates contain bromine/chlorine total less than 1,500 ppm (0.15%) with a maximum chlorine of 900 ppm (0.09%) and maximum bromine being 900 ppm (0.09%).

¹⁰ Mobile Broadband Subject to service provider's broadband subscription and coverage area; additional charges apply.

¹¹ Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

¹² Dell Services: Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.

¹³ GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

¹⁴ Miracast Wireless Technology: Requires a compatible media adapter (sold separately) and an HDMI-enabled display.

¹⁵ Weights vary depending on configuration and manufacturing variability.

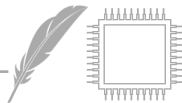
¹⁶ The stated Watt Hour (Whr) is not an indication of battery life.

**Available US only



Exceptional experience by design.

LATITUDE 5000 SERIES 2-in-1 5285



Thin, light and powerful

Weighs less than 2 pounds, built with 7th Gen Intel® Core™ processors and optimum battery technology to help you excel at work.



Multiple connectivity options

Ports may include 2x2ac Wi-Fi, a USB3.1 Gen 1 port, 2 USB Type-C ports, 4G/LTE and WiGig to keep you productive when you are on the go.



Easy to service

Designed with simplicity in mind. Servicing hard drives, batteries or WWAN cards onsite is a breeze and minimizes downtime.



Security that is convenient and scalable

Features may include Windows Hello via IR camera or more stringent levels including biometric card readers with Control Vault 2™ and FIPS 140-2 Level 3 certification.

Features & Technical Specifications



Model Number	Latitude 5285 2-in-1
Processor Options¹	7th Generation Intel® Core™ i3-7100U Processor (up to 2.4GHz, 3M cache, 15W) 7th Generation Intel® Core™ i5-7200U Processor (up to 3.1GHz, 3M cache, 15W) 7th Generation Intel® Core™ i5-7300U Processor (up to 3.5GHz, 3M cache, 15W), vPro 7th Generation Intel® Core™ i7-7600U Processor (up to 3.9GHz, 4M cache, 15W), vPro
Operating System¹	Microsoft® Windows 10 Pro 64 Microsoft® Windows 10 Home 64 bit Microsoft Modern Standby compliant
Memory Options^{1,2,3}	LPDDR3 SDRAM 1866MHz; Supporting up to 16GB (on board)
Chipset¹	Integrated with the Processor
Intel Responsiveness Technologies^{1,7}	Intel® Rapid Storage Technology
Graphics^{1,13}	Intel® Integrated HD Graphics 620
Display¹	12.3" 3:2 1920x1280 Touch with Corning® Gorilla Glass® 4, Anti-reflective and Anti-Smudge, 340 nits
Storage¹	M.2 form factor - Up to 360GB GB SATA Class 20 Solid State Drive Up to 1TB PCIe NVMe Class 40 Solid State Drive Up to 512 GB PCIe NVMe Class 40 Solid State Opal 2.0 SED Drive Up to 256 GB Cache PCIe NVMe Solid State Drive (in WWAN slot) (Summer 2017)
Security¹	TPM 2.0 FIPS 140-2 Certified, TCG Certified Optional Hardware Authentication Bundle 1: Touch Fingerprint reader, Contactless Smart Card/NFC ⁵ , Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Optional Hardware Authentication Bundle 2: Touch Fingerprint Reader, FIPS 201 Contacted Smart Card, Contactless Smart Card/NFC ⁵ , Control Vault 2.0 Advanced Authentication with FIPS 140-2 Level 3 Certification Dell Client Command Suite Optional Dell Data Security and Management Software Dell Endpoint Security Suite Enterprise Dell Data Guardian Dell Encryption (Enterprise or Personal) Dell Threat Defense Dell Protected Workspace MozyPro®, MozyEnterprise® RSA NetWitness® Endpoint VMware Airwatch® RSA SecurID Access Absolute Data & Device Security
Docking¹	Dell Dock - WD15 (optional, sold separately) Dell Wireless Dock WLD15 (Optional, sold separately, requires optional installed Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ¹⁷) Dell Dock with Monitor Stand – DS1000 (Optional, sold separately)
Optical Drive Options	External Options Only

Multimedia¹	Optional IR camera (Win Hello compliant) 5MP Integrated Camera (User-Facing fixed focus) 8MP Integrated Camera (World-Facing auto focus) Stereo Speaker with MaxAudio Pro Noise reducing integrated array microphones Headset/mic combo jack
Battery Options¹	32 WHr ⁶ Polymer, ExpressCharge™ capable 42 WHr ⁶ Polymer, ExpressCharge™ capable 42 WHr ⁶ Polymer Long Life Cycle (Summer 2017)
Power Options¹	45W adapter, USB Type-C (3' AC/6' DC) 65W adapter, USB Type-C (3' AC/6' DC)
Connectivity Options¹	WiFi Display (Miracast) ¹⁴ Wireless LAN Options⁸: Qualcomm QCA61x4A 802.11ac Dual Band (2x2) Wireless Adapter+ Bluetooth 4.1 Intel® Dual-Band Wireless-AC 8265 Wi-Fi + BT 4.2 ¹⁷ Wireless Card (2x2). Bluetooth Optional Optional Mobile Broadband Options:^{8,10} Dell Wireless™ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) for AT&T, Verizon & Sprint (US) Dell Wireless™ Qualcomm® Snapdragon™ X7 LTE-A (DW5811e) (EMEA/APJ/ROW) Dell Wireless™ Qualcomm® Snapdragon™ X7 HSPA+ (DW5811e) (China/Indonesia/India) Dell Wireless™ Telit Intel Ln-930 AP LTE CAT4 (DW5814e for Japan) Optional WiGig Option:⁸ Intel® Tri-Band Wireless-AC 18265 WiGig + Wi-Fi + BT4.2 ¹⁷ Wireless Card
Ports, Slots & Chassis¹	2 x Display Port over USB Type-C™ 1 x USB3.1 Gen 1 (with PowerShare) uSIM card slot (WWAN only) uSD 4.0 Memory card reader Optional Contacted SmartCard Reader, touch Fingerprint Reader Noble Wedge Lock slot Windows Home Button Power Button Volume Up/Down Rocker I2C for Keyboard connection
Keyboard	Latitude 5285 Travel Keyboard (Optional, sold separately)
Pen	Dell Active Pen PN557W (Optional, sold separately)
Dimensions & Weight^{1,15}	Width: 11.5" / 292mm Height: 0.38" / 9.76mm Depth: 8.22" / 208.8mm Starting weight: Tablet only - 1.89lb / 856g; Tablet with Travel Keyboard: 2.64lb / 1196g (32 Whr ⁶ , M.2 128GB SATA SSD)
Regulatory and Environmental Compliance¹	T17G: T02H T17G001: T02H001 ENERGY STAR 6.1 ¹ EPEAT Gold Registered. For specific country participation and rating, please see www.epeat.net Hg-Free/Arsenic-Free BFR/PVC free (not including PSU) ⁹ TAA compliant
Input¹	10-point multi-touch Display Integrated Array Microphones (4) Latitude 5285 Travel Keyboard (Optional, sold separately) Active Pen PN557W (Optional, sold separately)

Sensors	Gyroscope, eCompass/Magnetometer, Accelerometer, GPS (via WWAN Card only), Ambient Light Sensor
Systems Management¹	Intel® vPro™ (AMT 11.0) Technology's advanced management features (optional, requires Intel WiFi® Link WLAN and a vPro compatible processor), Dell Client Command Suite available (dell.com/command), Factory Installed Dell Client Command Update, Dell Command Power Manager
Warranty and Service¹	Limited Hardware Warranty ⁴ , Standard 1 year Mail-in Service after Remote Diagnosis ¹¹ , optional 3, 4 and 5 year hardware warranty extensions and 3-5 year Dell ProSupport contracts available ¹²
Peripheral Ecosystem¹	Powerful accessories designed and tested for Latitude 5285 2-in-1 enable seamless productivity for Corridor Warriors and On-the-Go Professionals, wherever work takes them. Includes Dell Latitude 5285 Travel Keyboard, Dell Active Pen (PN557W), Dell Hybrid Adapter + Power Bank - USB-C, Dell Adapter – USB-C to HDMI/VGA/ Ethernet/USB 3.0, Dell Dock - WD15, Dell Wireless Mouse – WM527, Dell Pro Stereo Wireless Headset – UC650 (July 2017)

¹ Offering may vary by country and by configuration

² A 64-bit operating system is required to support 4GB or more of system memory.

³ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.

⁴ Limited Hardware Warranty: For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty

⁵ Tap to Pay will not be supported. Tap to Login is only supported with USH SKU

⁶ The stated Watt Hour (Whr) is not an indication of battery life

⁷ Intel Rapid Storage Technology requires a HDD, mSATA or an SSD, as primary storage device. See OS requirements

⁸ Wireless antenna and module available only at time of system purchase

⁹ Dell Latitude 5000 Series 2-in-1 are brominated flame retardant free (BFR-free) and polyvinyl chloride free (PVC-free); meeting the definition of BFR-PVC-free as set forth in the iNEMI Position Statement on the 'Definition of Low-Halogen Electronics (BFR-/CFR-/PVC-free)'. Plastic parts contain less than 1,000 ppm (0.1%) of bromine (if the Br source is from BFRs) and less than 1,000 ppm (0.1%) of chlorine (if the Cl source is from CFRs or PVC or PVC copolymers). All printed circuit board (PCB) and substrate laminates contain bromine/chlorine total less than 1,500 ppm (0.15%) with a maximum chlorine of 900 ppm (0.09%) and maximum bromine being 900 ppm (0.09%).

¹⁰ Mobile Broadband Subject to service provider's broadband subscription and coverage area; additional charges apply.

¹¹ Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

¹² Dell Services: Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicedescriptions.

¹³ GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors.

¹⁴ Miracast Wireless Technology: Requires a compatible media adapter (sold separately) and an HDMI-enabled display.

¹⁵ Weights vary based on configuration and manufacturing variability.

¹⁶ Available in US only

¹⁷ Intel 8265ac / 18265ac card support BT4.2 but is limited to BT4.1 by Windows OS

Exceptional experience by design.

LATITUDE 5000 SERIES 2-in-1 5285

Purpose-built ecosystem: Latitude 5285 2-in-1

Powerful accessories **designed** and **tested** for Latitude 5000 enable seamless productivity for Corridor Warriors and On-the-Go Professionals, wherever work takes them.

At The Desk



Dell Dock – WD15



Dell Wireless
Mouse – WM527



Dell UltraSharp 24
InfinityEdge Monitor –
U2417H

On-The-Go



Latitude 5285 Travel
Keyboard



Dell Hybrid Adapter +
Power Bank - USB-C



Dell Active Pen –
PN557W



Dell Monitors

for Business



Dell UltraSharp 32 8K Monitor | UP3218K
Dell 43 Ultra HD 4K Multi-Client Monitor | P4317Q

See more, do more.
Dell Monitors — the world's #1 monitor brand.*

Why choose Dell Monitors



Innovative

Expect a thoroughly engaging visual experience with innovative Dell monitors, from monitors that provide the ultimate in resolution, contrast, and color with immersive user experiences, and unrivaled usability.



Productive

Today's Dell monitors are designed to help enhance productivity, with larger workspaces and great usability, unsurpassed reliability and thin bezel design that facilitates dual monitor configurations.** All reasons to refresh your monitor today with Dell so you can simply focus on your work, and give your productivity a boost.



Award-winning

The multiple awards and positive reviews for our monitors from around the globe — from leading computing magazines, online portals and consumers alike — vouch for the quality, performance and usability of these monitors.



Reliable

With Dell monitors you get the same commitment to quality, reliability and service that you expect from Dell — demonstrated through an exhaustive testing regimen, and backed by our Premium Panel Guarantee*** available with Dell UltraSharp Monitors and select Dell Monitors.



Environmentally responsible

Dell monitors conform to environmental certifications and are made with environmentally-preferable materials. Built-in energy-efficient features in select monitors can help you save on power consumption, so you can be proud of the environmentally-responsible choice you make.



Dell UltraSharp Monitors



See your work come alive with Dell UltraSharp monitors. Enjoy a superb view with consistent, accurate colors, outstanding color breadth and depth, and sharp high resolution image clarity. Help boost productivity with virtually borderless models great for multi-monitor setup, curved monitors and features to aid multi-tasking.

Our high performance **Dell UltraSharp Monitors with PremierColor** offer every color professional the ideal tools for their color-critical projects. See visuals that rival real life in immaculate **Ultra HD 8K** and dazzling **4K** resolution. 8K resolution provides 4x more detail than 4K, 16x more detail than Full HD.

Thank you
for making
Dell Monitors

#1
worldwide*



UP3218K
Dell UltraSharp 32 8K Monitor

Visuals that rival real life.

Viewable image size (inches / cm)	31.5 inches / 80.01 cm
Maximum resolution	7680 x 4320 at 60 Hz; 280 ppi
Aspect ratio	16 : 9
Panel type, surface	In-Plane Switching type; Anti-Reflective treatment of the front polarizer (2H)
Backlight technology	LED
Connectivity	2 x DP (ver 1.4), 1 x USB 3.0 ² port - Upstream, 4 x USB 3.0 ² ports - Bottom (including 1 x USB 3.0 ² BC1.2 charging port), Audio line-out
Design features	Height (120 mm), swivel, tilt, pivot
Other	Dell InfinityEdge virtually borderless design, ComfortView ¹ with Flicker-free screen, Dell Display Manager with Easy Arrange



UP3216Q
Dell UltraSharp 32 Ultra HD 4K Monitor with PremierColor

The ideal PremierColor coverage and Ultra HD clarity for every color professional.

Viewable image size (inches / cm)	31.5 inches / 80.1 cm
Maximum resolution	3840 x 2160 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	HDMI 2.0/ MHL 2.0 ⁴ with HDCP 2.2, 4 x USB 3.0 ² , DisplayPort, mini-DisplayPort, 6-in-1 media card reader
Design features	Height (90 mm), swivel, tilt
Other	Dell PremierColor; additional color coverage: 99.5% Adobe RGB2, 100% sRGB, 100% REC709, and 87% DCI-P3; Single Scalar design for easier system support



U2413
Dell UltraSharp 24 Monitor with PremierColor

Dell PremierColor for power users — all the tools you need for color-critical projects.

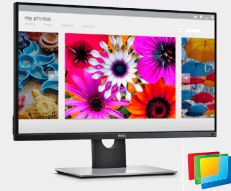
Viewable image size (inches / cm)	24 inches / 60.96
Maximum resolution	1920 x 1200 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	HDMI, 4 x USB 3.0 ² , DVI-D (HDCP), DisplayPort 1.2 ³ / mini-DisplayPort
Design features	Height (115 mm), swivel, tilt, pivot
Other	Dell PremierColor with 99% AdobeRGB, 100% sRGB coverage, and a high color gamut of 120%



UP2516D
Dell UltraSharp 25 Monitor with PremierColor

Dell PremierColor for power users — all the tools you need for color-critical projects.

Viewable image size (inches / cm)	25 inches / 63.44 cm
Maximum resolution	QHD 2560 x 1440 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	HDMI 1.4/ MHL 2.0 ⁴ x 2, DisplayPort 1.2 ³ (in)/ mini-DisplayPort, DisplayPort (out), 4 x USB 3.0 ² ports
Design features	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Dell PremierColor; broad color coverage: 100% Adobe RGB2, 100% sRGB, 100% REC709, and 98% DCI-P3; Single Scalar design for easier system support; ultra-thin bezels; built-in KVM, PIP, PBP



UP2716D
Dell UltraSharp 27 Monitor with PremierColor

Dell PremierColor for power users — all the tools you need for color-critical projects.

Viewable image size (inches / cm)	27 inches / 68.47 cm
Maximum resolution	QHD 2560 x 1440 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	HDMI 1.4/ MHL 2.0 ⁴ x 2, DisplayPort 1.2 ³ (in)/ mini-DisplayPort, DisplayPort (out), 4 x USB 3.0 ² ports
Design features	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Dell PremierColor; broad color coverage: 100% Adobe RGB2, 100% sRGB, 100% REC709, and 98% DCI-P3; Single Scalar design for easier system support; ultra-thin bezels; built-in KVM, PIP, PBP



UP3017
Dell UltraSharp 30 Monitor with PremierColor

Dell PremierColor for power users — all the tools you need for color-critical projects.

Viewable image size (inches / cm)	30 inches / 75.62 cm
Maximum resolution	WQXGA 2560 x 1600 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , mini-DP 1.2, DisplayPort-out, 2 x HDMI 1.4, 2x USB 3.0 ² upstream (KVM), 4 x USB 3.0 ²
Design features	Height (115 mm), swivel, tilt, pivot

Dell PremierColor; broad color coverage: 99% AdobeRGB, 99% sRGB, 99% REC709 and 99% DCI-P3 (Delta-E <2); SDK, KVM, flicker-free, ComfortView¹

Dell UltraSharp Monitors



U Series

Dell UltraSharp InfinityEdge Monitors

Maximize your view with Dell's InfinityEdge monitors, with super thin borders on all four sides. Open up space on your desk to work more freely and comfortably with the arm-mounted options.



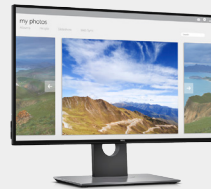
U2417H
Dell UltraSharp 24
InfinityEdge Monitor

Optimize your view with super thin borders on all four sides.



U2417HA
Dell UltraSharp 24 InfinityEdge
Monitor with Arm

Optimize your view and workspace with super thin borders on all four sides.



U2717D
Dell UltraSharp 27 InfinityEdge
Monitor

Optimize your view with super thin borders on all four sides.



U2717DA
Dell UltraSharp 27 InfinityEdge
Monitor with Arm

Optimize your view and workspace with super thin borders on all four sides.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm	23.8 inches / 60.47 cm	27 inches / 68.47 cm	27 inches / 68.47 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz	Full HD 1920 x 1080 at 60 Hz	QHD 2560 x 1440 at 60Hz	QHD 2560 x 1440 at 60Hz
Aspect ratio	16 : 9	16 : 9	16 : 9	16 : 9
Panel type, surface	In-plane switching, anti-glare	In-plane switching, anti-glare with hard coat 3H	In-plane switching, anti-glare with hard coat 3H	In-plane switching, anti-glare with hard coat 3H
Backlight technology	LED	LED	LED	LED
Connectivity	HDMI 1.4 (MHL 2.0 ⁴), DisplayPort 1.2 ³ , mini-DisplayPort 1.2, DisplayPort-out, Audio line-out, 4 x USB 3.0 ² ports	HDMI 1.4 (MHL 2.0 ⁴), mini-DisplayPort 1.2/ DisplayPort 1.2 ³ , DisplayPort out (MST), Audio Line out, 5 x USB 3.0 ² ports (1 upstream, 4 downstream)	HDMI 1.4 (MHL 2.0 ⁴), mini-DisplayPort 1.2/ DisplayPort 1.2 ³ , DisplayPort out (MST), Audio Line out, 5 x USB 3.0 ² ports (1 upstream, 4 downstream)	HDMI 1.4 (MHL 2.0 ⁴), mini-DisplayPort 1.2/ DisplayPort 1.2 ³ , DisplayPort out (MST), Audio Line out, 5 x USB 3.0 ² ports (1 upstream, 4 downstream)
Design features				
Adjustability	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)	Vertical and horizontal extension and built in cable-management, swivel, tilt, pivot (clockwise and counter-clockwise)	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)	Vertical and horizontal extension and built in cable-management, swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Virtuallyt borderless view perfect for productivity-boosting multi-monitor setups	Virtually borderless view and mounted on an arm for more usable desk space	Virtually borderless view perfect for productivity-boosting multi-monitor setups	Virtually borderless view mounted on an arm for more usable desk space

Dell UltraSharp Monitors

U Series

Dell UltraSharp Monitor with Wireless Charging Stand

Wireless charging stand for Qi and PMA-compatible phones, plus flexible viewing and connectivity add up to great performance and convenience.

Dell UltraSharp Wireless Connect Monitor

Wireless freedom — connect your mobile devices to your monitor wirelessly and edit content from both devices simultaneously with a single keyboard and mouse.



U2417HJ
Dell UltraSharp 24 Monitor with Wireless Charging Stand
Wireless charging convenience.



U2417HWi
Dell UltraSharp 24 Wireless Connect Monitor
World's first monitor to allow two mobile devices to be connected wirelessly.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare with 3H hardness
Backlight technology	LED
Connectivity	DisplayPort/ mini-DisplayPort in, DisplayPort-out, 2 x HDMI (MHL ⁴), 4 x USB 3.0 ² , Audio line-out
Design features	
Adjustability	Height, swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Conveniently charge your Qi and PMA compatible smartphones without wires

Viewable image size (inches / cm)	23.8 inches (60.47 cm)
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare with 3H hardness
Backlight technology	LED
Connectivity	HDMI (1.4), 1 x USB 3.0 ² upstream, 4 x USB 3.0 ² downstream, Audio line-out
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Wirelessly connect two mobile devices ⁵ and display and edit content with one keyboard and mouse

Dell UltraSharp Curved and Ultra Wide Monitors

Enjoy a panoramic viewing experience for work, videos, movies and gaming on these ideally sized, expansive monitors, perfect for multi-tasking.



U2917W
Dell UltraSharp 29 Ultra Wide Monitor
Help boost productivity while you multitask efficiently.



U3415W
Dell UltraSharp 34 Curved Ultra Wide Monitor
Immersive panoramic view makes work comfortable and play fun.



U3417W
Dell UltraSharp 34 Curved Monitor
Immersive display. Immaculate performance.

Viewable image size (inches / cm)	28.8 inches / 73.03 cm
Maximum resolution	2560 x 1080 at 60 Hz
Aspect ratio	21 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	2 x HDMI 1.4, 1 x Mini-DisplayPort, 1 x DisplayPort, 1 x DisplayPort out (MST), 1 x Audio-line out, 1 x USB 3.0 ² upstream, 4 x USB 3.0 ² downstream ports, with 2 x BC1.2 charging capability at 2A (max)
Design features	
Adjustability	Height (130 mm), swivel, tilt
Other	Picture-by-Picture, Picture-in-Picture, Daisy Chain availability, Dell Display Manager compatible with Easy Arrange, Remote Asset Management via Dell Command Monitor

Viewable image size (inches / cm)	34 inches / 86.5 cm
Maximum resolution	WQHD 3440 x 1440 at 60 Hz
Aspect ratio	21 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	1 x HDMI 2.0, 1 x MHL ⁴ , 1 x mini-DisplayPort, 1 x DisplayPort, 1 x DisplayPort out (MST), 1 x Audio line-out, 2 x USB 3.0 ² upstream, 4 x USB 3.0 ² downstream
Design features	
Adjustability	Height (115 mm), swivel, tilt
Other	Curved screen, 2 integrated 9W speakers; built-in KVM, PIP, PBP

Viewable image size (inches / cm)	34.14 inches / 86.72 cm
Maximum resolution	3440 x 1440 at 60 Hz
Aspect ratio	21 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ (HDCP 1.4), mini-DisplayPort 1.2 (HDCP 1.4), DisplayPort-out with MST (HD 1.4), 2 x HDMI 2.0 (HDCP 1.4), 1 x Analog 2.0 audio line out (3.5 mm jack) ports, 2 x USB 3.0 ² upstream, 4 x USB 3.0 ² downstream
Design features	
Adjustability	Height (115 mm), swivel, tilt
Other	Integrated 2 x 9W speakers, Picture-by-Picture, Picture-in-Picture, KVM (Keyboard, video, mouse)

Dell UltraSharp Monitors



U Series



U2412M
Dell UltraSharp 24 Monitor

Bridge corporate connectivity needs from analog to digital.

Viewable image size (inches / cm)	24 inches / 60.96 cm
Maximum resolution	WUXGA 1920 x 1200 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	VGA, DVI-D (HDCP), DisplayPort, Audio DC out
USB ports: rear/side	
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot
Other	Legacy model ideal for businesses using analog and digital connectivity U2412MWh sold in EMEA



U2414H
Dell UltraSharp 24 Monitor

Virtually borderless viewing ideal for multi-monitor setups.

Viewable image size (inches / cm)	23.8 inches / 60.5 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	2 x HDMI (MHL ⁴), 4 x USB 3.0 ² , DisplayPort 1.2 ³ , mini-DisplayPort
USB ports: rear/side	
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot (90° clockwise or 90° counter-clockwise)
Other	Ultra-thin bezel great for multi-monitor set-up; DisplayPort 1.2 ³ supports multi-stream transport for daisy chaining



U2415
Dell UltraSharp 24 Monitor

Virtually borderless viewing ideal for multi-monitor setups.

Viewable image size (inches / cm)	24.1 inches / 61.1 cm
Maximum resolution	WUXGA 1920 x 1200 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare with hard coat 3H
Backlight technology	LED
Connectivity	2 x HDMI (MHL ⁴), 1 x mini-DisplayPort, 1 x DisplayPort 1.2 ³ , 1 x DisplayPort out (MST), 1 x Audio line-out, 5 x USB 3.0 ² ports
USB ports: rear/side	
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Ultra-thin bezel great for multi-monitor set-up; DisplayPort 1.2 ³ supports multi-stream transport for daisy chaining



U2515H
Dell UltraSharp 25 Monitor

Virtually borderless viewing ideal for multi-monitor setups.

Viewable image size (inches / cm)	25 inches / 63.44 cm
Maximum resolution	QHD 2560 x 1440 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare with hard coat 3H
Backlight technology	LED
Connectivity	2 x HDMI (MHL ⁴), 1 x mini-DisplayPort, 1 x DisplayPort 1.2 ³ , 1 x DisplayPort out (MST), 1 x Audio line-out, 5 x USB 3.0 ² ports
USB ports: rear/side	
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Ultra-thin bezel great for multi-monitor set-up; DisplayPort 1.2 ³ supports multi-stream transport for daisy chaining

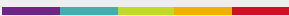


U2715H
Dell UltraSharp 27 Monitor

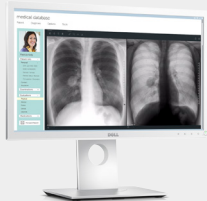
Virtually borderless viewing ideal for multi-monitor setups.

Viewable image size (inches / cm)	27 inches / 68.5 cm
Maximum resolution	QHD 2560 x 1440 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare with hard coat 3H
Backlight technology	LED
Connectivity	HDMI (MHL ⁴), 1 x mini-DisplayPort, 1 x DisplayPort 1.2 ³ , 1 x DisplayPort out (MST), 1 x Audio line-out, 5 x USB 3.0 ² ports
USB ports: rear/side	
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	Ultra-thin bezel great for multi-monitor set-up; DisplayPort 1.2 ³ supports multi-stream transport for daisy chaining

Dell Medical Review Monitors



Purpose-built for the healthcare market, these monitors provide accurate, consistent DICOM-ready images, are aligned with infection control initiatives, and allow for easy and efficient point of care use.



MR2217
Dell Medical Review 22 Monitor

DICOM calibrated and built for efficient point of care use.

Viewable image size (inches / cm)	21.5 inches / 54.61 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³ , HDMI 1.4, USB 2.0 x 2 ports (downstream), 1 x USB 2.0 (upstream)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	DICOM-ready images, matte screen, smooth, ventless design, green dot power cord, IEC60601-1 certified, active screw-on cable clip for cable security, ISO13485 certified



MR2416
Dell Medical Review 24 Monitor

Fully cleanable, DICOM calibrated, and aligned with infection reduction initiatives.

Viewable image size (inches / cm)	24.0 inches / 60.97 cm
Maximum resolution	1920 x 1200 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³ , HDMI 1.4, USB 2.0 x 2 ports (downstream), 1 x USB 2.0 (upstream)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot (clockwise and counter-clockwise)
Other	DICOM-ready images, anti-reflective screen, Light-colored exterior, smooth, ventless design, IP32 rated to withstand strong cleaning agents, green dot power cord, IEC60601-1 certified, active screw-on cable clip for cable security, ISO13485 certified

Dell Conference Room Monitors



Communicate every detail of your presentation clearly with Dell conference room monitors ideal for rooms seating from 4 to 20 people. These large format monitors are designed for quick, easy setup and are simple to manage.

Our **interactive touch monitors** promote group collaboration allowing up to 20 simultaneous touch points via stylus or hand.



C5518QT
Dell 55 Interactive Touch Monitor
Built for captivating collaboration — with Touch technology.

Viewable image size (inches / cm)	54.64 inch / 139.7 cm
Maximum resolution	3840 x 2160 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-Plane Switching type, 4 mm heat tempered glass, 9H hardness, AG, AS, 5% haze
Backlight technology	White LED edgelight system
Connectivity	3 x HDMI 2.0, 1 x DisplayPort 1.2 ³ , 1 x VGA, 1 x audio input, 1 x audio line-out, 3 x USB 3.0 ² upstream, 3 x USB 3.0 ² downstream, 1 x USB dedicated charging port, optional wireless connectivity via Dell Wireless Module - WR517

Design features	
VESA mounting support	300 mm x 300 mm
Stand/wall mount	-
Speakers	Built-in dual 10W
Other	Ideal size for conference room seating up to 8 people; Dell Display Manager, RS232 and RJ45 interfaces for remote management; InGlass™ touch technology allows up to 20 touch points with fingers; up to four points with stylus; Compatible with optional Dell OptiPlex Micro (integrates into back panel)



C5517H
Dell 55 Conference Room Monitor
Brilliantly clear, ideal for small conference rooms.

Viewable image size (inches / cm)	54.6 inches / 138.68 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	Vertical Alignment, anti-glare with hard coating 3H, 2% haze
Backlight technology	LED
Connectivity	VGA, 2 x HDMI, 1 x DisplayPort, RS232 port, Audio Line Out Port, Audio Line In Port, 1x USB upstream port, 3x USB downstream ports, optional wireless connectivity via Dell Wireless Module - WR517

Design features	
VESA mounting support	400 mm x 400 mm
Stand/wall mount	Removable pedestal/Wall mount kit sold separately
Speakers	Built-in dual 10W
Other	Ideal size for 4-8 person conference room; remote control with brightness and volume adjustment



C7016H
Dell 70 Conference Room Monitor
Stunning 70" monitor elevates office collaboration.

Viewable image size (inches / cm)	69.513 inches / 176.56 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	Vertical Alignment, anti-glare
Backlight technology	LED
Connectivity	VGA, 2 x HDMI (1.4 /MHL 2.0 ⁴ combo), DisplayPort 1.2 ³ , 3 x USB (including 1 power charging port), USB upstream port, Audio line-in, Audio line-out

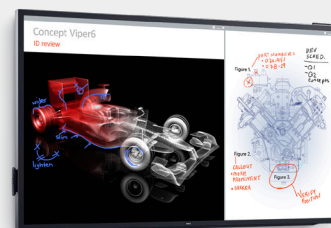
Design features	
VESA mounting support	400 mm x 400 mm
Stand/wall mount	RLT2 Wall Mount Kit included
Speakers	Built-in dual 10W
Other	Ideal size for conference room seating up to 12 people; remote control with brightness and volume adjustment, OSD menu control, power, input source selection, RS232 interface



C7017T
Dell 70 Interactive Conference Room Monitor
Collaborate on a large scale — with Touch technology.

Viewable image size (inches / cm)	69.513 inches / 175.56 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	Vertical Alignment, anti-glare
Backlight technology	LED
Connectivity	VGA, 3 x HDMI (2 x HDMI 1.4, 1 x HDMI/MHL ⁴), DisplayPort 1.2 ³ , 4 x USB 3.0 ² downstream ports (including 1 power charging port), USB 2.0 for touch, Audio line-in, Audio line-out

Design features	
VESA mounting support	400 mm x 400 mm
Stand/wall mount	Chief LSA1U Wall Mount Kit included
Speakers	Built-in dual 10W
Other	IR-Technology 10-point multi touch; Accessories: Stylus x2 + Stylus holder, Remote + remote holder



C8618QT
Dell 86 Interactive Touch Monitor
Built for larger-than-life Touch collaboration.

Viewable image size (inches / cm)	85.6 inches / 217.4 cm
Maximum resolution	3840 x 2160 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-Plane Switching type, 4 mm heat tempered glass, 9H hardness, AG, AS, 5% haze
Backlight technology	White LED edgelight system
Connectivity	4 x HDMI 2.0, 1 x DisplayPort 1.2 ³ , 1 x VGA, 1 x audio line in, 1 x audio line out, 3 x USB 3.0 ² upstream, 3 x USB 3.0 ² downstream, 1 x USB dedicated charging port, optional wireless connectivity via Dell Wireless Module - WR517

Design features	
VESA mounting support	600 mm x 400 mm
Stand/wall mount	-
Speakers	Built-in dual 20W
Other	Ideal size for conference room seating up to 20 people; Dell Display Manager, RS232 and RJ45 interfaces for remote management; InGlass™ touch technology allows up to 20 touch points with fingers; up to four points with stylus; Compatible with optional Dell OptiPlex Micro (integrates into back panel)

Dell P Series Monitors

Boost productivity with **Dell P Series Monitors** offering visually brilliant screen performance with eco-conscious design, full adjustability so you can work the way you like, multiple connectivity options for extra convenience, and proven Dell reliability.

With the **Dell Multi-Client Monitor** you can connect up to four independent clients to a single monitor to reduce complex multi-monitor mounting and connectivity. Experience superb Ultra HD screen clarity for your next project, affordably, with **Dell P Series Ultra HD 4K** monitors.

Enjoy a first class desktop video conferencing experience with the **Dell 24 Monitor for Video Conferencing**, certified for Microsoft® Skype® for Business and Windows Hello.™⁶ Help maximize your productivity with the effortless touch experience of the **Dell 24 Touch Monitor**.



P4317Q
Dell 43 Ultra HD 4K Multi-Client Monitor

View content from up to four PCs on one seamless 43" screen.

Viewable image size (inches / cm)	42.51 inches / 107.98 cm
Maximum resolution	Ultra HD 4K 3840 x 2160 ⁷ at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching with 2H hardness, anti-glare treatment on the front polarizer
Backlight technology	LED
Connectivity	VGA, HDMI 1.4/MHL ⁴ combo x2, DisplayPort 1.2 ⁵ , mini-DisplayPort 1.2, USB 3.0 ² x 4 including 1 charging port + 1 USB 3.0 ² upstream port; Audio-in, Headphone output, RS232 input port for remote control
Design features	
Adjustability	Tilt only
Other	Connect up to four independent clients to a single monitor; Picture-by-Picture x 4 and Picture-in-Picture x 2 (with 4 clients), Dual integrated 8W speakers



P2415Q
Dell 24 Ultra HD 4K Monitor

Exceptional Ultra HD screen clarity at a reasonable price.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm
Maximum resolution	Ultra HD 4K 3840 x 2160 at 60Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	1 x mini-DisplayPort, 1 x DisplayPort (in), 1 x DisplayPort (out), 1 x HDMI (MHL ⁴), 1 x Audio line-out, 4 x USB 3.0 ²
Design features	Height (115 mm), swivel, tilt, pivot
Other	-



P2715Q
Dell 27 Ultra HD 4K Monitor

Exceptional Ultra HD screen clarity at a reasonable price.

Viewable image size (inches / cm)	27 inches / 68.5 cm
Maximum resolution	Ultra HD 4K 3840 x 2160 at 60Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	1 x mini-DisplayPort, 1 x DisplayPort (in), 1 x DisplayPort (out), 1 x HDMI (MHL ⁴), 1 x Audio line-out, 4 x USB 3.0 ²
Design features	Height (115 mm), swivel, tilt, pivot
Other	-



P2418HZ
Dell 24 Monitor for Video Conferencing
Enhanced desktop video conferencing.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare with 3H hardness
Touch features	-
Backlight technology	LED
Connectivity	1 x DisplayPort 1.2 ⁵ , 1 x HDMI (ver 1.4), 1 x VGA, 1 x Headphone-out/ Microphone-in combo jack, 1 x USB 3.0 ² port upstream, 2 x USB 3.0 ² ports (side) (including 1 x USB 3.0 ² BC1.2 charging port), 2 x USB 3.0 ² ports (bottom)
Design features	
Adjustability	Height (125 mm), swivel, tilt, pivot
Other	2.1 Mega-pixel, Full HD image sensor and dual IR LEDs with VGA infrared camera, dual digital microphone (Omni-directional), Speakers (2 x 5.0W), TUV-Certified flicker-free screen with ComfortView ¹ , 2 x USB 3.0 ² ports on monitor side



P2418HT
Dell 24 Touch Monitor
The ultimate touch experience for business.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare with 3H hardness
Touch features	Type: projected capacitive system; Input: bare finger; Points: 10 touch points; Response time: 35 ms; Resolution: 4096 x 4096; Operating systems supported: Windows 10, 8.1, 7
Backlight technology	LED
Connectivity	1 x DisplayPort 1.2 ⁵ , 1 x HDMI (ver 1.4), 1 x VGA, - Bottom 1 x Analog 2.0 audio line out (3.5 mm jack), 1 x USB 3.0 ² port - Upstream, 2 x USB 3.0 ² ports - Side (including 1 x USB 3.0 ² BC1.2 charging port), 2 x USB 3.0 ² ports
Design features	Articulating stand: Swivel (-30° to 30°), extended tilt and height adjustable (-5°-60°)
Other	TUV-Certified flicker-free with ComfortView ¹ , Premium Panel Guarantee

Dell P Series Monitors



P1917S
Dell 19 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	19 inches / 48.00 cm
Maximum resolution	1280 x 1024 at 60 Hz
Aspect ratio	5 : 4
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹



P2017H
Dell 20 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	19.5 inches / 49.5 cm
Maximum resolution	1600 x 900 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹



P2016
Dell 20 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	19.5 inches / 49.40 cm
Maximum resolution	1440 x 900 at 60Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	1 x DisplayPort 1.2 ³ , 1 x VGA, 2 x USB 2.0
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot
Other	-



P2217
Dell 22 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	22 inches / 55.9 cm
Maximum resolution	1680 x 1050 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	TN (Twisted Nematic)
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹



P2217H
Dell 22 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	21.5 inches / 54.6 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹



P2317H
Dell 23 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	23 inches / 58.4 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹

Dell P Series Monitors



P2417H
Dell 24 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	23.8 inches / 60.5 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹



P2416D
Dell 24 Monitor

Experience premium QHD resolution on the monitor you use every day.

Viewable image size (inches / cm)	23.75 inches / 60.33 cm
Maximum resolution	QHD 2560 x 1440 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	1 x DisplayPort 1.2 ³ , 1 x HDMI 1.4, 1 x VGA, 4 x USB 2.0
Design features	
Adjustability	Height (115 mm), swivel, tilt, pivot
Other	-

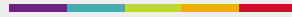


P2717H
Dell 27 Monitor

Boost productivity with added user comfort and convenience.

Viewable image size (inches / cm)	27.0 inches / 68.6 cm
Maximum resolution	1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	DisplayPort 1.2 ³ , HDMI 1.4, VGA, 2 x USB 3.0 ² (side), 2 x USB 2.0 (bottom)
Design features	
Adjustability	Height (130 mm), swivel, tilt, pivot
Other	TUV-Certified flicker-free screen with ComfortView ¹

Dell E Series Monitors



Dell E Series Monitors are affordable options offering essential features that drive business productivity, with great usability, an eco-conscious design, and high reliability,



E1715S
Dell 17 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	17 inches / 43.2 cm
Maximum resolution	1280 x 1024 at 60 Hz
Aspect ratio	5 : 4
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort
Design features	Adjustability



E1913
Dell 19 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	19 inches / 48.26 cm
Maximum resolution	1440 x 900 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	TN (Twisted Nematic), anti-glare
Backlight technology	LED
Connectivity	VGA, DVI-D (HDCP)

Tilt only



E1916H
Dell 19 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	18.51 inches / 47.01 cm
Maximum resolution	1366 x 768 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³

Tilt only



E1916HV
Dell 19 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	18.51 inches / 47.01 cm
Maximum resolution	1366 x 768 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA

Tilt only



E2016
Dell 20 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	19.45 inches / 49.40 cm
Maximum resolution	1440 x 900 at 60 Hz
Aspect ratio	16 : 10
Panel type, surface	In-plane switching
Backlight technology	LED
Connectivity	VGA
Design features	Adjustability

Tilt only



E2016H
Dell 20 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	19.5 inches / 49.41 cm
Maximum resolution	1600 x 900 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³

Tilt only



E2016HV
Dell 20 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	19.5 inches / 49.41 cm
Maximum resolution	1600 x 900 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA

Tilt only



D2015H / D2015HC
Dell 20 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	19.5 inches / 49.53 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	VA (Vertical Alignment), anti-glare
Backlight technology	LED
Connectivity	VGA

Tilt / (Height) 130 mm, tilt, pivot

Dell E Series Monitors



E2216H Dell 22 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	21.5 inches / 54.61 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³
Design features	
Adjustability	Tilt only



E2214Hv Dell 22 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	21.5 inches / 54.6 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	VA (active matrix – TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DVI-D (HDCP)
Design features	
Adjustability	Tilt only



E2216HV Dell 22 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	21.5 inches / 54.61 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA
Design features	
Adjustability	Tilt only



D2215H / D2215HC Dell 22 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	21.5 inches / 54.6 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	VGA, DVI
Design features	
Adjustability	Tilt / Yes, 130 mm, tilt, pivot
Other	-



E2316H Dell 23 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	23.0 inches / 58.42 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	TN (active matrix –TFT LCD), anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³
Design features	
Adjustability	Tilt only
Other	-



E2417H Dell 24 Monitor

Essential features at a great value.

Viewable image size (inches / cm)	23.8 inches / 60.47 cm
Maximum resolution	Full HD 1920 x 1080 at 60 Hz
Aspect ratio	16 : 9
Panel type, surface	In-plane switching, anti-glare
Backlight technology	LED
Connectivity	VGA, DisplayPort 1.2 ³
Design features	
Adjustability	Tilt only
Other	Wide viewing angle



Dell Monitors

Innovative, award-winning Dell monitors offer a broad selection to fit your needs and budget, with key features to help boost productivity, unsurpassed reliability, and the industry's most advanced monitor technologies.

* Dell monitors are #1 worldwide for 4 consecutive years (2013 to 2016)! Source: IDC Worldwide PC Monitor Tracker (4Q16).

** Dual monitor configurations provide more screen real estate and can help boost productivity by as much as 18%. Source: Improving Employee Productivity with Dual Monitor, IDC InfoBrief, sponsored by Dell, November 2015.

*** Even if only one bright pixel is found on our select range of monitors, a free panel exchange is guaranteed during the Limited Hardware Warranty period. For a copy of Limited Hardware Warranty, write to Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see dell.com/warranty.

1 ComfortView feature reduces blue light emission and brightness onscreen.

2 USB 3.0 does not support graphics output. USB 3.0 rate of data transfer can only be achieved with a computer that supports USB 3.0.

3 Select Dell UltraSharp monitors support High Bit Rate 2 (HBR2) and Multi-stream transport (MST); Dell UltraSharp monitors do not support fast AUX transaction, 3D stereo transport and HBR (High data rate) audio.

4 MHL connectivity works with smartphones and tablets with MHL out and that are in compliance with MHL standards.

5 Windows laptop^{††} (^{††}Supports Win 7, Win 8.1 and Win 10. Recommends i5 or i7 processor.) and Android smartphone^{†††} (^{†††}Supports Android OS version 5 & above. Must support WiFi Direct, Miracast.) or tablet.

6 Windows Hello requires specialized hardware, including fingerprint reader, illuminated IR sensor or other biometric sensors.

7 4K in single screen mode; Full HD in multi-screen mode.



Product availability varies by country. Please contact your Dell representative for more information.



Powerful productivity and expandability.
Conveniently compact. Give your
company space to grow.



OptiPlex 5050 Tower, Small Form Factor and Micro



Powerful Performance

Intel® 7th generation processors allow
for the fastest OptiPlex yet



Smart solutions

Adaptable, compact designs allow you
to maximize your environment with
custom mounts and stands



Easy access

Tool-less design and simple removeable
side panel to service and expand
with ease



Work with confidence

Dell Command Suite puts automation on
auto pilot while optional Intel® Standard
Manageability allows you to be confident
your work is not at risk

Features & Technical Specifications



Feature	5050 Tower/Small Form Factor/Micro Technical Specifications		
Processor ¹	Intel® 7th generation Pentium® and Core™ i3 Dual Core, Core™ i5-i7 Quad Core (up to 65W for Tower/Small Form Factor & 35W for Micro); supports Windows 10/Linux Intel® 6th generation Pentium® and Core™ i3 Dual Core, Core™ i5-i7 Quad Core (up to 65W for Tower/Small Form Factor & 35W for Micro); supports Windows 7/8.1/10/Linux		
Chipset	Intel® Q270 Chipset		
Operating System	Microsoft® Windows 7 Pro (32/64-bit) with Windows 10 Pro License (requires Intel® 6th generation processors) Microsoft® Windows 7 Embedded (OEM only) Microsoft® Windows 10 Home (64-bit) Microsoft® Windows 10 Pro (64-bit) Microsoft® Windows 10 Embedded (OEM only) Ubuntu® 16.04 LTS (64-bit) Neokylin® v6.0 (China only)		
Graphics Options ²	Integrated Intel® HD Graphics 610/630 (Intel® 7th generation processors) Integrated Intel® HD Graphics 510/530 (Intel® 6th generation processors) Supports optional discrete graphics Tower/Small Form Factor: AMD Radeon™ R5 430 1GB/2GB, AMD Radeon™ R7 450 4GB		
Memory ^{2,3}	4 DIMM slots Tower/Small Form Factor, 2 SODIMM slots Micro Non-ECC dual-channel 2400MHz DDR4 SDRAM (2133MHz performance on Intel® 6th generation processors) Maximum memory is 64GB on Tower/ Small Form Factor, 32GB on Micro		
Networking	Tower/Small Form Factor: Integrated Intel® i219-V Ethernet LAN 10/100/1000; optional wireless: Intel® 8265 802.11ac+ Bluetooth 4.2 ⁹ card Micro: Integrated Intel® i219-V Ethernet LAN 10/100/1000; optional wireless: Intel® 8265 M.2 802.11ac +Bluetooth 4.2 ¹³ card or Intel® 3165 M.2 802.11ac +Bluetooth 4.2 ¹³ card		
I/O Ports	Tower/Small Form Factor: 10 External USB: 6 x 3.1 Gen 1 (2 Type-A front/4 Type-A rear) and 4 x 2.0 (2 Type-A front/2 Type A rear - 1 front with PowerShare); 2 Internal USB 2.0; 1 RJ-45; 1 Serial; 2 Display Port 1.2; 1 HDMI 1.4; 2 PS/2; 1 UAJ, 1 Line-out; 1 VGA (optional) Micro: 6 External USB 3.1 Gen 1 (2 Type-A front/4 Type-A rear – 1 front with PowerShare); 1 RJ-45; 1 HDMI 1.4; 1 Display Port 1.2; 1 UAJ (front); 1 Line-out(front); additional Display Port 1.2 (optional); 1 VGA (optional); Serial+PS2 (optional); Serial (optional)		
Security Options	Trusted Platform Module ⁶ TPM 1.2 or 2.0, Dell Data Protection Encryption, Microsoft Windows BitLocker, Local HDD data wipe via BIOS ("Secure Erase"), Encryption - SED HDD (Opal FIPS), Chassis lock slot support, Lockable Port Cover, Chassis Intrusion Switch, D-Pedigree (Secure Supply Chain Functionality), Setup/BIOS Password, Optional Smart Card keyboards, Intel® Trusted Execution Technology, Intel® Identity Protection Technology, firmware support for optional Absolute Data & Device Security (formerly Computrace) ⁷ , Intel Software Guard eXtensions		
Storage ⁴ Options (internal)	Hard disk drives: up to 2TB Solid state drives: up to 1TB Supports Hybrid, Opal SED FIPS, M.2 SATA solid state drive and M.2 PCIe Solid State Drive Dual storage support	Environmental, Ergonomic, & Regulatory Standards	Environmental Standards (eco-labels): ENERGY STAR 6.1 qualified, EPEAT Registered ⁹ , TCO Certified, CEL, WEEE, Japan Energy Law, South Korea E-standby, South Korea Eco-label, EU RoHS, China RoHS ¹⁴ . Please see your local representative or www.dell.com for specific details.
Removable Media Options	Supports optional optical disc drives and media card reader (Tower/ Small Form Factor only)	Configuration Services	Factory image load. BIOS Customization. Hardware customization, asset tagging and reporting.
Systems Management Options ⁸	Dell Client Command Suite for in-band systems management, Intel® Standard Manageability for out-of-band systems management	Warranty	Limited hardware warranty ¹⁰ ; standard 3-year on-site service after remote diagnosis ¹¹ (3-3-3); Optional 3 year Dell ProSupport offers premium support from expert technicians and 24x7 availability ¹² .

Chassis

	Tower	Small Form Factor	Micro
Dimensions (H x W x D) (inches/cm)	13.8 x 6.1 x 10.8 / 35 x 15.4 x 27.4	11.4 x 3.7 x 11.5 / 29.0 x 9.26 x 29.2	7.2 x 1.4 x 7.0 / 18.2 x 3.6 x 17.8
Min. Weight (lbs/kg)	17.49 / 7.93	11.57/5.26	2.58 / 1.17
Number of Bays	1 internal 3.5" HDD (convertible to 5.25" ODD) 2 internal 2.5" HDD 1 internal slim ODD	1 internal 3.5" HDD (convertible to 2 2.5" HDD) 1 internal slim ODD	1 internal 2.5" bay
Expansion Slots	1 full height PCIe x16 1 full height PCIe x16 (wired x 4) 2 full height PCIe x1 1 M.2 (22x80mm or 22x42mm)	1 half height PCIe x16 1 half height PCIe x4 (open ended) 1 M.2 (22x80mm or 22x42mm)	1 M.2 (22x30mm) 1 M.2 (22x80mm or 22x42mm)
Power Supply^{1,5} Unit (PSU)	Standard 240W PSU Active PFC 240W typical 85% Efficient PSU (80 PLUS Bronze) ENERGY STAR complaint, Active PFC 240W typical 92% Efficient PSU (80 PLUS Platinum); ENERGY STAR complaint, Active PFC	Standard 180W PSU Active PFC 180W typical 85% Efficient PSU (80 PLUS Bronze) ENERGY STAR complaint, Active PFC 180W typical 92% Efficient PSU (80 PLUS Platinum); ENERGY STAR complaint, Active PFC	65W external adapter with 87% minimum average efficiency for use with 35W processors.

Essential Accessories

OptiPlex 5050 Tower, Small Form Factor and Micro



Dell OptiPlex
Small Form Factor
All-in-One Stand



Dell OptiPlex Micro
All-in-One Stand



Dell OptiPlex Micro
DVD+-RW
Drive Enclosure



Dell OptiPlex Micro
VESA Mount



Dell OptiPlex Micro
All in One Mount for
E-Series Displays



Dell Pro Stereo
Headset UC350



Dell OptiPlex Tower
or Small Form Factor
Cable Cover



Dell Wireless
Keyboard and
Mouse KM636



Dell 24 Monitor
P2417H
(dual set up)





Powerful productivity and expandability.
Conveniently compact. Give your
company space to grow.

OptiPlex 5050 Tower, Small Form Factor and Micro

Discover professional class desktops at www.dell.com/OptiPlex

1. Offering and availability may vary by region. Offering may vary by region. Some items available after product introduction. For complete details, refer to the Technical Guidebook published on dell.com.
2. System Memory and Graphics: Significant system memory may be used to support graphics, depending on system memory size and other factors.
3. 4GB or Greater System Memory Capability: A 64-bit operating system is required to support 4GB or more of system memory.
4. Storage: GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less.
5. PSU: This form factor utilizes a more efficient Active Power Factor Correction (APFC) power supply. Dell recommends only Universal Power Supplies (UPS) based on Sine Wave output for APFC PSUs, not an approximation of a Sine Wave, Square Wave or quasi-Square Wave (see UPS technical specifications). If you have questions please contact the manufacturer to confirm the output type.
6. TPM: TPM is not available in all regions.
7. Absolute Data & Device Security (formerly Computrace): Not a Dell offer. Certain conditions apply. For full details, see terms and conditions at www.lockforlaptops.com.
8. Systems Management Options:
 - Intel® Standard Manageability - Fully enabled at point of purchase, the Intel Standard Management option is a subset of the AMT features. ISM is not upgradeable to vPro technology post-purchase.
 - No Out-of-Band Systems Management - This option entirely removes Intel out-of-band systems (OOB) management features. The system can still support in band management. OOB management support through AMT cannot be upgraded post-purchase.
9. Please refer to www.epeat.net for specific country registration rating and participation.
10. Limited Hardware Warranty: For copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty.
11. Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.
12. Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicesdescriptions.
13. Particular versions of Microsoft Windows may not support the full Bluetooth 4.2 functionality.
14. For a complete listing of declarations and certifications, refer to the Dell Regulatory and Environmental Datasheet found in the Manuals section of Product Support information <http://www.dell.com/support/home/us/en/19>.



Dell Precision Tower 3000 Series (3620)

Workstation performance and reliability in an expandable mini tower



The Dell Precision Tower 3000 Series is a fully customizable, entry workstation certified to run professional applications ideal for people who need the performance and reliability, but felt a workstation was out of their budget.

Every Dell Precision is designed around innovation, performance and reliability. We understand the importance of time and workflow for all professional creators. With this in mind we design technology with the most innovative performance technologies, and work with our software partners to test and certify all Dell Precisions, so that we maximize performance and minimize downtime.

Powerful performance

Professional software applications and the time it takes you to render, model, and process are all key factors to your creativity. Every Dell Precision comes with the exclusive Dell Precision Optimizer installed. This unique software, which can be centrally managed using your existing System Center Configuration Manager (SCCM) console, enables users to experience increased application performance and productivity from their Dell Precision workstation by automatically adjusting system settings based on the needs of specific professional software applications. The Dell Precision Tower 3000 Series includes the latest 6th Generation Intel® Core™ and Intel®

Xeon™ processors, NVIDIA Quadro® or AMD FirePro™ professional graphics card, new NECC and ECC DDR4 memory, and models available with Thunderbolt® 2 to provide you with the performance to make the most of your time. A new addition to the entry workstation is optional PCIe SSD storage. This storage is the fastest storage available.

Outstanding reliability

The software applications that many industries use to create demand computers that are stable and reliable. Dell invests thousands of hours with Independent Software Vendors (ISV) rigorously testing our Dell Precision workstations so we can deliver a tested, and fully optimized workstation to you. We partner with companies like Autodesk, Adobe, and Solidworks and many others to ensure your Dell Precision workstations work harmoniously with your software, as well as improve the quality of technical support you will receive in the event that you need it. If you do need technical support, Dell ProSupport Plus is the most complete service and support offering in the industry.

Recommended accessories

Dell offers a complete portfolio of recommended accessories for your Dell Precision workstations. These accessories include the world's #1 Dell monitor brand, industry-specific peripherals, keyboards and mice.

Feature						Precision Tower 3000 Series (3620) Technical Specification					
Processor Options ¹		Intel® Xeon® Processor E3-1200 v5 Family; 6 th generation Intel® Core™ i7 and i5. Intel core i3 (coming soon); Intel Turbo Boost technology ⁽⁵⁾ and Intel Integrated HD Graphics on select Processors; optional vPro™ Technology									
Operating System Options ²		Windows® 10 Professional (64 bit) Windows® 10 Home (64 bit) Windows® 8.1 Professional (64-Bit) Windows® 8.1 Home (64 bit)				Windows® 7 Professional (32-Bit) (coming soon) Windows® 7 Professional (64-Bit) Red Hat® Enterprise Linux® 7.2 (coming soon) Ubuntu Linux 14.04 NeoKylin 6.0 (China only)					
Chipset		Intel® C236 Chipset									
Memory Options ³		4 Dimm Slots; Up to 64GB 2133Mhz Non-ECC DDR4 Memory; Up to 64GB 2133Mhz ECC DDR4 Memory									
Graphics Options ³		One PCI Express® x16 Gen 3 Graphics card up to 150W (Total for Graphics) (Some cards available in Dual Config)									
		Mid-range 3D cards: AMD FirePro W7100 AMD FirePro W5100 NVIDIA Quadro M4000 (coming soon) NVIDIA Quadro K2200			Entry 3D cards: AMD FirePro W4100 AMD FirePro W2100 NVIDIA Quadro K620 NVIDIA Quadro K420			Professional 2D cards: NVIDIA NVS 510 NVIDIA NVS 315 NVIDIA NVS 310 (coming soon) Intel HD Graphics 530/P530			
Storage Options ⁴		Support for up to (1) M.2 PCIe SSD and Up to (2) 3.5" SATA or (4) 2.5" SATA. Support for Intel Ready Mode technology									
		M.2 PCIe SSD Up to (1) 1TB		2.5" SATA SSD Up to (4) 512GB		2.5" SATA 7200 RPM Up to (4) 1TB 7200 RPM		3.5" SATA Up to (2) 4TB 5400 RPM Up to (2) 2TB 7200 RPM		Self Encrypting Drives 500 GB 7200 RPM or 512GB 2.5" SSD	
Storage Controller		Integrated: Intel Rapid storage Controller 12.0 supporting SATA 6Gb/s and host based RAID 0/1/5/10									
Communications		Integrated: Intel Ethernet Connection I219-LM 10/100/1000 Optional: Intel 10/100/1000 PCIe Gigabit Networking card									
Audio Controller		Integrated Realtek ALC3861 High Definition Audio Codec (2 Channel)									
Speakers		Internal Speaker; Optional Dell 2.0 stereo speaker systems available and Dell sound bar for select flat-panel displays									
Add-in cards		Optional Thunderbolt 2 PCIe Card (coming soon) Optional 1394 a/b PCIe Card (3 Ports – 2x 1394b + 1x 1394a)						Optional Serial/Parallel Port PCIe Card			
I/O Ports		Front 2 – USB 2.0 2 – USB 3.0 1 – Microphone 1 – Headphone			Internal 2 – USB 2.0 4 – SATA 6Gb/s			Rear 2 – USB 2.0 4 – USB 3.0 2 – PS2 2 – DisplayPort 1 – HDMI 1 – RJ45 Network Connector 1 – Serial 1 – Audio Line in/Microphone 1 – Audio Line out			
Chassis		HxWxD: 14.17" x 6.89" x 17.12" (36cm x 17.5cm x 43.5cm) Bays: (2) internal 3.5" bays - supports (2) 3.5" or (4) 2.5" drives; (2) external 5.25" optical bays Slots: (1) Full Height PCIe x16 Gen3; (1) Full Height PCIe x16 Gen 3 (wired x4); (1) Full Height PCIe x1 Gen3; (1) Full Height PCI; (1) M.2 (22x80 mm) Power Supply: 365W 90% efficient PSU (80PLUS Gold Certified Certified) Energy Star compliant; 290W 85% efficient PSU (80PLUS Bronze Certified) Energy Star Compliant									
Storage devices		Optional: Up to 2 optical drives: DVD-ROM; DVD+/-RW, Blu Ray Writer, 19-in-1 Media Card reader installed in 5.25" bay									
Security Options		Trusted Platform Module TPM 1.2 (TPM 2.0 - firmware upgradable) Dell Data Protection Security Tools, Dell Data Protection Encryption, Dell HW Crypto Accelerator, Microsoft Windows Bitlocker, Local HDD data wipe via BIOS ("Secure Erase"), Encryption - SED HDD (Opal FIPS), Chassis lock slot support, Chassis Intrusion Switch, D-Pedigree (Secure Supply Chain Functionality), Setup/BIOS Password, Optional Smart Card keyboards, Intel® Trusted Execution Technology, Intel® Identity Protection Technology, Dell Secure Works, BIOS support optional Computrace ⁵ , Intel Software Guard extensions									
Systems Management ⁶		Dell Client Command Suite; Out of Band management support via vPro									
Regulatory & Environmental		ENERGY STAR® configurations available including 80 PLUS® Platinum power supplies; EPEAT® registered (see epeat.net for specific registration rating/status by country); China CECP; GS Mark. For a complete listing of declarations & certifications, see Dell's regulatory & compliance homepage at dell.com/regulatory_compliance									
Warranty & Support Services ⁷		3-Year Limited Hardware Warranty and 3-year NBD On-Site Service after Remote Diagnosis Optional: Dell ProSupport is designed to rapidly respond to your business's needs, help protect your investment and sensitive data, and provide enhanced proactive support services to help reduce risk and complexity within your IT environment									
TAA		TAA Configurations Available									

Some options available only in select regions; ISV certification applies to select configurations; ¹Intel Turbo Boost mode only available on Xeon, Core i7 and Core i5 processors. Intel Integrated HD graphics only available with select processors; ²A 64-bit operating system is required to support 4GB or more of system memory. ³GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less; ⁴GB means 1 billion bytes and TB equals 1 trillion bytes; significant system memory may be used to support graphics, depending on system memory size and other factors; ⁵Computrace is not a Dell offer. Certain conditions apply. For full details, see terms and conditions at www.absolute.com/en/about/legal/agreements. ⁶Systems Management Options: Intel® vPro Technology - Fully vPro-capable at point of purchase; the vPro systems management option requires vPro processors. Includes support for Intel Advanced Management Technology (AMT) 9.x. Intel® Standard Manageability - Fully enabled at point of purchase, the Intel Standard Management option is a subset of the AMT features. ISM is not upgradeable to vPro technology post-purchase. No Out-of-Band Systems Management - This option entirely removes Intel out of band systems (OOB) management features. The system can still support in band management. OOB management support through AMT cannot be upgraded post-purchase. ⁷Availability and terms of Dell Services vary by region. For more information, visit Dell.com/servicecontracts/global; Limited Hardware Warranty available by writing Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty; Onsite Service after Remote Diagnosis: Remote Diagnosis is determination by online/phone technician of cause of issue; may involve customer access to inside of system and multiple or extended sessions. If issue is covered by Limited Hardware Warranty (www.dell.com/warranty) and not resolved remotely, technician and/or part will be dispatched, usually within 1 business day following completion of Remote Diagnosis. Availability varies. Other conditions apply.

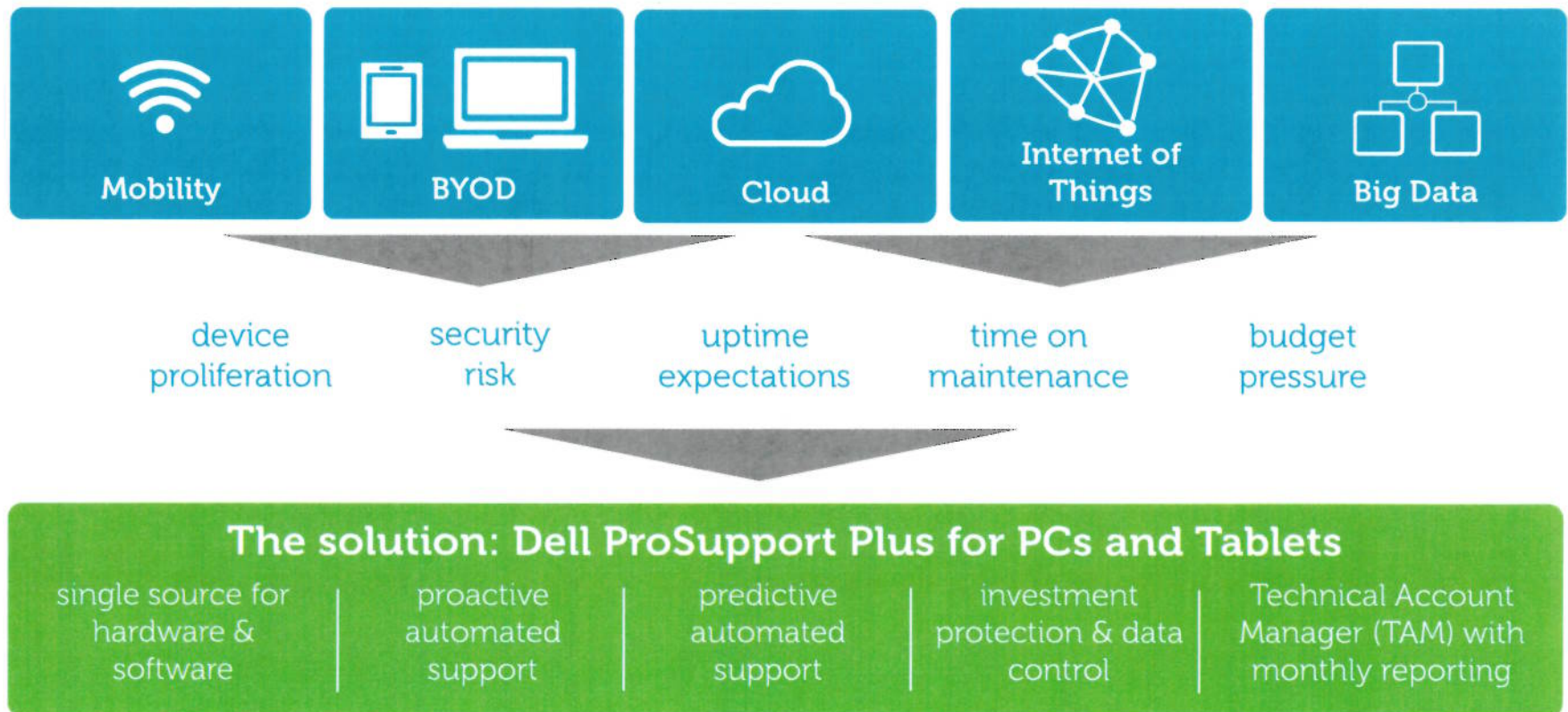
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ProSupport suite for PCs and tablets

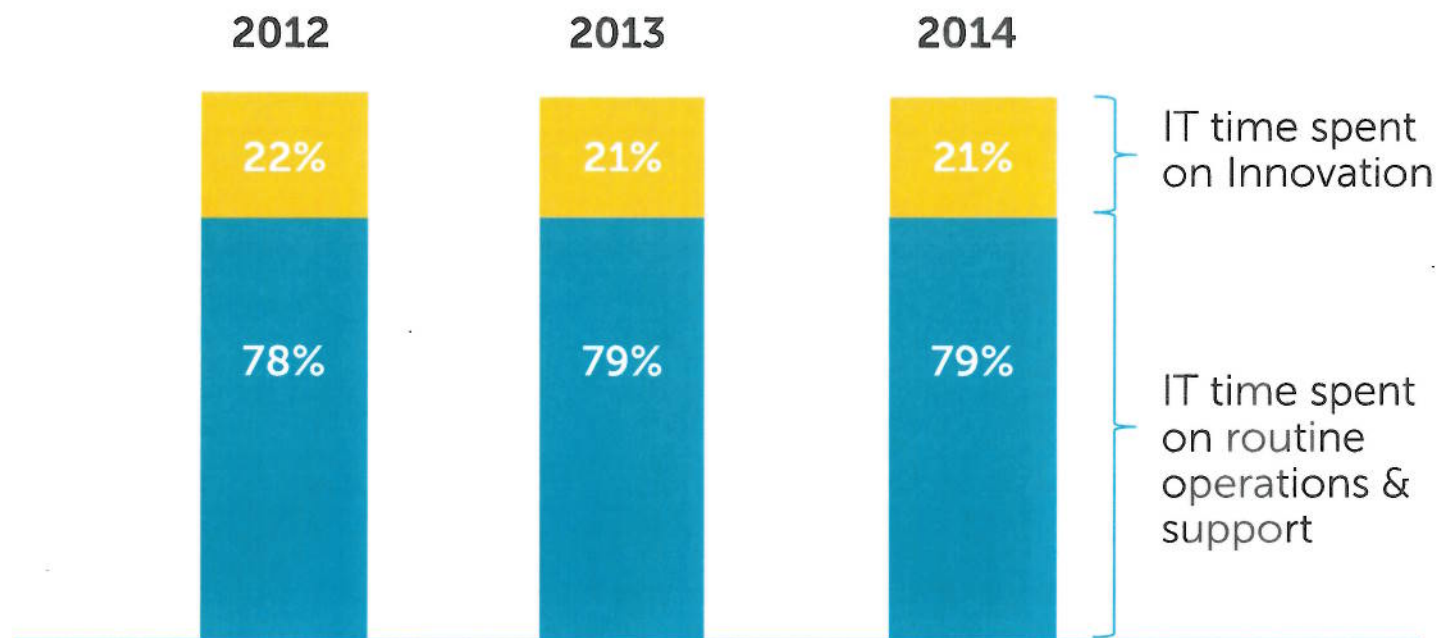


PCs and tablets market landscape



Only 20% of IT time is spent on innovation

And it hasn't changed in years



Source: IDC Converged and Integrated Systems End-User Survey, N = 300 (2012), N = 308 (2013), N=301 (2014)



ProSupport Plus includes features considered most critical

What customers want

Upsell price - Get more for price
1-2 year coverage
All software + proactive monitoring
Top choices - Accidental Damage & Keep Your Hard Drive
Next business day

Purchasing criteria

Upsell Price	24%
Hardware Coverage Term	17%
Software Support	9%
Extra Coverage	8%
Repair Turnaround	8%

Source: Intelliclear Research, Jan 2014, n = 2,764 in 6 countries



ProSupport Plus for PCs and tablets

Complete support with minimal effort

ProSupport Plus is the only complete support service that combines priority access to expert support, accidental damage repair, and proactive monitoring for automatic issue prevention and resolution.

It ensures PCs and tablets are running smoothly so customers can focus on what's important.



ProSupport Plus

Complete support with minimal effort



Benefits:

- + Resolve issues quickly with ProSupport engineers
- + Increase productivity with proactive automated support
- + Avoid downtime with failure prevention
- + Protect your investment with coverage for accidents
- + Secure your data with hard drive retention

Experts

- Priority access to ProSupport engineers
- Dedicated Technical Account Manager*
- Collaborative support

Insights

- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting*

Ease

- Automated case creation with notification
- Repair for drops, spills and surges
- Retain hard drive after replacement

*Available for customers with 1000 or more ProSupport Plus Systems

ProSupport

Priority service designed for business

Dell ProSupport provides fast proactive IT support for businesses of all sizes. You get a team of in-region engineers who are available 24x7 and respond proactively to provide you with a single source for hardware and software issues, maximizing your user uptime.

Dell ProSupport is the smart and easy way to extend your IT resources and better support your users.





Dell ProSupport

Smart proactive support for business

Benefits:

- + **Fast issue resolution** with 24x7 access and onsite support
- + **Minimize downtime** with proactive, automated support
- + **Increase productivity** with less time on the phone and fewer steps in the support process
- + **Maximize resources** with Dell ProSupport technician expertise

Experts

- 24x7 access to in-region Dell experts
- One source for hardware & software issues
- Deep and broad experience with the latest business IT trends

Insights

SupportAssist:

- Locally monitors and transmits system health data to Dell technicians
- Provides automatic monitoring and detection of issues and proactive alerts

Ease

- Onsite next business day service
- Direct access with up to 84% less time on the phone
- Provides automatic case creation saving time and IT resources

Key features of ProSupport and ProSupport Plus for PCs and tablets

1 Direct access to ProSupport engineers

2

3

4

5

- Immediate advanced troubleshooting from an expert engineer to reduce downtime
- Deep and broad expertise on hardware and software to enable comprehensive issue resolution
- Utilizes system state data from SupportAssist to gain in-depth knowledge and resolve the issue
- ProSupport Plus customers will also have priority access to ProSupport engineers

"Another benefit from ProSupport Plus is that we receive remote assistance and we have had a case where a Dell engineer quickly resolved an issue remotely."

Zhou Yi, General IT Manager, Beijing Hollysys



Key features of ProSupport and ProSupport Plus for PCs and tablets

1	
2	Proactive and predictive, automated support with SupportAssist ¹
3	Intelligent, guided, and automated support with ProSupport Plus
4	Access to all Dell support resources and expertise with ProSupport Plus
5	Access to all Dell support resources and expertise with ProSupport Plus

- Remote monitoring and automatic case creation
- Automated collection of system state data and diagnostics
- Predictive failure analysis and notification with case creation for ProSupport Plus customers
- Improves productivity with accelerated issue resolution

"We're maximizing the return on our Dell investments while minimizing downtime through the proactive and preventative maintenance provided by Dell ProSupport Plus. The service is highly professional and 100 percent customer focused."

*Wenyan Lu, General Manager, Cloud Technology Services,
BesTV New Media*

¹ Restrictions on some Venue tablets and Chromebooks ([see details](#)).



Key features of ProSupport and ProSupport Plus for PCs and tablets

1

- Repair for drops, spills and electrical surges
- Reduce out-of-pocket expenses for unexpected repairs
- Get users back to business quickly and efficiently

2

3

Protect your investment with coverage for accidents with ProSupport Plus

4

Get your Dell system up and running again with ProSupport Plus

5

Extend your Dell system's life with ProSupport Plus

"Students get great-quality machines at competitive prices with Dell. In addition, they get support for the four years they are with us with Accidental Damage coverage built in, so they know that their investment with Dell is protected for the whole of their degree."

Bill Anderson, Chief Information Officer, Saint Michael's College

¹ Coverage for accidents available for ProSupport Plus systems.



Key features of ProSupport and ProSupport Plus for PCs and tablets

1

Control your hard drive and sensitive data

2

Protects exposure of confidential data or IP

3

Helps you comply with privacy regulations and internal policies

4

Retain hard drive after replacement with ProSupport Plus

5

Centralized technical support through Dell SupportAssist

- You control your hard drive and sensitive data
- Protects exposure of confidential data or IP
- Helps you comply with privacy regulations and internal policies

"Retaining their hard drive allows customers greater security and control over data on a failed hard drive that helps a an organization comply with privacy regulations and mitigate the risk of having to send failed drives back to Dell."

Michael Johnson, TAM Services Team Lead, Dell

¹ Hard drive retention available for ProSupport Plus systems.



Key features of ProSupport and ProSupport Plus for PCs and tablets

1

- Highly skilled technical advisor who understands your business

2

- Single point of contact to facilitate account management and escalation resolution

3

- Personalized reporting and recommendations based on your environment, industry best practices, support trends and your warranty status¹

4

5

Dedicated Technical Account Manager for 1000+ ProSupport Plus systems

"There's a massive advantage in having a Technical Account Manager (TAM) to work with. Our TAM understands that we can't afford downtime and works proactively within Dell on our behalf. I have a greater feeling of security due to Dell ProSupport Plus. It's a good investment."

Bernd Kuhlen, System Administrator, WetterOnline

¹ Available for customers with 1000 or more ProSupport Plus Systems.



PCs and Tablets support services

Feature comparison

- Technical support through phone, chat and online
- Hardware repair service delivery¹
- Self-service case management and parts dispatch through TechDirect
- Direct access to in-region ProSupport engineers
- Single resource for software and hardware expertise
- Command center monitoring and crisis management
- Software support with collaborative 3rd party assistance
- Case Management API for helpdesk integration
- Automated issue detection, notification and case creation by SupportAssist²
- Predictive issue detection for failure prevention by SupportAssist²
- Accidental damage repair for drops, spills and surges
- Retention of hard drive after replacement³
- Dedicated Technical Account Manager⁴
- Monthly support history and contract reporting⁴

[illegible]

¹ Onsite not available on some Venue ,Chromebook and Rugged Latitude products

² SupportAssist is only available on Windows 8 and 8.1 based mobile products.

Not available on Windows RT, Android or Google Chrome. Predictive support available for hard drive and batteries.

³ Hard drive retention not available on Chromebook or Venue tablets except the Venue 11 Pro

⁴ Available for customers with 1,000 or more ProSupport Plus Systems

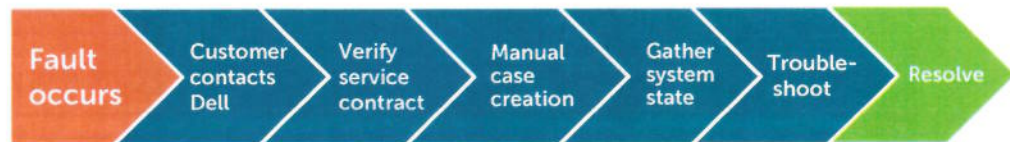
Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support capabilities

Hardware Support

Traditional manual support

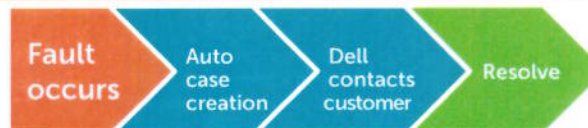
Higher customer effort, longer downtime



ProSupport Plus

Proactive automated support

Less customer effort and downtime



Predictive automated support

Avoid failures and downtime

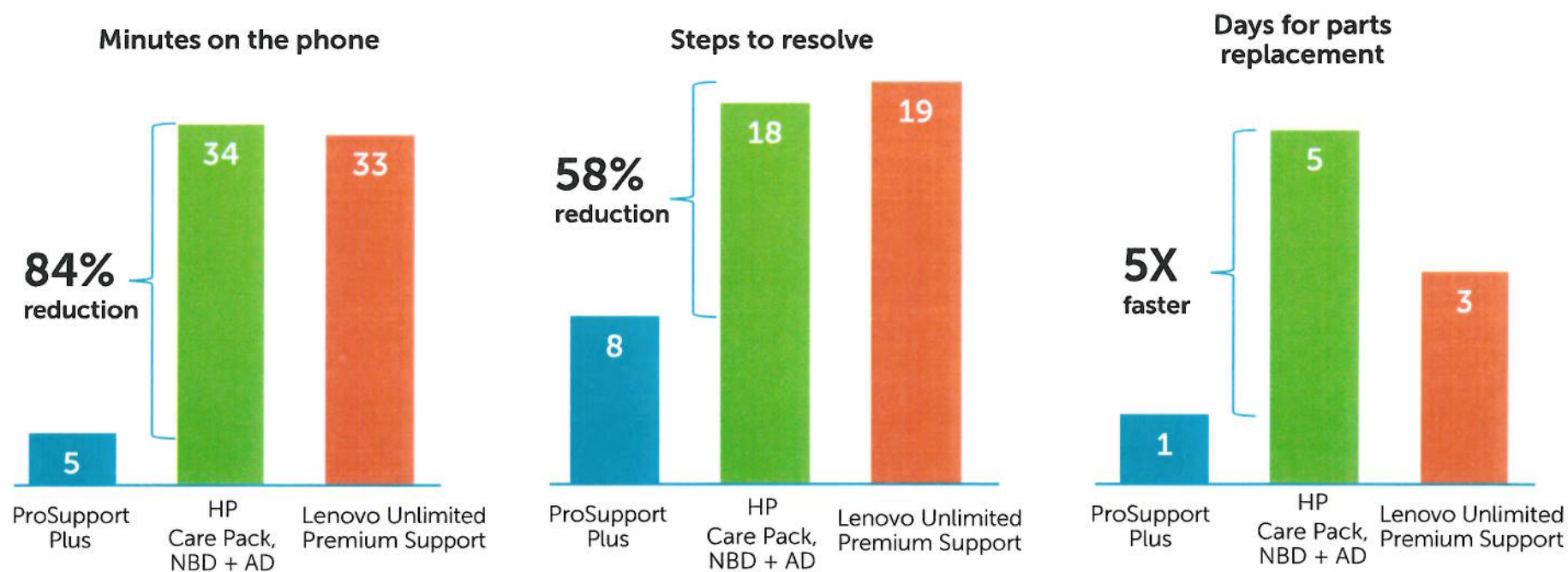


Initially, hard drives and batteries



ProSupport Plus with SupportAssist resolves issues faster than the competition

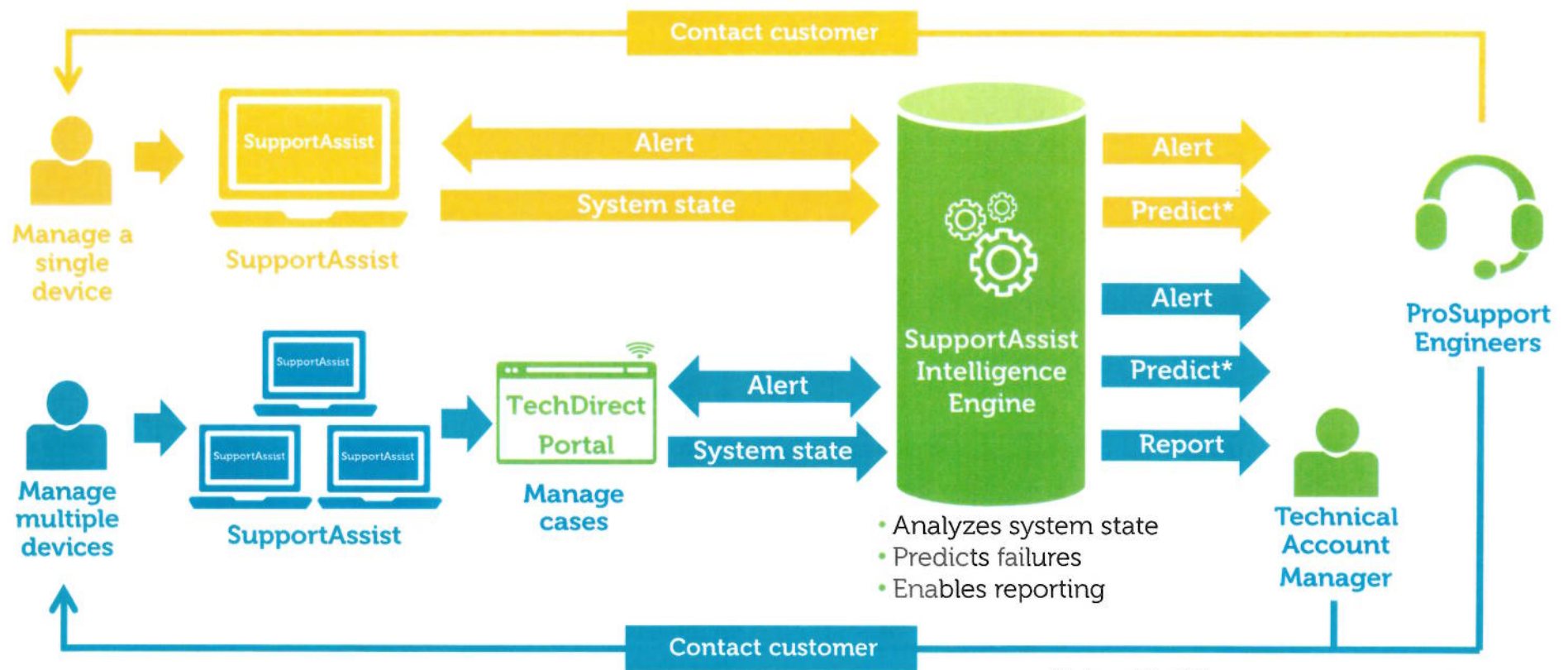
"SupportAssist found the problem and Dell started the conversation"



Source: Third-party lab testing with Principled Technologies (Tech Support process compared against HP & Lenovo), Oct 2014



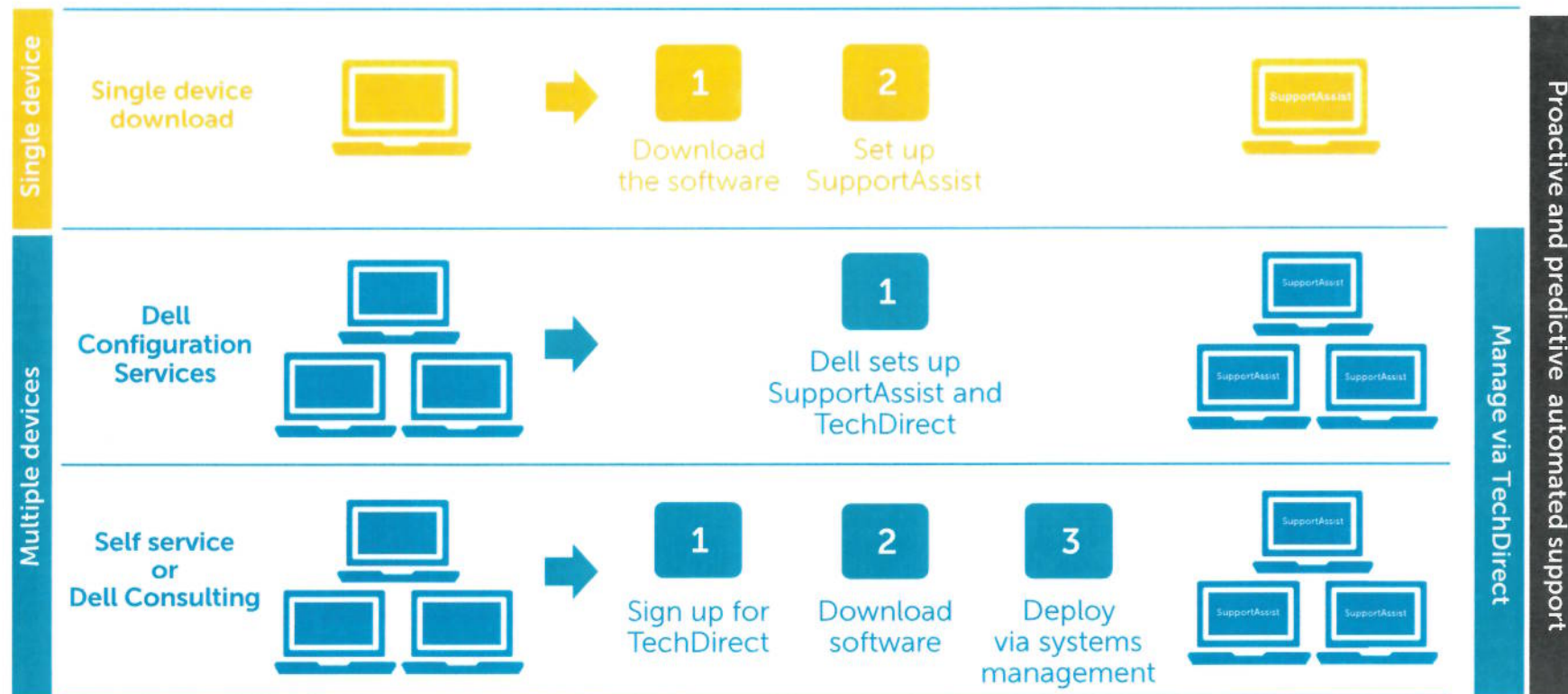
Managing ProSupport Plus devices with SupportAssist



*ProSupport Plus Only



Getting started with SupportAssist for ProSupport Plus



To start downloading go to dell.com/supportassist



The Dell Difference

Innovative support for your organization.

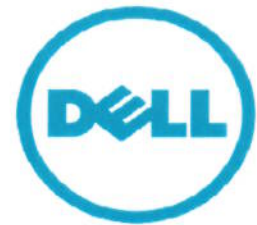
Organizations all over the world are being asked to do more with less. Doing more means you need a support strategy that ensures your systems are available and issues are prevented or addressed before turning costly. When problems strike, you need a partner to help you get back up fast.

With the experts, insights and ease of ProSupport Plus for PCs and Tablets, you'll have the complete support your business needs and will always be prepared to support what's next.

Go to www.dell.com/prosupportplus for more information



Thank you





Back up

ProSupport Plus feature matrix - exceptions by product*

	Onsite Service	Keep Your Hard Drive	SupportAssist
Venue 7			
Venue 8			
Venue 8 Pro			✓
Venue 11 Pro (5000 series)	✓		✓
Venue 11 Pro (7000 series)	✓	✓	✓
Chromebook A35			
Chromebook 11	✓		
Rugged Latitude			

* As of Feb 10, 2015; New products may be added at a future date



ProSupport Plus PCs and Tablets vs. Enterprise

Feature comparison

Technical support through tools, online, chat and phone

Service delivery for hardware repair *

Self-service case management and parts dispatch through TechDirect

Remote monitoring by SupportAssist*

Automated monitoring, issue detection and notification by SupportAssist*

Direct access to in-region ProSupport engineers

Command center monitoring and crisis management

Software support with collaborative 3rd party assistance

Software support

Case management API for helpdesk integration

Automated case creation by SupportAssist*

Dedicated Technical Account Manager**

Support history and contract reporting**

Predictive issue detection for failure prevention by SupportAssist*

Escalation Management

Accidental damage repair for drops, spills and surges

Retention of hard drive after replacement*

Support for up to 7 years

System maintenance (as needed)

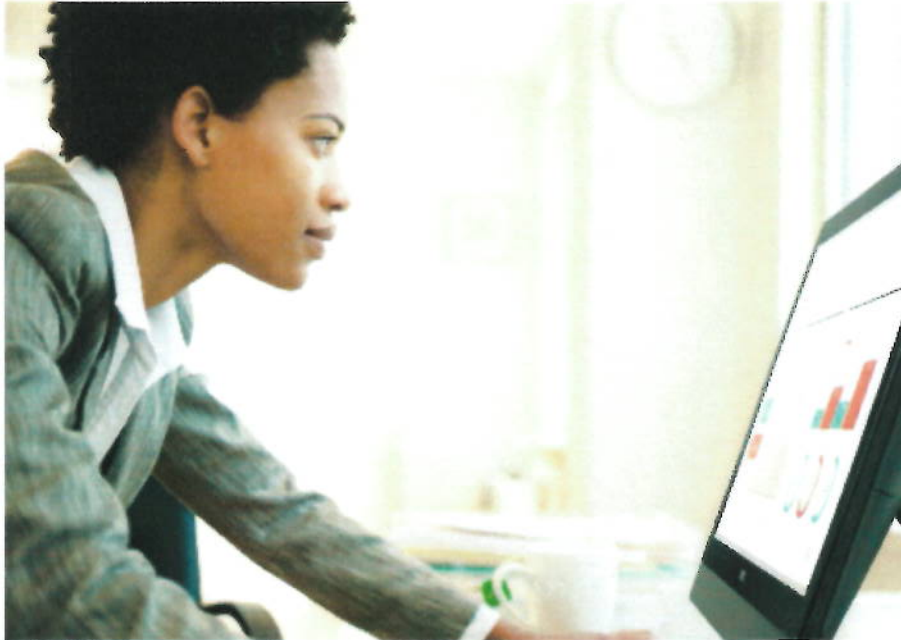
ProSupport Plus for PCs and tablets	ProSupport Plus Enterprise
24x7	24x7
Onsite	Onsite
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
OS & Applications	OS & Hypervisor
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓
✓	✓

ProSupport Plus for PCs and tablets only: * Restrictions on some Venue, Chromebook, and Rugged Lattitudes ([see details](#)) **For customers with 1,000 or more ProSupport Plus systems



Dell ProSupport

Priority support service for PCs and tablets



90%

Dell ProSupport
customer
satisfaction

60+

Countries offering
Same Business
Day response

Dell ProSupport delivers proactive IT support that is fast and easy

ProSupport for PCs and Tablets is designed to provide fast proactive IT support for businesses of all sizes. Dell ProSupport makes it easy because you get a team of engineers who are always accessible, provide you with a single source for hardware and software issues, and respond quickly to help maximize user uptime. ProSupport also features SupportAssist technology for proactive monitoring and detection of issues and automatic case creation for faster resolution. With Dell ProSupport your IT team is free to focus on strategic priorities, moving your business forward, and not time consuming day to day user support.

Talk to your Dell representative today about ProSupport and learn how you can partner with Dell to extend your IT team virtually, while at the same time better manage costs and maintain user uptime.

Choose ProSupport

- 24x7x365 direct access to in-region ProSupport engineers
- Next business day on-site support
- Single source for both hardware and software issues
- Collaborative support for 3rd party software
- SupportAssist technology for:
 - Automated proactive issue detection and alerts
 - Automated case creation

- 167 countries supported
- 24,000+ people: Tech Support, Field Service
- 55 languages spoken
- 10+ Million Annual part shipments
- 2000+ Carry in Service centers
- 5 Global Command Centers
- 115+ Million systems supported
- 550+ Part distribution centers
- 49 ProSupport phone, email, and chat sites

Comprehensive support for your business

Business benefits:

- Increase productivity with automated proactive support
- Resolve issues quickly with 24x7 access to ProSupport engineers
- Get a single point of contact for both hardware and software issues
- Minimize downtime with next business day onsite service
- Focus on strategic initiatives and let Dell handle the day-to-day issues



Experts

- 24x7 direct access to ProSupport engineers
- Collaborative support for common business software and applications
- Deep, broad expertise on hardware and software products

Insights

- System health status via SupportAssist
- Actionable data for fast issue resolution with SupportAssist

Ease

- Automated proactive issue detection and alerts
- Automated case creation and notification

SupportAssist

With years of experience proactively monitoring datacenters, Dell is now bringing automated proactive support to PCs and tablets.

SupportAssist provides:

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics

TechDirect

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell representative or visit Dell.com/ProSupportPlus.com

¹ Onsite service not available on Chromebook A35, Venue 7, 8, and 8 Pro tablets, Wyse Thin Clients, and Rugged Latitude.

² SupportAssist is only available on Windows 8 and 8.1 based products. Not available on Windows RT, Android, Wyse Thin Client Operating Systems or Google Chrome.

Availability varies by country. To learn more, customers and Dell Channel Partners should contact their Dell sales representative for more information.

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Service Description

Dell EMC ProSupport and Dell EMC ProSupport with Mission Critical Option

Introduction

Dell EMC¹ is pleased to provide Dell EMC ProSupport and Dell EMC ProSupport with Mission Critical Option (the “**Service(s) or Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment from Dell EMC (as applicable, the “**Order Form**”) will include the name of the service(s) and available service options that you purchased. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your Dell EMC sales representative. For a copy of your agreement with your applicable Dell EMC reseller, contact that reseller.

The Scope of This Service

The features of your Service include:

- Access on a 24x7 basis (including holidays)² to the Dell EMC Customer Service and Support organization for troubleshooting assistance of Dell EMC Products and select Dell-branded OEM software issues.
- On-site dispatch of technician and/or replacement parts delivery to the Installation Site or other mutually agreed upon Customer's business location approved by Dell EMC as detailed in the Agreement (as necessary and according to level of service purchased) to address a Product problem. Refer to **Attachment A** for more details on severity levels and onsite service options for products purchased pursuant to an Agreement with a Dell sales entity, and **Attachment B** for more details on severity levels and onsite service options for products purchased pursuant to an Agreement with an EMC sales entity. If you purchased pursuant to an agreement with an EMC sales entity, in the event of a conflict between this document and an Attachment, the terms in the Attachment govern.

How to Contact Dell EMC if You Require Service

Online, Chat, and Email Support: Dell EMC website, chat, and email support available at www.Support.Dell.com and <https://support.emc.com/> as applicable.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in the applicable Attachment. Visit www.Dell.com/ProSupport/RegionalContacts and <https://support.emc.com> (as applicable) for a list of applicable telephone numbers for your location.

Collaborative Assistance

If Customer opens a service request and Dell EMC determines that the problem arises in connection with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current Dell EMC warranty or maintenance contract, Dell EMC will endeavor to provide Collaborative Assistance under which Dell EMC: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlement directly with the respective third-party vendor and Dell EMC or an authorized Dell EMC reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer's problem. **DELL EMC IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS' PRODUCTS OR SERVICES.** View current Collaborative Assistance partners [here](#) and <https://support.emc.com/docu85596>, as applicable. Please note that supported third-party products may change at any time without notice to Customer.

¹ “Dell EMC”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell EMC” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

² Availability varies by country. Contact your sales representative for more information.



Exhibit A – Additional Terms Applicable to Customers purchasing Dell Products under a Master Sales Agreement with a Dell Entity or Dell Sales Terms

Severity Levels

Severity levels will be assigned to Qualified Incidents according to the table(s) below. "Severity 1" status is contingent on Customer purchasing optional "Mission Critical" enhanced services with Dell ProSupport.

Severity Levels and Dell Response for Products Purchased with Optional "Mission Critical" Service

Severity	Condition	Dell Response	Customer Role
1	Complete loss of critical business function, requiring immediate response.	Emergency dispatch in parallel with immediate telephone troubleshooting; quick Escalation Manager intervention.	Provide twenty-four (24) hours/day by seven (7) days/week appropriate staff/resources in support of issue resolution. Site-based senior management should be informed and engaged.
2	High impact, but imminent workaround or resolution available; twenty-four (24) hours/day by seven (7) days/week Customer resource allocation not available to aid Dell in its response.	Immediate telephone troubleshooting; Escalation Manager intervention if remote diagnosis has not been determined within 90 minutes of contact. Parts/labor dispatch when necessary <i>after</i> telephone troubleshooting and diagnosis.	Provide appropriate staff and resources to sustain continuous communication and work efforts. Site-based senior management informed and engaged.

Severity Levels and Dell Response for Products Purchased with Next Business Day Service

Severity	Condition	Dell Response	Customer Role
2	High impact, but imminent workaround or resolution available; twenty-four (24) hours/day by seven (7) days/week Customer resource allocation not available to aid Dell in its response.	Immediate phone troubleshooting; Escalation Manager intervention if remote diagnosis has not been determined within ninety (90) minutes of contact. Parts/labor dispatch <i>after</i> telephone troubleshooting and diagnosis.	Provide appropriate staff and resources to sustain continuous communication and work efforts. Site-based senior management informed and engaged.
3	Minimal business impact.	Troubleshooting by telephone, parts/labor dispatched <i>after</i> telephone troubleshooting and diagnosis.	Provide point-of-contact information for case and respond to Dell requests within twenty-four (24) hours.

On-site Service Options

On-site response options vary depending on the type of service purchased. If you purchased an on-site support service response level, your invoice indicates the applicable on-site service response level, which corresponds to the tables below. Provided all applicable terms and conditions set forth in this Service Description have been fulfilled, Dell will dispatch a service technician to the Customer's business location for a Qualified Incident as necessary and pursuant to the Severity level and applicable on-site response table at the top of the following page.



Dell ProSupport On-site Response WITH Mission Critical Service

This Service when purchased in conjunction with "Mission Critical" service provides faster response times. Dell may initiate a critical situation ("Crit Sit") process for severity level one (1) issues and issue emergency dispatches when required³.

Type of On-site Response	On-site Response Time ⁴	Restrictions/Special Terms
2-Hour On-site Response with 6-Hour Repair Service	Technician typically arrives on-site within 2 hours after completion of telephone-based troubleshooting and often repairs the hardware within 6 hours of dispatch.	<ul style="list-style-type: none"> Available seven (7) days each week, twenty-four (24) hours each day - including holidays. Available within defined two (2) hour response locations. Available on select models of Supported Products. 2 Hour parts locations stock mission critical components, as determined by Dell, of Supported Products. Non-mission critical parts may be shipped using overnight delivery. Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status.
4-Hour On-site Response	Technician typically arrives on-site within 4 hours after completion of telephone-based troubleshooting.	<ul style="list-style-type: none"> Available seven (7) days each week, twenty-four (24) hours each day - including holidays. Available within defined four (4) hour response locations. Available on select models of Supported Products. 4 Hour parts locations stock mission critical components, as determined by Dell, of Supported Products. Non-mission critical parts may be shipped using overnight delivery. Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status.
8-Hour On-site Response	Technician typically arrives on-site within 8 hours after completion of phone-based troubleshooting.	<ul style="list-style-type: none"> Available seven (7) days each week, twenty-four (24) hours each day - including holidays. Available within defined eight (8) hour response locations. Available only on select models of Supported Products. Non-mission critical parts may be shipped using overnight delivery. Emergency dispatch in parallel with troubleshooting available for issues assigned a Mission Critical Severity Level 1 status.

Dell ProSupport On-site Next Business Day Service Response

Type of On-site Response	On-site Response Time	Restrictions/Special Terms
Next Business Day On-site Response	Following telephone-based troubleshooting and diagnosis, a technician can usually be dispatched to arrive on-site the next business day.	<ul style="list-style-type: none"> Available five (5) days each week, ten (10) hours each day - excluding holidays. Calls received by Dell expert center after 5:00 PM⁴ local Customer time (Monday - Friday) and/or dispatches submitted by Dell after that time may require an additional business day for service technician to arrive at Customer's location. Available only on select models of Supported Products.



Type of On-site Response	On-site Response Time	Restrictions/Special Terms
Outside Continental United States ("OCONUS") Customers	Following telephone-based troubleshooting, parts can be dispatched. On-site arrival times will depend on OCONUS Customer location and part-availability.	<ul style="list-style-type: none"> Limited to Dell-approved (US only) OCONUS Customers. Availability limited to select systems and locations. See http://content.dell.com/us/en/fedgov/fed-solutions-oconus.aspx?~ck=bt for details. Federal Customers should consult OCONUS Service Locations in Customer's applicable separately-signed services agreement with Dell.

For All Other On-site Response Service Options:

Following completion of remote troubleshooting, diagnosis, and problem determination, a Dell analyst will determine if the Qualified Incident requires an on-site service technician and/or parts to be dispatched or if the issue can be resolved remotely.

³ Emergency Dispatch for Mission Critical Severity Level 1 issues: Supported Products with a Dell ProSupport Plus or ProSupport Plus powered by Copilot with Mission Critical Speed of Response service contract with two (2) hour or four (4) hour on-site response will have an on-site technician dispatched, if necessary, in parallel with phone-based troubleshooting. Following completion of problem determination, a Dell analyst will determine if the issue requires parts to be dispatched

⁴ Not all response times are available in all countries and locations. Contact your sales representative for more information.



Dell Services Terms & Conditions

This Service Description is entered between you, the customer ("you" or "Customer"), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer's separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer's location, this Service is provided subject to and governed by either Dell's Commercial Terms of Sale or the agreement referenced in the table below (as applicable, the "Agreement"). Please see the table on the following page which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms.

Customer Location	Terms & Conditions Applicable to Your Purchase of Dell Services	
	Customers Purchasing Dell Services Directly From Dell	Customers Purchasing Dell Services Through an Authorized Dell Reseller
United States	www.dell.com/CTS	www.dell.com/CTS
Canada	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)	www.dell.ca/terms (English) www.dell.ca/conditions (French-Canadian)
Latin America & Caribbean Countries	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*
Asia-Pacific-Japan	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .*	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.
Europe, Middle East, & Africa (EMEA)	Local www.dell.com country-specific website or www.dell.com/servicesdescriptions/global .* In addition, customers located in France, Germany and the UK can select the applicable URL below: France: www.dell.fr/ConditionsGeneralesdeVente Germany: www.dell.de/Geschaeftsbedingungen UK: www.dell.co.uk/terms	Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller.

* Customers may access their local www.dell.com website by simply accessing www.dell.com from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>.

Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at www.dell.com/servicesdescriptions/global.

To the extent that any terms of this Service Description conflict with any terms of the Agreement, the terms of this Service Description will prevail, but only to the extent of the specific conflict, and will not be read or deemed to replace any other terms in the Agreement which are not specifically contradicted by this Service Description.

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the "I Agree" button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have



authority to bind such entity to this Service Description, in which case “you” or “Customer” shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

Additional Terms and Conditions for All Supported Products

Dell SupportAssist

Dell SupportAssist is a software application that when installed and configured, will monitor your system and collect information to assist in providing technical support. In the event an issue is detected, the information collected can be sent to Dell to provide you with an enhanced, personalized and efficient support experience.

Used with ProSupport, SupportAssist will provide the following features and capabilities:

- Monitoring of systems for issues impacting normal operation and performance.
- Automatic creation of Dell Technical Support requests in the event of issue detection.
- Automatic uploading of diagnostics and other data that allows efficient diagnosis of issues.

By installing SupportAssist, you allow Dell to save your contact information (e.g. name, phone number, and/or email address) which would be used to provide technical support for your Supported System(s). By enabling the Log Collection features Dell may use the information gathered for providing recommendations to improve your IT infrastructure.

Note: Removal or de-activation of SupportAssist or opting out of log collections options will impair Dell's ability to provide customers with the certain features of the Services as described in this Service Description, as well as other services that require access to the information collected by SupportAssist to function properly.

To learn more about Dell SupportAssist and see the latest list of supported Dell products please visit the Dell SupportAssist website at: <http://Dell.Com/SupportAssist>.

Comprehensive Software Support

Dell ProSupport includes Dell Comprehensive Software Support for select Dell OEM end-user applications, operating systems, hypervisors and firmware on Supported Products (the “**Covered Software Products**”) over the telephone, or by transmission of software and other information through electronic means, or by shipping software and/or other information to Customer. Covered Software Products include pre-installed end-user client applications such as Norton AntiVirus™ software, Microsoft® Office software suite, Intuit® QuickBooks® accounting software, Adobe® Photoshop® software and Adobe Acrobat® software. Client operating system and application “Getting Started” assistance associated with common Dell OEM end-user applications such as Norton AntiVirus™ software, Microsoft® Office software suite, Intuit® QuickBooks® accounting software, Adobe® Photoshop® software and Adobe Acrobat® software. Certain OEM server operating systems and hypervisors, such as Microsoft Hyper-V®, VMware ESX®, and Citrix XenServer® are also supported. Please contact a Dell technical support analyst for an up-to-date list of Covered Software Products.

View current Comprehensive Software Support partners [here](#). Please note that supported third-party products may change at any time without notice to Customers.

Limits on Dell Comprehensive Software Support. Dell does not warrant that any particular software-related question will be resolved or that the Covered Software Product will produce any particular result. Situations giving rise to Customer's questions must be reproducible on a single system (*i.e.*, one central processing unit with its workstation and other peripherals). Dell may conclude that a software issue is sufficiently complex or that Customer's Supported Product is of a nature that precludes effective analysis of the question through telephone support. Customer understands and accepts that resolutions of certain issues giving rise to Customer's service request may not be available from the publisher of the relevant software title. Customer accepts that in such situations where no resolution is available from the publisher of the relevant software title, Dell's obligation to provide support to the Customer will be fully satisfied.

Excluded Services

- Performance or administrative assistance.
- Activities such as installation, de-installation, relocation, preventative maintenance, training assistance, remote administration, or any activities or services not expressly described in this Service Description.
- Supply items, media replacement, operating supplies, cosmetic accessories or parts such as batteries, frames, and cover or support thereon.
- Direct third party product support or collaborative assistance of versions not currently supported by the manufacturer, vendor, or partner.
- Support to the hardware or/and software pre-installed or post-installed by OEM, unless it is covered by a separate service contract purchased from Dell.



- Spyware/virus removal.
- Data backup services.
- Advanced wireless, networking or remote installation, set-up, optimization and configuration of applications beyond those described in this Service Description.
- Scripting, programming, database design/implementation, web development or recompiled kernels.
- Repair of damage or defects in supported Products which are purely cosmetic and do not affect device functionality.
- Repairs necessitated by software problems, or as a result of alteration, adjustment, or repair by anyone other than Dell, Dell's Authorized Reseller or Service Provider or by customers utilizing Customer Self Replaceable (CSR) parts.

General Customer Responsibilities for all Supported Products Purchased under a Dell Master Sales Agreement

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell), if the system does not already include these items.

Maintain Software and Serviced Releases. Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations. Customer must also ensure installation of remedial replacement parts, patches, updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

Data Backup; Removing Confidential Data. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. **DELL WILL HAVE NO LIABILITY FOR:**

- **ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;**
- **LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;**
- **DAMAGED OR LOST REMOVABLE MEDIA;**
- **DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;**
- **THE LOSS OF USE OF A SYSTEM OR NETWORK;**
- **AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.**

Dell will not be responsible for the restoration or reinstallation of any programs or data. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.

Third Party Warranties. These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

General Terms and Conditions for all Warranty-Related Supported Products Purchased under a Dell Master Sales Agreement

Supported Products. This Service is available on supported products which includes select Dell OptiPlex™, Latitude™, Venue™, Inspiron™, Precision™, Vostro™, XPS™, Gateway Edge, Embedded PCs PowerEdge™, PowerEdge SC™, PowerVault™, PowerConnect™, Dell EqualLogic™, Dell Storage SC™, Dell | EMC Storage Systems™, Dell Wyse™ and Dell printers, monitors and smartphones which are purchased in a standard configuration, as well as select Microsoft™ Surface Pro™ tablets ("**Supported Products**"). Supported Products are added regularly, so please contact your sales representative for the most up-to-date list of Services that are available on your Dell or non-Dell products. Each Supported Product is tagged with a serial number (the "**Service**



Tag"). A separate service agreement must be purchased by Customer for each Supported Product. Please refer to the Service Tag on your Supported Product when contacting Dell for this Service.

Limited Hardware Warranty; Hardware Coverage Limitations. Support-related services may include technical support options (telephone, Internet, etc.) and service parts and related labor services to repair or replace defect(s) in workmanship pursuant to and occurring within the limited warranty period applicable to Customer's Supported Product(s) (a "Qualified Incident"). Dell's Limited Hardware Warranty for US and Canadian customers is available for review at <http://www.Dell.com/Warranty> or posted outside of the United States at your regional Dell.com website.* The Microsoft Surface Pro Warranty (available at: <http://www.microsoft.com/surface/warranty>) covers Surface Pro Supported Products for the first year of Customer's service Term (as defined below), and is fulfilled by Dell pursuant to the terms and conditions of this Service Description. Customer acknowledges that the risk of hardware failures may increase as the age of Customer's Supported Product increases. A Supported Product or a component of a Supported Product that carries a limited lifetime warranty will be serviced by Dell according to this Service Description for the duration of your Dell ProSupport service contract. After your Dell ProSupport service contract period expires, subsequent Qualified Incidents related to a Supported Product or component with a limited lifetime warranty will be serviced pursuant to the Dell Basic Hardware Service contract available at www.Dell.com/ServiceContracts/global. Hardware coverage limitations may apply and service offerings may be available to extend these hardware limitations for an additional fee. Please see www.Dell.com/Warranty or your regional Dell.com website for warranty information or contact a Dell technical support analyst for more details.

Dell International Services Program. This program provides service and support options when travelling with select Dell products outside of your home country and for a period of less than six (6) months. Additional terms and conditions apply; please contact Dell Technical Support for more details.

Whole Unit Replacement; Failure to Return; Service Part Ownership. If Dell determines that a component of the defective Supported Product is one that is easily disconnected and reconnected (such as a keyboard or monitor), or if the analyst determines that the Supported Product is one that should be replaced as a whole unit, Dell reserves the right to send Customer a whole replacement unit. If Dell delivers a replacement unit to Customer, Customer must relinquish the defective system or component thereof to Dell, unless Customer has purchased "Keep Your Hard Drive" for the affected system, in which case Customer may retain the respective hard drive(s). All Dell service parts removed from the Supported Product and/or whole units returned to Dell become the property of Dell. Customer must pay Dell at the then-current retail price for any service part or whole unit removed from the Supported Product which are retained by Customer (except for hard drives from Supported Products covered by "Keep Your Hard Drive" service) if Customer has received replacement parts from Dell. If Customer does not relinquish the defective system or component to Dell as required above, or if the defective unit is not returned within ten (10) days in accordance with written instructions provided with the replacement unit (in the event the replacement unit was not delivered in person by a Dell technician), Customer agrees to pay Dell for the replacement unit upon receipt of invoice. If Customer fails to pay such invoice within ten (10) days after receipt, in addition to any other legal rights and remedies available to Dell, Dell may terminate this Service Description upon notice. Dell uses and Customer expressly authorizes the use of new and reconditioned parts made by various manufacturers in performing warranty repairs.

Parts Stocked; Mission Critical Parts. Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to Customer's site. If a part that is needed to repair the Supported Product is not available from a Dell facility near Customer's location and must be transferred from another facility, it will be shipped as soon as is practical and commercially reasonable. 2-Hour and 4-Hour parts locations stock mission critical parts of Supported Products, as determined by Dell. A mission critical part is one which upon failure may prevent the Supported Product from performing its basic functions. Parts deemed non-critical include, but are not limited to: software, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. These parts may be shipped using overnight delivery. In order to receive 2-Hour or 4-Hour parts, Customer must have purchased a corresponding service contract that supports mission critical parts delivery and the Supported Product must be located within the supported coverage area, as determined by Dell.

Term of Service. This Service Description commences on the date listed on your Order Form and continues through the term ("Term") indicated on the Order Form. As applicable, the number of systems, licenses, installations, deployments, managed end points or end-users for which Customer has purchased any one or more Services, the rate or price, and the applicable Term for each Service is indicated on Customer's Order Form. Unless otherwise agreed in writing between Dell and Customer, purchases of Services under this Service Description must be solely for Customer's own internal use and not for resale or service bureau purposes.

Geographic Limitations and Relocation. This Service will be delivered to the site(s) indicated on the Customer's invoice. This Service is not available at all locations. If your Supported Product is not located in the geographic location that matches the location reflected in Dell's service records for your Supported Product, or if configuration details have been changed and not reported back to Dell, then Dell must first re-qualify your Supported Product for the support entitlement you purchased before applicable response times for the Supported Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details. Dell's obligation to supply the Services to relocated Supported Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Supported Products at Dell's then-current time and materials consulting rates. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available up to a distance



of 150 kilometers from nearest Dell Logistics location (PUDO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

Transfer of Service. Subject to the limitations set forth in this Service Description, Customer may transfer this Service to a third party who purchases Customer's entire Supported Product before the expiration of the then-current Term, provided Customer is the original purchaser of the Supported Product and this Service or Customer purchased the Supported Product and this Service from its original owner (or a previous transferee) and complied with all the transfer procedures available at www.support.dell.com. A transfer fee may apply. Please note that if Customer or Customer's transferee moves the Supported Product to a geographic location in which this Service is not available (or is not available at the same price), Customer or Customer's transferee may not have coverage or may incur an additional charge to maintain the same categories of support coverage at the new location. If Customer or Customer's transferee chooses not to pay such additional charge, the Service may be automatically changed to categories of support which are available at such price or a lesser price in such new location with no refund available.

Additional Terms and Conditions for Certain Supported Products

Non Field Serviceable Units

Return for Repair Service after Telephone-Based Troubleshooting. If, after remote diagnosis and troubleshooting, Dell determines that Customer's Supported Product requires Mail-In Service as described in the table below. Customer must immediately package the Supported Product and either mail or schedule carrier pickup on the same day, or the next available day to maintain Customer's entitlement, and any delay by Customer in packaging and returning or arranging for return of the Supported Product will result in delayed response times. Upon repair or replacement of the Supported Product, Dell will deliver the Supported Product to the carrier for return shipping to Customer. If non-Dell options added to Customer's Supported Product are found to be the cause of the reported problem, a service charge may be applied and repair and return times may be delayed. Dell reserves the right to send Customer a whole replacement for the Supported Product or a replacement for portions of the Supported Product rather than repairing and returning the Supported Product that Customer sent for repair. Customer is obligated to pay at the then-current standard Dell price for any service parts removed from Customer's Supported Product and not properly returned to Dell by Customer. Failure to timely pay for service parts not properly returned to Dell by Customer may result in suspension of Customer's service under this Agreement in accordance with Section 2.D of the Additional Terms and Conditions Applicable to Support & Warranty-Related Services above. In the event that customer's Supported Product is located in an area not currently serviced by a major common carrier or with limited service by one or more major common carriers, Dell's normal repair service will be delayed. The Return for Repair Service Options listed in the table below are not available in all countries and locations. Review your Order Form to confirm the Return for Repair Service Option that you purchased. Contact your sales representative for more information.



Service Response Level	Additional Options (if applicable)	Details
Return for Repair Service Options	Mail-in Service (MIS)	Mail-in Service is initiated by calling Dell technical support as outlined above. During diagnosis, the Dell Technician will determine if the issue requires that the Supported Product be sent to a Dell-designated repair center to support a Qualified Incident. Typical cycle time, including shipping to and from the repair center, is 10 business days from the date Customer ships the Support Product to Dell.
	Carry-in Service (CIS)	Carry-In Service is a "drop-off" service initiated by calling Dell technical support as outlined above. During the telephone-based troubleshooting process, the Dell Technician will diagnose whether a hardware fault is the issue. If so, then the Customer will be asked to deliver the Supported Product to a Dell-designated repair center or shipping location (at the Customer's cost). Standard service hours are local business hours, available 5 days per week, excluding local national holidays. Repairs of Qualified Incidents will be performed in accordance with the response time identified on Customer's Order Form. Once the Supported Product has been repaired, Dell will contact Customer to make arrangements to retrieve it. Repair service level agreements may vary by country and city.
Parts-Only Service	N/A	For Customers with Parts-Only Service, Dell will enable Customer to request replacement parts to support a Qualified Incident(s). Dell may provide whole unit exchanges rather than the exchange of individual parts, in which case Dell includes a prepaid shipping container with each replacement part for Customer to use to return the original defective part to Dell. Parts-Only Service includes limited telephone support to qualify the failing component – the telephone support does not include telephone-based trouble-shooting or other types of remote assistance.
Advanced Exchange Service	N/A	For Customers with Advanced Exchange Service, Dell may ship a replacement product to the Customer's business location to support a Qualified Incident. In some instances, at Dell's discretion, an on-site service technician may also be dispatched to replace/ install the replacement product. Upon receipt of the replacement product, Customer must return the defective Supported Product to Dell by taking the defective Supported Product to the designated return carrier location within 3 business days. If Dell determines that Customer's Supported Product cannot be returned at a carrier location and Customer must return the Supported Product via a mail-in return method, then the packaging, shipping instructions, and a pre-paid shipping waybill will ordinarily be dispatched to Customer's site with the replacement product. Upon receipt of the replacement product, Customer will immediately package the Supported Product and either mail or schedule carrier pickup on the same day, or the next available day. Should the Customer fail to return the defective item, a fee may be charged.
Return for Repair Service Options	Partner Led Carry-In Service (CIS) ⁵	Carry-In Service is a "drop-off" service initiated by either calling or bringing the Supported Product to a Dell-designated repair center or shipping location (at the Customer's cost). Standard service hours are local business hours, available 5 days per week, excluding local national holidays. Repairs of Qualified Incidents will be performed in accordance with the response time identified on Customer's Order Form. Once the Supported Product has been repaired, The Dell Authorized Service Provider will contact Customer to make arrangements to retrieve it. Repair service level agreements may vary by country and city.

⁵ Partner Led Carry-In Service (CIS) is performed by Dell Authorized Service Providers.

⁶ Partner Led Collect and Return Service (CAR) is performed by Dell Authorized Service Providers



Service Response Level	Additional Options (if applicable)	Details
	Collect and Return Service	Collect and Return Service is initiated by calling Dell technical support as outlined above. If a Qualified Incident in the Supported Product is diagnosed and cannot be resolved through telephone-based troubleshooting with the Dell Technician, a Dell representative will collect your Supported Product and take it to a Dell-designated repair center. This service method includes labor and the repair or replacement of parts in the main system unit, including monitor, keyboard, and mouse, if not ordered separately.
	Partner Led Collect and Return Service (CAR) ⁶	Collect and Return Service is initiated by calling your Dell Authorized Service Provider. If a Qualified Incident in the Supported Product is diagnosed and cannot be resolved through telephone-based troubleshooting, your Dell Authorized Service Provider will collect your Supported Product and take it to a Dell-designated repair center. Standard service hours are local business hours, available 5 days per week, excluding local national holidays. Repairs of Qualified Incidents will be performed in accordance with the response time identified on Customer's Order Form. Once the Supported Product has been repaired, The Dell Authorized Service Provider will contact Customer to make arrangements to return it. This service method includes labor and the repair or replacement of parts in the main system unit, including monitor, keyboard, and mouse, if not ordered separately. Repair service level agreements may vary by country and city.
	Terms and conditions applicable to all Non-Field Serviceable Response Options.	Repairs of Qualified Incidents will be performed in accordance to the response time identified on Customer's Order Form. Once the Supported Product has been repaired, it will be returned to the Customer. Shipping Procedures: During diagnosis, the Dell Technician will provide instructions on how to return the product to the Dell-designated repair center. The Supported Product must be shipped to the address provided by the Dell Technician and prominently labeled with the "Return Authorization Number". The Return Authorization Number will be provided by the Dell Technician. To expedite repair or replacement, enclose a brief description of the issue in writing. Package the product being returned in its original packaging. If the original packaging is not available, the Dell Technician may assist by providing packaging; however a fee may apply for this service. Shipping Precautions: Customer should not send manuals, confidential, proprietary or personal information, or removable media such as floppy disks, DVDs, PC Cards, etc. Dell is not responsible for lost or corrupted data, damaged or lost media, or Customer's confidential, proprietary or personal information.

Dell Storage Software Updates

EqualLogic:

Dell ProSupport for select Dell EqualLogic Supported Products, including the Dell EqualLogic PS Series, includes both maintenance software updates and the introduction of new features to firmware and core software such as SAN HQ, Auto Snapshot Manager and the Host Integration Toolkit (for the service period indicated on the invoice).

Dell SC/SCv Storage Products:

Dell ProSupport for select Dell SC/SCv Storage Products includes both maintenance software updates and the introduction of new features, as applicable, to the storage firmware (Storage Center) and core software such as Enterprise Manager Foundation, Enterprise Manager Reporter, Dynamic Capacity, Data Instant Replay, and Dynamic Controllers (for the service period indicated on the invoice) Dell Technical Support team will also provide maintenance software updates for optional System Center value-add software products provided that the corresponding software support service is purchased for each of the Dell SC Storage Products value-add software products. The Systems Center value-add software products include Remote Instant Replay, Data Progression, Fast Track, Live Volume, Live Volume + RIRA, Virtual Ports, Replay Manager Management Suite, and Enterprise Manager Chargeback.

Patches and Bug Fixes: Dell, as applicable, will periodically release patches and bug fixes to the applicable Storage Software for purposes of maintaining operating system compatibility and/or database compatibility; and any error corrections, workarounds and/or patches needed to maintain conformance to the Supported Product's documentation.

New Versions. New versions or releases of the applicable Storage Software are generally made available by Dell at no additional charge to licensees for Storage Software that is installed on a Supported Product covered by a Dell limited warranty or an annual service or maintenance contract. New Versions generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions, or capabilities.

May Require Additional Purchase. Dell or EMC, as applicable, Storage Software Updates may require the purchase of a separate Dell or EMC On-site Installation or as directed by Dell in order to keep the Supported Product(s) eligible for this Service.

Renewal. Customer may be entitled to renew for additional periods and/or purchase additional Dell Software Updates depending on the available options then in effect and in accordance with Dell's then-current rates, terms and conditions by submitting a



purchase order to Dell. Dell may change its rates, terms, and conditions for providing support at any time.

Dell ProSupport on Networking Products

Dell ProSupport, which is available on Dell PowerConnect and Dell Force10 products, may also include remote support in the following areas:

- Power on device and management of Internet Protocol (IP) address to enable the user for self-configuration
- Configuration Problem Assistance which includes explanation of networking features, answering questions about functionality, troubleshooting configuration issues, and answer syntax questions
- Best Practice Recommendations as defined by Industry and Dell published best practice documentation
- Installation and activation of licenses
- Troubleshoot and diagnose performance degradation based on prior established documented performance, including dropped packets.
- Performance troubleshooting assistance on single switch issues or where the devices is not performing to a Dell published specification
- Best effort interoperability with non-Dell specific devices
- Dell will periodically release patches and bug fixes to the applicable Software for purposes of maintaining operating system compatibility; and any error corrections, workarounds and/or patches needed to maintain conformance to the Supported Product's documentation.
- New versions or releases of the applicable Software are generally made available by Dell at no additional charge to licensees for Software that is installed on a Supported Product covered by a Dell annual support or maintenance contract. New Versions generally consist of releases that contain patches and bug fixes, changes that reflect an expansion or extension of existing features, and changes that include substantial new features, functions or capabilities.

Dell ProSupport on Dell Edge Gateway and Embedded PC Products

Dell ProSupport, which is available on Dell Edge Gateway and Embedded PC products, provides comprehensive support of factory-installed OEM image of your operating system, pursuant to the Comprehensive Software Support terms above. Dell will not provide Comprehensive Software Support for custom images, 3rd party software, or infrastructure configuration. Dell cannot provide remote diagnosis or troubleshooting without customer assistance. **Customers are expected to provide the following:**

- You must have product in front of you. This will allow tech support to remote diagnose the failure and dispatch parts and labor if needed.
- You must provide product in safe environment for servicing. Dell onsite technicians will not be responsible for mounting and dismounting product
- You must provide monitor, mouse, and keyboard to onsite technician in order to troubleshoot product onsite
- You must provide power to product.

What IS included in ProSupport on Dell Edge Gateway and Embedded PC products	What IS NOT included in ProSupport on Dell Edge Gateway and Embedded PC products
Comprehensive support of factory OEM image of operating system	Comprehensive support for custom image, 3 rd party software, or infrastructure configuration. Remote diagnosis or troubleshooting without customer assistance.
Comprehensive support of entitled hardware	Comprehensive support for connectivity of non-entitled hardware or software.
Collaborative support as identified by the collaborative support list	Collaborative support for titles not on the collaborative support list

Additional Terms and Conditions Applicable to End Users Purchasing their Supported Product from an OEM

An "OEM" is a reseller who sells the Supported Products in a capacity as an original equipment manufacturer that is purchasing Dell Products and Services from the Dell OEM Solutions (or its successor) business group for an OEM project. An OEM typically embeds or bundles such Dell Products in or with OEM Customer's proprietary hardware, software or other intellectual property, resulting in a specialized system or solution with industry or task-specific functionality (such system or solution an "OEM Solution") and resells such OEM Solution under OEM's own brand. With respect to OEMs, the term "Supported Products" includes Dell Supported Products that are provided without Dell branding (*i.e.* unbranded OEM-ready system), and "End-User" means you, or any entity purchasing an OEM Solution for its own end-use and not for reselling, distributing or sub-licensing to others. It is OEM's responsibility to provide first level troubleshooting to the End User. An appropriate best-effort initial diagnosis should be performed by OEM before the call goes to Dell. This OEM maintains responsibility for providing the initial troubleshooting even when its End-



User engages Dell to request service, and if an End User contacts Dell for service without contacting their OEM, Dell will ask the End User to contact their OEM to receive first level troubleshooting before contacting Dell.



Attachment B

Dell EMC ProSupport and the Mission Critical Option for EMC Products⁷

The following chart lists the service features of ProSupport provided under Dell EMC's warranty and/or maintenance terms. ProSupport is available as to:

1. EMC® Equipment which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as
 - including ProSupport during the applicable warranty period; or
 - eligible for upgrade to ProSupport during the applicable warranty period; or
 - eligible for ProSupport during a subsequent maintenance period.
2. EMC Software which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as eligible for ProSupport during a maintenance period.

SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer contacts Dell EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides input for initial assessment of Severity Level⁷.</p> <p>Dell EMC provides (i) a response by remote means based on the Severity Level of the problem; or (ii) when deemed necessary by Dell EMC, Onsite Response as described below.</p>	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 1 hour; on a 24x7 basis Severity Level 2: 3 hours; on a 24x7 basis Severity Level 3: 4 local business hours Severity Level 4: 10 local business hours</p>
ONSITE RESPONSE	Dell EMC sends authorized personnel to Installation Site to work on the problem after Dell EMC has isolated the problem and deemed Onsite Response necessary.	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is next local business day, on a 9x5 basis, after Dell EMC deems Onsite Support is necessary.</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>
REPLACEMENT PARTS DELIVERY	Dell EMC provides replacement parts when deemed necessary by Dell EMC.	<p>Included.</p> <p>Replacement part delivery objective is next local business day. Local country shipment cut-off times may impact next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of Customer Replaceable Units (CRUs) is the responsibility of the Customer. Refer to the Dell EMC Product Warranty and Maintenance Table for listing of parts designated as CRUs.</p> <p>Installation of all other non-CRU parts performed by Dell EMC.</p> <p>If Dell EMC installs the replacement part, Dell EMC will arrange for its return to a Dell EMC facility. If a Customer installs the CRU, the Customer is responsible for returning the replaced CRU to a facility designated by Dell EMC.</p>

⁷ As used in this Attachment, "EMC Products", "Products", "Equipment" and "Software" means the EMC Equipment and Software identified on the [Dell EMC Product Warranty and Maintenance Table](#).



SERVICE FEATURE	DESCRIPTION	ProSupport—COVERAGE DETAILS
RIGHTS TO NEW RELEASES OF SOFTWARE	Dell EMC provides the rights to new Software Releases as made generally available by Dell EMC.	Included.
INSTALLATION OF NEW SOFTWARE RELEASES	Dell EMC performs the installation of new Software Releases.	Not included. Customer performs the installation of new Software Releases (including Software that is not classified by Dell EMC as Equipment operating environment Software as well as Software which Dell EMC determines is Equipment operating environment Software).
24X7 REMOTE MONITORING AND REPAIR	<p>Certain Products will automatically and independently contact Dell EMC to provide input to assist Dell EMC in problem determination.</p> <p>Dell EMC remotely accesses Products if necessary for additional diagnostics and to provide remote support.</p>	<p>Included for Products that have remote monitoring tools and technology available from Dell EMC.</p> <p>Once Dell EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.</p>
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell EMC's web-based knowledge and self-help customer support tools via the Dell EMC Online Support site.	Included.

MISSION CRITICAL OPTION

The following chart lists the service features included under Dell EMC's warranty and/or maintenance terms contingent on Customer separately purchasing the optional "Mission Critical" service with ProSupport. The optional "Mission Critical" service is available for:

- EMC Equipment which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as:
 - including ProSupport Mission Critical during the applicable warranty period; or
 - eligible for upgrade to ProSupport Mission Critical during the applicable warranty period; or
 - eligible for ProSupport Mission Critical during a subsequent maintenance period.
- EMC Software which is identified on the [Dell EMC Product Warranty and Maintenance Table](#) as eligible for ProSupport Mission Critical during a maintenance period.

If ProSupport with the optional "Mission Critical" service is purchased by Customer, the following service features of ProSupport are modified as follows:

SERVICE FEATURE	DESCRIPTION	PROSUPPORT WITH MISSION CRITICAL—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer contacts Dell EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides input for initial assessment of Severity Level".</p> <p>Dell EMC provides (i) a response by remote means based on the Severity Level of the problem; or (ii) when deemed necessary by Dell EMC, Onsite Response as described below.</p>	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 30 minutes; on a 24x7 basis</p> <p>Severity Level 2: 2 hours; on a 24x7 basis</p> <p>Severity Level 3: 3 local business hours</p> <p>Severity Level 4: 8 local business hours</p>



SERVICE FEATURE	DESCRIPTION	ProSupport with Mission Critical—COVERAGE DETAILS
ONSITE RESPONSE	Dell EMC sends authorized personnel to Installation Site to work on the problem after Dell EMC has isolated the problem and deemed Onsite Response necessary.	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on Severity Level, within the following time period after Dell EMC deems Onsite Support is necessary.</p> <p>Severity Level 1: 4 hours on a 24x7 basis Severity Level 2: Within 12 hours on a 24x7 basis Severity Level 3: Next business day, local business hours Severity Level 4: Next business day, local business hours</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>
REPLACEMENT PARTS DELIVERY	Dell EMC provides replacement parts when deemed necessary by Dell EMC.	<p>Included. Replacement part delivery objective is based upon Severity Level, within the following time period after Dell EMC deems a replacement part is necessary:</p> <p>Severity Level 1: 4 hours on a 24x7 basis Severity Level 2: Within 12 hours on a 24x7 basis Severity Level 3: Next business day, local business hours Severity Level 4: Next business day, local business hours</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of all replacement parts performed by Dell EMC as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs). See Dell EMC Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment.</p> <p>If Dell EMC installs the replacement part, Dell EMC will arrange for its return to a Dell EMC facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by Dell EMC.</p>
INSTALLATION OF NEW SOFTWARE RELEASES	Dell EMC performs the installation of new Software Releases.	<p>Included for Software which Dell EMC determines is Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by a Dell EMC warranty or then current Dell EMC maintenance contract.</p> <p>Customer performs the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by Dell EMC.</p>

RENEWAL OF MAINTENANCE CONTRACT

The following chart lists the additional service features included as part of a purchase of a renewal of a Dell EMC ProSupport maintenance contract (with or without optional Mission Critical) on or after May 31, 2018 for the eligible Products identified on the [Dell EMC Product Warranty and Maintenance Table](#), subject to the Customer activating and maintaining the currently supported version(s) of Dell EMC Secure Remote Support ("ESRS") software during the applicable renewal term. ESRS enablement is a prerequisite for these additional renewal service features.



SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
ENVIRONMENTAL ASSESSMENT	<ul style="list-style-type: none"> • Verification of solid state drive ("SSD") wear levels** • Validation of remote connectivity activation • Check for failed components in eligible Equipment. • Verification of Equipment operating environment Software against target code recommendations • Validation of disk drive and component firmware levels • Identification of field change orders (FCOs), technical advisories (ETAs), and security alerts (ETAs) that may impact the affected Equipment • Summary of open service requests 	<p>Included.</p> <p>Customer is eligible to request one (1) Environmental Assessment analysis per each twelve (12) month period during the applicable renewal term of a current ProSupport maintenance contract.</p>
PROACTIVE SOLID STATE DRIVE REPLACEMENT	<p>If the Endurance Level (as defined below) for any solid state drive reaches five percent (5%) or less (as determined by Dell EMC) during a then current renewal term of a ProSupport maintenance contract, the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.</p>	<p>Included.</p> <p>Response objective is based on the applicable Replacement Parts Delivery and Onsite Response service features detailed above.</p>

***Severity Levels:**

- **Severity 1—Critical:** a severe problem preventing Customer or workgroup from performing critical business functions.
- **Severity 2—High:** Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** Customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

** Available for solid state drives in eligible Equipment that persistently store Customer data, including metadata, as determined by Dell EMC.

The warranty periods and support options ("Support Information") on this website apply (i) only between the applicable EMC sales entity specified on your EMC Order Form ("EMC") and those organizations that procure the applicable products and/or maintenance under a contract directly with such EMC sales entity (the "Customer"); and (ii) only to those products or support options ordered by the Customer at the time that the Support Information is current. Dell EMC may change the Support Information at any time. The Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between EMC and the Customer, but any such change shall not apply to products or support options ordered by the Customer prior to the date of such change.

Dell EMC will have no obligation to provide Support Services with respect to Equipment that is outside the Service Area. "Service Area" means a location that is within (i) one hundred (100) drivable miles of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with the applicable EMC sales entity, in which case the definition in the governing agreement prevails.

Products or services obtained from any Dell EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC's performance of warranty and maintenance services on Products obtained from a reseller.



Dell Digital Delivery

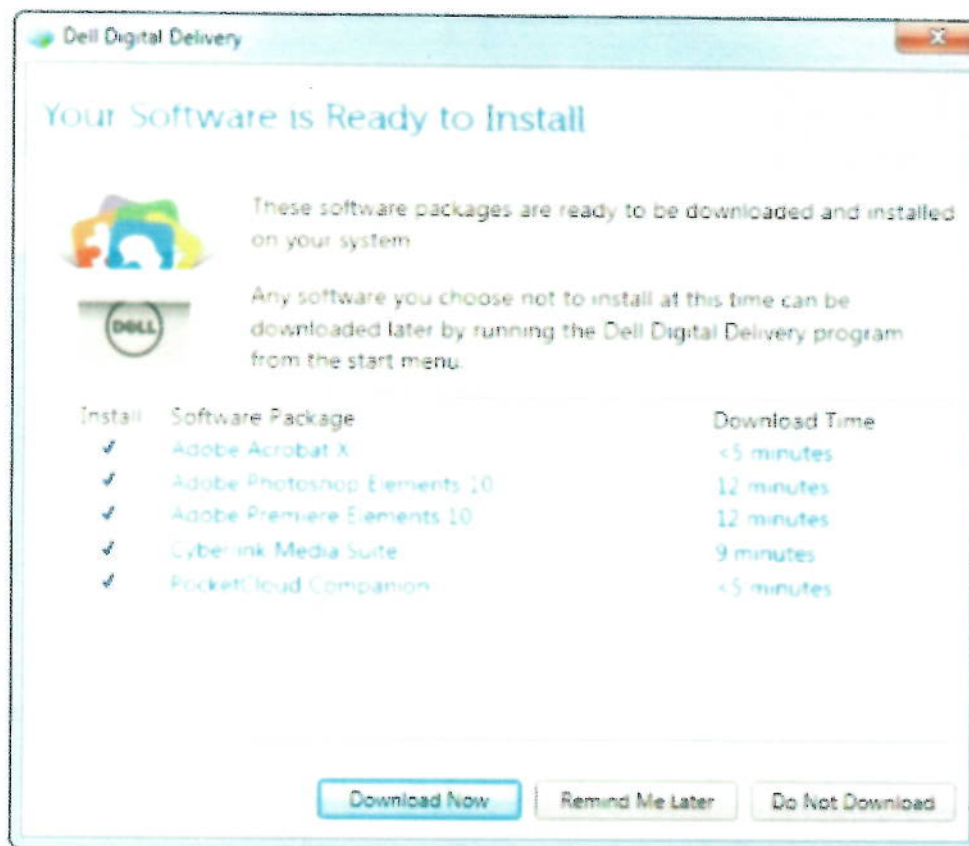
Features and Benefits

Software made easier

Dell Digital Delivery (<http://www.dell.com/support/home/Drivers/DriversDetails?driverID=T43VY>) is an easy and new way to buy software when you purchase a PC. You can automatically download and install available software titles on select systems. All it takes is an internet connection and a few minutes — so you can enjoy the customization Dell stands for, without the wait, and get right back to work.

- **Automatic installation** — There's no need to manage login credentials, visit websites, wait for emails, find license information or use DVDs. Once you're connected to the internet, Dell Digital Delivery does the rest.
- **Restore capability** — Whether you're reinstalling an application or doing a full system restoration, Dell Digital Delivery keeps track of your purchases and automates the process, so there's no need to find the right CD or DVD if you should need to reinstall in the future.
- **Private and secure** — Dell Digital Delivery works by linking information about your computer's hardware to a Dell software license database over a secure, encrypted channel. Your personal information is never made public or shared with third parties, consistent with Dell's privacy policy (<http://www.dell.com/learn/policies-privacy?s=corp>).
- **Environmentally conscious** — Dell Digital Delivery helps you reduce paper and plastic waste since most software has plenty of packaging but no longer includes printed manuals. Plus, you can avoid a trip to the store.

The Dell Digital Delivery application is pre-installed on most Dell systems. If you need to re-install the application, download Dell Digital Delivery here (<http://www.dell.com/support/home/Drivers/DriversDetails?driverID=T43VY>).



How does it work

Dell Digital Delivery (<http://www.dell.com/support/home/Drivers/DriversDetails?driverID=T43VY>) enables you to purchase select software titles at the same time you order your computer. When you receive your computer, the software is automatically downloaded and installed from the internet.

An internet connection is required for Dell Digital Delivery to download your software.

Here's how it works:

- Choose select software titles with your new computer order on Dell.com
- When you receive your system and turn it on, you will be guided through setup, including connecting to the internet. A broadband internet connection is recommended.
- The Dell Digital Delivery installer application will run automatically and the software you purchased will be downloaded and installed by Dell.
- You will not receive media (CDs or DVDs) or printed documentation for software purchased using Dell Digital Delivery, as an online restore capability is provided with your purchase.

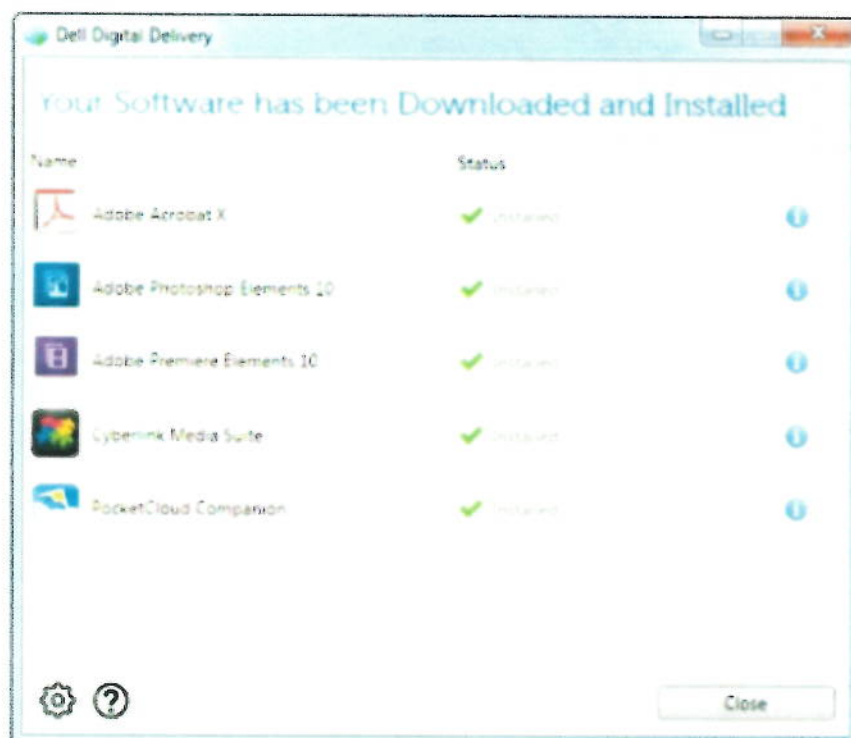
(<http://www.dell.com/support/troubleshooting/KCS/KcsArticles/ArticleView?&docid=387752>)

Learn how to use Dell Digital Delivery and how to uninstall or reinstall a digitally delivered application.

(<http://www.dell.com/support/troubleshooting/KCS/KcsArticles/ArticleView?&docid=387752>)

Verify the list of the software available through Dell Digital Delivery.

(<http://www.dell.com/support/article/SLN306611>)



System Requirements

Supported systems:

- Alienware
- Inspiron
- Vostro
- XPS
- Latitude
- OptiPlex
- Dell Precision

Minimum supported system requirements:

- Microsoft Windows 7, Windows 8.1, Windows 10
- 1GHz processor or faster
- At least 512 megabytes (MB) of RAM
- At least 512 megabytes (MB) of available space on the hard disk
- Screen resolution of 800x600
- Screen colors – 256 colors

- Internet access

Additional Information for IT Managers (<http://i.dell.com/sites/doccontent/app-merchandizing/esupport/flatcontent/global/en/Documents/DDD-Corporate-Tech-Sheet-073113.pdf>)

Customer Privacy

Private and secure

Dell Digital Delivery (<http://www.dell.com/support/home/Drivers/DriversDetails?driverID=T43VY>) works by linking information about your computer's hardware to a Dell software license database over a secure, encrypted channel. Your personal information is never made public or shared with parties, consistent with third parties, consistent with Dell's privacy policy.

Customer privacy is of the utmost concern to Dell.

Dell will not collect any computer use information outside of the Dell support tools, such as internet use or personal files. Moreover, we will not sell any information we collect in connection with the Dell support tools or otherwise disclose the information for commercial purposes. Dell's Privacy Policy applies to information collected by Dell support tools. To see Dell's Privacy Policy, click here (<http://www.dell.com/learn/policies-privacy?s=corp>).

(<http://i.dell.com/sites/doccontent/app-merchandizing/esupport/flatcontent/global/en/Documents/DDD-Corporate-Tech-Sheet-073113.pdf>)

About Dell (<http://www.dell.com/learn/us/en/uscorp1/corp-comm?~ck=mn>)

Careers (<http://www.dell.com/learn/us/en/uscorp1/careers?~ck=mn>)

Community (<http://en.community.dell.com/?~ck=mn>)

Events (<http://events.dell.com/?lang=en&~ck=mn>)

Partner Program ([http://www.dell.com/content/public/xdbreddirect.aspx?](http://www.dell.com/content/public/xdbreddirect.aspx?link=global:nav:partners&~ck=mn)

[link=global:nav:partners&~ck=mn](http://www.dell.com/content/public/xdbreddirect.aspx?link=global:nav:partners&~ck=mn))

Premier (<http://www.dell.com/learn/premier?s=bsd&~ck=mn>)

Dell Technologies (<http://www.delltechnologies.com/en-us/index.htm?~ck=mn>)

 **United States** ([/support/contents/us/en/19/masthead/getcountry?](/support/contents/us/en/19/masthead/getcountry?uri=http://www.dell.com/support/contents/us/en/19/article/product-support/self-support-knowledgebase/software-and-downloads/download-center/dell-digital-delivery&cls=us/en/19)

[uri=http://www.dell.com/support/contents/us/en/19/article/product-support/self-support-knowledgebase/software-and-downloads/download-center/dell-digital-delivery&cls=us/en/19](http://www.dell.com/support/contents/us/en/19/article/product-support/self-support-knowledgebase/software-and-downloads/download-center/dell-digital-delivery&cls=us/en/19))

© 2017 Dell (<http://www.dell.com/learn/us/en/uscorp1/site-terms-of-use-copyright?~ck=mn>)

Terms of Sale (<http://www.dell.com/learn/us/en/uscorp1/terms-of-sale?~ck=mn>)

Privacy Statement (<http://www.dell.com/learn/us/en/uscorp1/policies-privacy?~ck=mn>)

Ads & Emails (<http://www.dell.com/learn/us/en/uscorp1/policies-ads-and-emails?~ck=mn>)

Legal & Regulatory (<http://www.dell.com/learn/us/en/uscorp1/terms?~ck=mn>)

Corporate Social Responsibility (<http://www.dell.com/learn/us/en/uscorp1/cr?~ck=mn>)

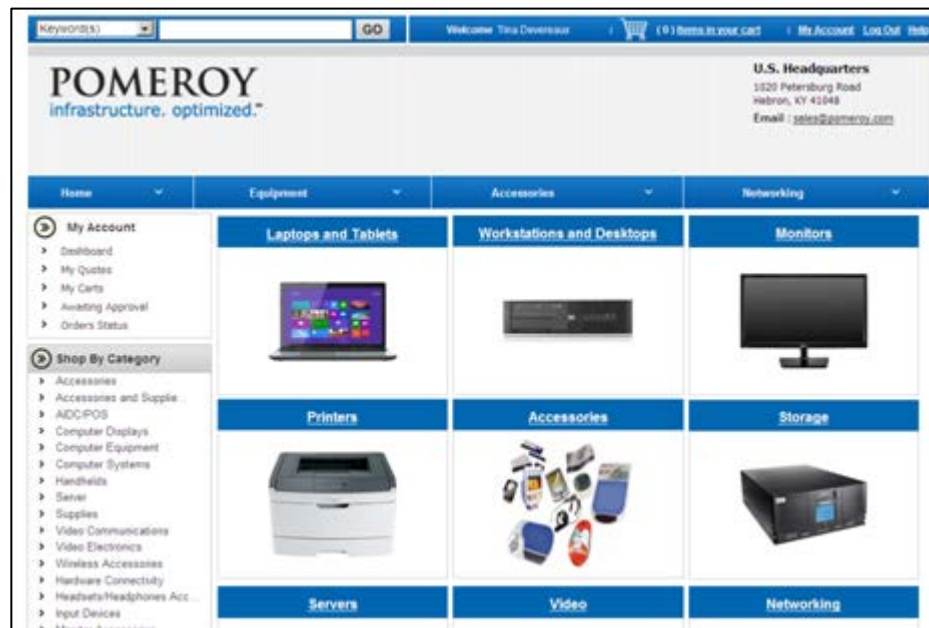
Contact (<http://www.dell.com/support/contents/us/en/19/category/contact-information?c=us&l=en&~ck=mn>)

[Feedback](#)

Shop.Pomeroy.com

Pomeroy's online procurement site, <http://shop.pomeroy.com>, is a feature rich e-commerce engine that provides our customers with easy order management services and a multitude of customer self-service features. Additionally, we view this tool to be a vehicle for our customers to optimize their supply chain and reduce operational costs.

Shop.Pomeroy.com allows authorized customer users to sign in, browse and order equipment.



Main Menu - Shop.Pomeroy.com




To see how Shop.Pomeroy.com can benefit your company, a WebEx demonstration can be arranged through your Pomeroy Account Manager.

At Shop.Pomeroy.com, our customers can perform the following features and functions:

- **Secure Login and Transaction Processing:** To ensure our customer information is secure, our site has been verified as Secure by TRUSTe, VeriSign, and McAfee.
- **Advanced Product Search:** In order for our customers to find the products that they need quickly, Shop.Pomeroy.com enables it users to search by Manufacturer, Category, Part Number, or Price.
- **Detailed Product Content:** So our customers can learn about the products that they need to purchase, detailed product information is provided. This information includes Product Information and Images, Operating Environment Conditions, General Information, Miscellaneous Information, Physical Characteristics, and Technical Information.

- **Product Comparisons:** Shop.Pomeroy.com allows you to obtain side-by-side comparisons of up to three products to help you make the right decision.

The screenshot shows the Shop.Pomeroy.com website's Product Comparison feature. At the top, there's a navigation bar with a search bar, a 'GO' button, and links for 'Welcome Tina Deaneau', 'Items in your cart', 'My Account', and 'Log Out Help'. The Pomeroy logo and tagline 'infrastructure. optimized.™' are on the left, and the U.S. Headquarters address (1020 Petersburg Road, Hebron, KY 41048) and email (sales@pomeroy.com) are on the right. Below the navigation bar, there are tabs for 'Items', 'Equipment', 'Accessories', and 'Networking'. The 'Product Comparison' tab is selected. The comparison table shows three Acer TravelMate laptops. Each product has an image, a price, a quantity selector (set to 1), and a 'Buy' button. Below the images, the full specifications for each laptop are listed, including model number, processor, RAM, storage, graphics, operating system, and display. The manufacturer name (ACER, INC) and manufacturer part number are also provided for each item.

Item	Equipment	Accessories	Networking
Product Comparison			
			
Price: \$1,055.23	Price: \$674.05	Price: \$624.52	
Qty: 1	Qty: 1	Qty: 1	
Title: Acer TravelMate TMP645-0-5430801286 14" LED Notebook - Intel Core i5 i5-4200U 1.80 GHz - 8 GB RAM - 128 GB SSD - Intel HD 4400 Graphics - Genuine Windows 7 Professional 64-bit - 1366 x 768 Display - Bluetooth	Title: Acer TravelMate TMP255-0-5420405088 15.6" LED Notebook - Intel Core i5 i5-4200U 1.80 GHz - Black - 4 GB RAM - 500 GB HDD - DVD-Rewriter - Intel HD 4400 Graphics - Genuine Windows 7 Professional 64-bit - 1366 x 768 Display - Bluetooth	Title: Acer TravelMate TMP255-0-5431405088 15.6" LED Notebook - Intel Core i3 i3-4010U 1.70 GHz - Black - 4 GB RAM - 500 GB HDD - DVD-Rewriter - Intel HD 4400 Graphics - Genuine Windows 7 Professional 64-bit - 1366 x 768 Display - Bluetooth	
Manufacturer Name: ACER, INC	Manufacturer Name: ACER, INC	Manufacturer Name: ACER, INC	
Manufacturer Part: NX.VBAAA.003	Manufacturer Part: NX.VBAAA.002	Manufacturer Part: NX.VBAAA.001	
Category Name: Computer Systems	Category Name: Computer Systems	Category Name: Computer Systems	

Advanced Product Comparison

- **Quote Request:** If you are going to purchase large quantities of items, you can create a quote request. The quote is automatically directed to your sales representative who will see if additional pricing discounts can be found. Once the pricing is obtained, the quote is automatically sent to the customer for their approval.
- **Order Creation:** Shop.Pomeroy.com allows you to select the products and associated quantities and order them directly without the involvement of a Pomeroy Sales Representative, saving you time and money. Based on your contractual agreement, orders can be paid via credit card, invoice, lease or other options supported within the store.
- **Order Tracking:** Shop.Pomeroy.com provides you with the ability to track the status of your orders.
- **Sales Reporting:** Shop.Pomeroy.com provides you with 14 Spend Analysis Reports that can display order information on a monthly, quarterly, yearly or custom timeframe.
- **Employee Favorites:** Users are allowed to add the products that they order the most to their Favorites page. This enables the users to order products quickly.
- **Company Favorites:** Company Favorites can be established at the corporate level and shown to all employees. Companies use this feature to showcase standard models or manufacturers that are preferred.
- **Employee Purchase Limits:** Purchasing limits can be set at the individual user level for total daily spend and total order spend. If an employee exceeds any of these limits, the orders can automatically be rejected, or sent to another employee for approval.

- **Employee Purchase Approval Workflow:** As mentioned above, if an employee exceeds their purchasing limits, the orders can be automatically sent via email to another employee for approval. This process can be repeated to create a multi-level approval process that reflects your corporate hierarchy
- **Company Administration of Store Users:** Shop.Pomeroy.com allows companies to designate their own internal system administrators. The administrators can create user accounts and maintain all corporate data on the site.

Supply Chain Optimization

At Shop.Pomeroy.com, we can optimize your supply chain to reduce the time and costs associated with maintaining a product catalog and ordering products. We are able to provide these savings by integrating our e-commerce solution with your ERP systems via a PunchOut Catalog. A PunchOut Catalog allows you to view the most recent products and prices from within your existing ERP application and create orders within your system. This eliminates the need to manually maintain your product catalog, log onto storefronts, dual entry of orders in multiple systems, and reduce the overall procurement timeframe.

In conjunction with a PunchOut Catalog, we also implement EDI interconnections to complete the process.

Transaction Set Numbers	Description
810	Invoice
824	Invoice Rejection Notice
850	Purchase Order
850XML	Purchase Order XML
855	PO Acknowledgement
856	Advanced Shipping Notice
860	Purchase Order Change Request
997	Document Acknowledgement

Our standard EDI process is initiated by the client sending an electronic Purchase Order (850). Pomeroy receives the Purchase Orders and returns a PO Acknowledgement (855) to the client. Once the product is packaged and picked up by the delivery company, Pomeroy sends the client an Advanced Shipping Notice (856). Once the Purchase Order is received, Pomeroy will send the client an Invoice (810).

PunchOut Catalogs and EDI

By implementing PunchOut Catalogs and EDI, corporate purchasing departments are able to reduce the overall worker-hours required to create, track and complete a standard purchase order by 1.5 hours per order. During the course of an entire business year, this could significantly reduce purchasing expenditures.

PunchOut available with:



Standard Shop.Pomeroy.com (basic set up)

We have the ability to do the following for any client with a basic set-up. (Shop.pomeroy.com)

- Special parts
- Customer specific pricing
- Load Rebates
- Customer Specific Freight Rules
- Customer Specific Bundles
- Mark as Government or Education
- Custom Add-ons
- Leasing estimates on Quotes and on Carts
- Approval Process
- Punch-out to Client Procurement System

Customer Specific Site (customization available)

We have the ability to do the following for any client with a Customer Specific Site.

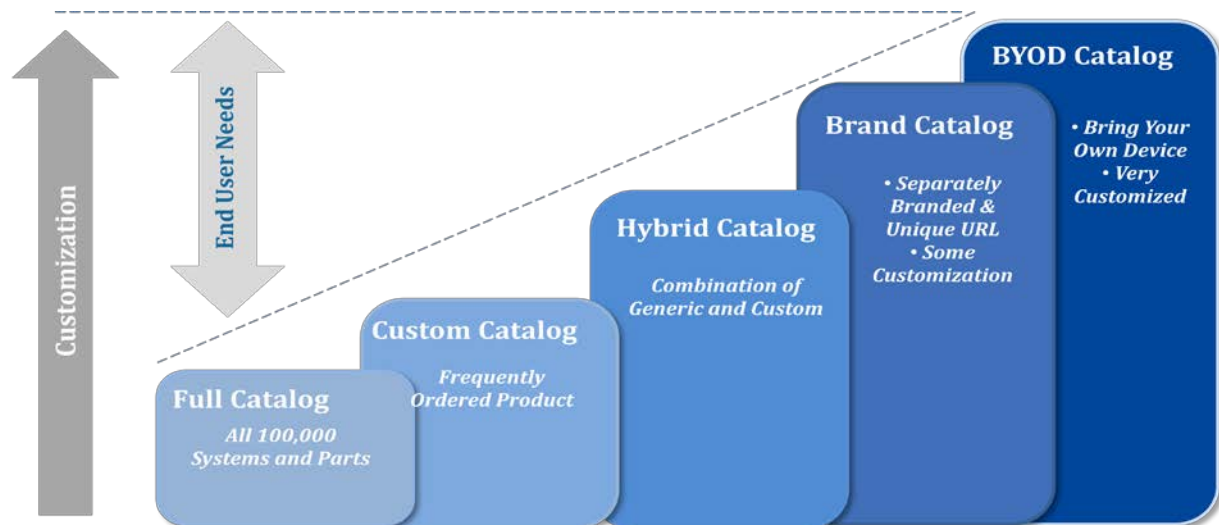
- Customer specific pricing
- Load Rebates
- Customer Specific Freight Rules
- Customer Specific Bundles
- Mark as Government or Education
- Custom Add-ons
- Custom Branding

- Customer Colors
- Stipends, payroll deductions or % off order
- Customer Specific questions
- Leasing estimates on Quotes and on Carts
- Forward Carts from Service Team to Customer Contacts (Franchisees)
- Approval Process
- Punch-out to Client Procurement System

Current Clients

Our clients come from multiple industries; Education, Finance, Health Services, Natural Resources, Manufacturing, Government and Retail.

Shop.Pomeroy.com Catalog Offerings



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Maintenance for Shop.Pomeroy.com

Scheduled routine maintenance for Shop.Pomeroy.com occurs on Monday and Thursday nights between the hours of 9:00 PM and 1:00 AM Central Standard Time (CST). Our provider deploys Windows Updates late Friday night through early Saturday morning.

Typical questions with answers for Shop.Pomeroy.com

Why Shop.Pomeroy.com?

- Customer Satisfaction
- Convenience
- Saves time and money
- Quoting Engine
- Integrated with Oracle
- Custom pricing
- Customer specific parts
- Flexibility in Design
- Branding
- Suggestions and Add-ons

Do you currently have rich descriptions of your products?

Yes. Pomeroy's online procurement site, <http://shop.pomeroy.com>, is a feature rich e-commerce engine that provides our customers with easy order management services and a multitude of customer self-service features. Additionally, we view this tool to be a vehicle for our customers to optimize their supply chain and reduce operational costs.

How often are changes made to your catalog?

On average, daily changes to the catalog are less than 5% a day.

Are all your company's items classified using UNSPSC?

Yes, Pomeroy uses UNSPSC codes to classify items.

Describe the process for updating the Buyer on changes to the item descriptors [incorrect part numbers, discontinued products, etc] that are sold to the customer?

The Technology Solution Executive will send an email to Sales Operations requesting the update(s). Nightly updates are auto created through Oracle.

Can you populate an Excel template with accurate item descriptors and prices for all items purchased by this customer?

Yes, we can populate an Excel template with prices, parts, descriptions, qty., etc. We cannot attach pictures.

Do you deliver different catalog file formats to different customers?

We do have the ability to create different catalogs for clients. PunchOut, standard, excel files, Ariba.

With what frequency do you make changes to the prices of the products and services?

[Daily, Monthly, Annually, Less frequently]

Nightly changes are automated. Custom catalog changes are per request.

Do you support Location specific pricing?

At this time we do not support location specific pricing, we support US pricing only. We are able to support tax and freight by location, based on the ship to address and/or a tax exempt certificate.

Do you have some items with special Contract Prices?

Yes.

Who is responsible to update the price files? [Account Manager, Sales Administrator, etc]

The Sales Support Specialist and Technology Solution Executive.

Do you have an eBusiness strategy?

Yes. We offer client specific strategies, based on our client's needs and the statement of work.

Please indicate your future plans and timeframes for trading through electronic catalogs, in terms of creating:

- *eProcurement buyer specific catalogs*
- *Online/web-based catalog*
- *Capability to connect buyers to an eProcurement site ("PunchOut")*

Pomeroy currently has the ability to provide eProcurement buyer specific catalogs, Online/Web-based catalogs and the capability to connect buyers to an eProcurement site ("PunchOut"). The time-frame depends completely on the complexity of the project.

The implementation of an on-line order system is affected by the client requirements for customization. For a standard on-line order system, we require a month to set up from the date of the receipt of the client's specifications, through testing for standard configurations, to completion of the system.

Does your site include custom items?

Yes.

How does your system receive back the proper information for the custom items? Do you need this information perhaps passed back in the Supplier Part Auxiliary ID (SPAID) field?

Each client implementation is different depending on the client's needs.

Does your site include Stand Alone items meaning items that are available for purchase that are not custom and do NOT require a quote?

Yes.

With how many customers (in total) do you currently use wCommerce to receive orders and payment? Or do you want to receive transaction documents through the supplier portal or by email?

We receive orders in the following formats; EDI, Ecommerce website, Email, Fax, and Ariba.

What electronic transactions are you able to support today?

- A) Purchase Order*
- B) Purchase Order Acknowledgement*
- C) Invoice*
- D) Sales Price Catalog*
- E) Change Orders*
- F) Advance Shipping Notification*

This is dependent on the type of setup per client. We can support all if we include an ecommerce site and EDI.

Can you send acknowledgements/invoices via the following methods [EDI, cXML or XML]?

A) EDI x12.4010

B) cXML

C) ebXML

D) XML

E) Flat text file, CSV, tab delimited

We can send acknowledgements/invoices via the following methods:

- EDI x12.4010
- cXML
- XML

Do you have any special requirements related to the data or field mappings, data cleansing [UOM], data substitutions [UNSPSC, currency]?

All data and field mappings must be in a template format for mass upload. Otherwise, part number, description, cost, category, sub category, and UNSPSC are required.

What transmission methods are currently supported?

A) EDI over the Internet [AS2]

B) EDI over a 3rd Party VAN Provider

C) FTP

D) FTP/S

E) Web Services

F) HTTP/S Get/Post

G) Other, please describe

Pomeroy supports the following transmission methods:

- EDI over the Internet [AS2]
- EDI over a 3rd Party VAN Provider
- FTP

Who is [are] your current VAN Service Provider[s]?

OpenText (formerly GSX), AS2 and Secure FTP

What is your Interchange ID?

43152388

What is your Interchange Qualifier? (Identifier ID (ISA06 or GS02))

01

Do you run a local service [or communication server] for connecting to your current VAN provider?

Yes. We transfer the files to our VAN via FTP.

Does your security policy require the transaction messages to be encrypted?

To adhere to PCI compliancy, encryption is required for all PCI data that will flow through an intranet or internet connection. Part numbers, pricing, etc., does not require encryption.

Will your company's security policy allow you to communication ports opened for direct system-to-system messaging?

Only for Ecommerce with a PunchOut or through EDI using a VAN for translation and passing of information.

Does your security policy allow us to install a local JAVA service that runs on your network to securely manage the communication of messages between your local environment and the network?

No.

How many users in your company would need to have permission to access the e-Procurement Supplier portal?

This number is dependent upon the number of employees staffed for the project. We typically staff, two admins and one Sales Support Specialist at minimum.

Will email notification be required to inform your company that it has received an order on the network?

No. If you are going to purchase large quantities of items, you can create a quote request. The quote is automatically directed to your sales representative who will see if additional pricing discounts can be found. Once the pricing is obtained, the quote is automatically sent to the customer for their approval. Shop.Pomeroy.com allows you to select the products and associated quantities and order them directly without the involvement of a Pomeroy Sales Representative, saving you time and money. Based on your contractual agreement, orders can be paid via credit card, invoice, lease or other options supported within the store.

Are there any special reporting requirements that your company would find beneficial to receive or access through the Supplier Portal?

Shop.Pomeroy.com provides you with 14 Spend Analysis Reports that can display order information on a monthly, quarterly, yearly or custom timeframe.

What is the ordering process if the website is down?

Pomeroy Catalogues are very reliable and have minimal interruption. If an issue occurs, our Pomeroy web specialists quickly work to rectify the situation.

The process is to either e-mail or fax the order to your designated Pomeroy representative and they will hand enter the order for you.

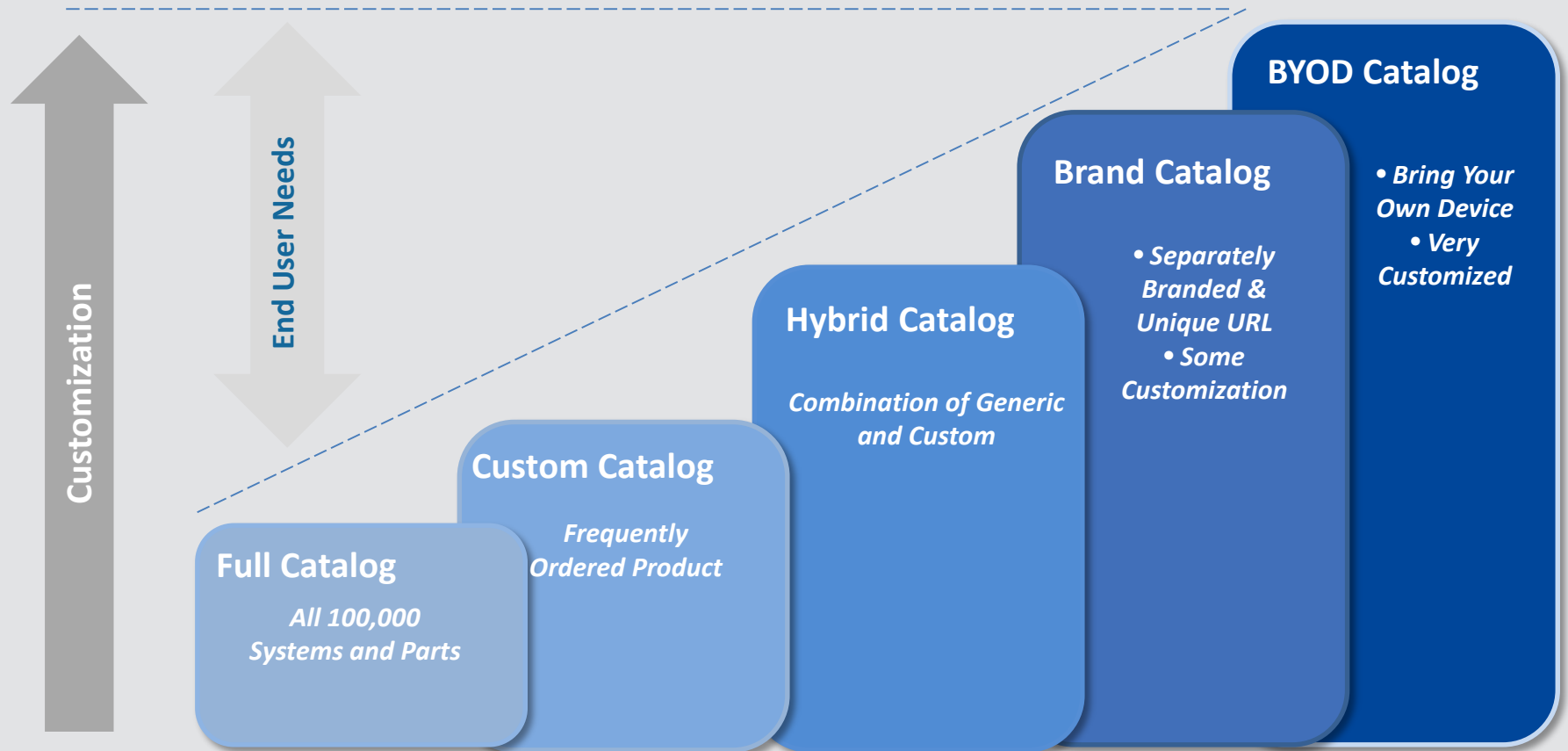
Are you able to provide a fully-functional Optical Character Interface (OCI) punch-out catalog?

Yes, and we do so for many of our clients.

Shop.Pomeroy.com

Pomeroy's eProcurement Solution

Shop.Pomeroy--Catalog Offerings



Shop.Pomeroy Key Functionality

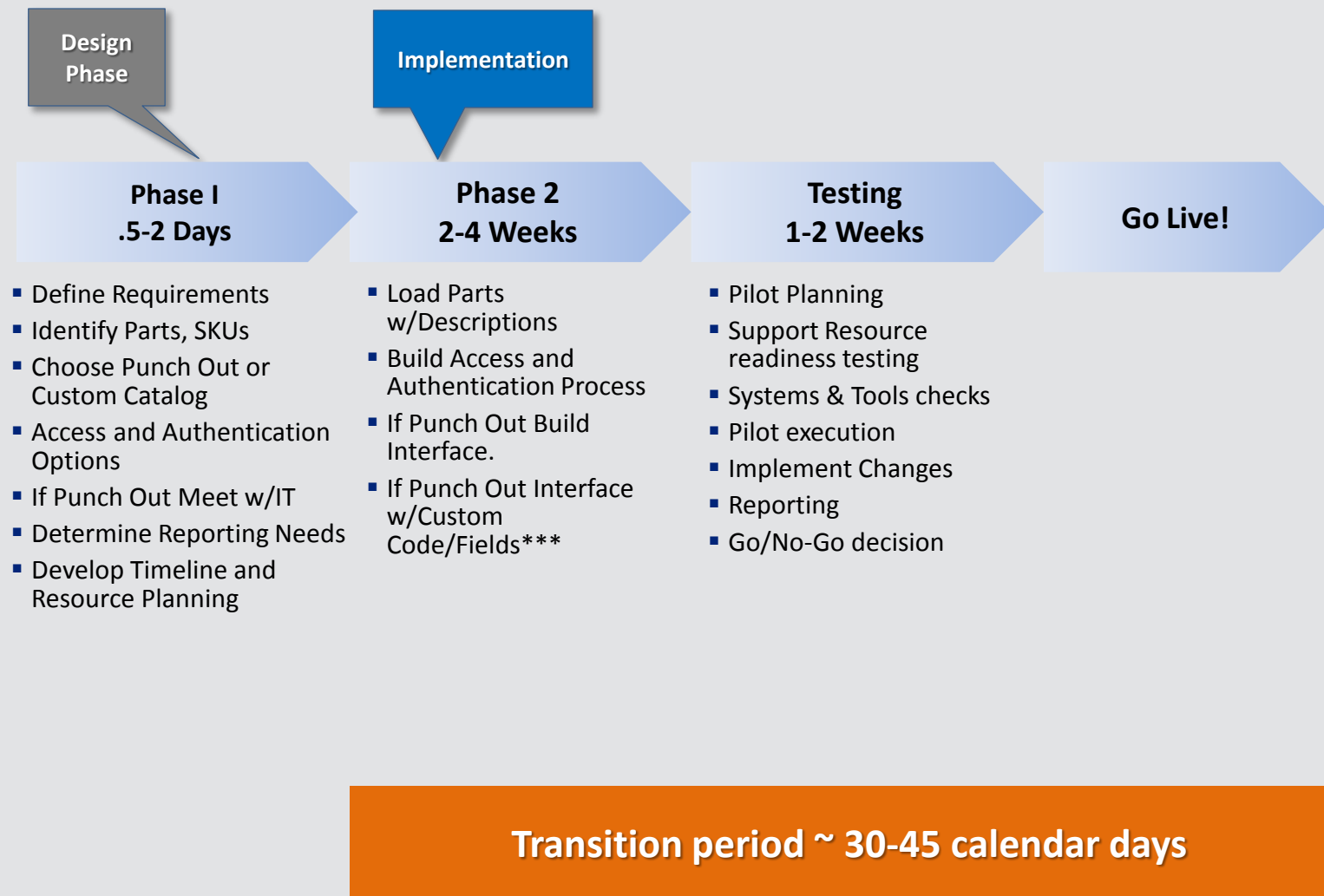
3

Potential Constituents	Order Initiation	Order Process	Order Finalization	Catalog Type
<ul style="list-style-type: none">• IT• Procurement• Employees	<ul style="list-style-type: none">• Punch-out: Procurement or ERP• Quote to Order Conversion• Authentication Methods• Client, Product, Category-specific Pricing• Pricing Includes Applicable Rebates• Terms, Credit Card, Leasing Options	<ul style="list-style-type: none">• Mfg Parts, Client Pre-owned or Customer Owned• Product Comparisons• CTO or Configured Product• Configuration Tool• Recommended Products or Warranty• Order Approval and Cost Center Association• Repository for Client Specific Notes	<ul style="list-style-type: none">• Customized Freight Calculation• Credit Card or PO• Tax Calculation• PCI Compliancy• BYOD/Co-operative Cost Sharing (company stipend, employee, etc.)• Order Confirmation• Tracking Information	<ul style="list-style-type: none">• Discovery• Implement Best Solution

Representative Fortune 1000 Clients

- Cincinnati Children's Hospital Medical Center
- Highmark
- Commonwealth of Pennsylvania
- Berkshire Hathaway Energy
- Domino's Pizza
- Procter and Gamble
- AEP
- Bayer
- 5/3rd Bank
- Penn State Milton S. Hershey Medical Center
- Vanderbilt University
- Wright State University
- Yum! Brands (Pizza Hut)

Transition Timeline



Questions

- Contact Charles.Greenwell@Pomeroy.com 859-657-2078



500 Westmoreland Office Park
Dunbar, WV 25064
P: 304-553-7525
F: 866-301-1761
RFQ: CRFQ 0212 SWC1800000002 – Open-End for Desktops, Laptops, Tablets

September 7, 2017

Ms. Gale,

Thank you for the opportunity to serve you by allowing Pomeroy to bid on your RFQ – Open-End for Desktops, Laptops, Tablets. Below you will find a brief overview of our history with the State of West Virginia, and more information about how Pomeroy and Dell have partnered to meet and exceed your expectations.

Pomeroy has been serving the needs of the State of West Virginia since 1997. Our West Virginia based team is fully dedicated to supporting the State of West Virginia and all agencies throughout all 55 counties by providing turn-key solutions around client computing, network solutions, and data center solutions. The average Pomeroy tenure of the people who will be responsible for delivering solutions to you and your constituents is well over 10 years. In addition, we have deep knowledge and specialization around product fulfillment, value added services, and delivery that takes advantage of our scale in a way directly benefits you and your internal customers. Our focus has and will always revolve around driving costs out of our procurement and service delivery model while simultaneously improving the end user experience. This is especially relevant now that budgets are tighter than ever, while users continue to demand more and more out of their technology.

Pertaining specifically to the RFQ – Open-End for Desktops, Laptops, Tablets, Pomeroy has partnered with Dell as we believe they are far and away the best client computing solution available for Public Sector clients. Dell's approach to computing solutions are simple:

- Only Dell has the hardware, software and services to help you balance what your users need with what IT needs.
- IT concerns are addressed with secure, manageable, and reliable systems that simplify things for IT and help reduce costs.
- Client Command Suite - Dell's free management tools - automate and streamline system deployment, configuration, monitoring and updates.
- Award-winning portfolio designed for productivity and unparalleled security, so you can enable your users with the latest devices and the best endpoint security.
- Solutions that are based on the way people get their work done – at a desk, from meeting-to-meeting, traveling, remotely, or in extreme environments.
- Innovative products that people love to use – which is becoming crucial, especially for acquisition and retention of talent.
- Dell has Client Computing Contracts with 41 out of 50 States in the U.S., which is a testament to the quality and low total cost of ownership of these devices.

"Infrastructure Optimized" is Pomeroy's Mantra. For us, it's not a destination, but a journey. At Pomeroy, we take a fully-integrated view of infrastructure management to produce a delightful experience for end users. It's a unique approach that allows you to accelerate and sustain the return on your technology investments, year after year. In fact, Pomeroy is Gartner recognized for our End User services.

If you were award Pomeroy and Dell your business, we will work hard to help you assess your specific client computing needs and work hard to identify the most cost-effective way to meet your budgetary and client satisfaction needs. Pomeroy's State and Local Government and Education Business (SLED) is one of our largest in our company and most of our subject matter experts reside in our Dunbar, WV office. As such we view it as a SLED "Center of Excellence" (COE), and we will work hard to bring that subject matter expertise to the forefront in order to benefit the State.

Thank you again for your consideration of Pomeroy and Dell, and we look forward to strengthening our partnership in connection with this opportunity.

Sincerely,



Tom Froman
Vice President
State and Local Government, and Education (SLED)
Pomeroy



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

State of West Virginia
Request for Quotation
21 – Info Technology

Proc Folder: 355801

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

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-09-06	2017-09-07 13:30:00	CRFQ 0212 SWC1800000002	4

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

Pomeroy

Attn: Summer Bailey

500 Westmoreland Office Park

Dunbar, WV 25064

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale

(304) 558-8801

stephanie.l.gale@wv.gov

Signature X

Summer Bailey

FEIN # 61-1352158

DATE 09/06/2017

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

ADDITIONAL INFORMATION:

Addendum #3 issued to:

1. Modify Specification 3.1.4.2 as attached.

End of Addendum #3

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
No City	WV99999	No City	WV 99999
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	E-CATALOG	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43210000	Dell		

Extended Description :

E-CATALOG

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions Due	2017-08-07

SWC1800000002	Document Phase Final	Document Description Addendum #3 Open-End for Desktops, Laptops, Tablets	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: SWC1800000002

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Pomeroy

Company

Summer Bailey

Authorized Signature

09/06/2017

Date

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

SOLICITATION NUMBER: CRFQ SWC1800000002

Addendum Number: 1

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

Addendum #1 issued to:

1. Move bid opening date and time to August 31, 2017 @ 1:30pm, with subsequent addendum to follow.
2. Provide the Disclosure of Interested Parties to Contracts - Vendors should include this form with their bid.

End of Addendum #1.

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

Terms and Conditions:

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

SOLICITATION NUMBER: CRFQ SWC1800000002

Addendum Number: 2

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

Addendum #2 issued to:

1. Move bid opening date and time to September 7, 2017 @ 1:30pm.
 2. Provide modified specifications to completely replace the original specifications published 7/28/2017.
 3. Provide responses to Vendors' questions.
 4. Provide updated pricing page.
- End of Addendum #2.

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

Terms and Conditions:

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

SOLICITATION NUMBER: CRFQ SWC1800000002

Addendum Number: 03

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. To modify Specification 3.1.4.2 as follows:

From

3.1.4.2 Processor: Intel Core i5 or equal processor with a minimum of 3.5 GHz clock speed, minimum 6MB cache, and minimum 4 threads

To

3.1.4.2 Processor: Minimum of Intel Core i5 or equal processor with a minimum of 3.5 GHz clock speed, minimum 6MB cache, and minimum 4 threads

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

Terms and Conditions:

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

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INSTRUCTIONS TO VENDORS SUBMITTING BIDS

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

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

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

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

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

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

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

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

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

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

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

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

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

Question Submission Deadline: August 7, 2017

Submit Questions to: Stephanie Gale

2019 Washington Street, East

Charleston, WV 25305

Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)

Email: Stephanie.L.Gale@wv.gov

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

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

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

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

SEALED BID:
BUYER:
SOLICITATION NO.:
BID OPENING DATE:
BID OPENING TIME:
FAX NUMBER:

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

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

BID TYPE: (This only applies to CRFP)

- ☐ Technical
☐ Cost

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

Bid Opening Date and Time: August 17, 2017 @ 1:30pm

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

Addendum # 2
Due: 09/07/2017 @
1:30pm

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

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

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

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

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

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

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

15. PREFERENCE: Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

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

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

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

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

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

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

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

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

22. INTERESTED PARTY DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$100,000, the vendor must submit to the Purchasing Division a disclosure of interested parties to the contract, prior to contract award. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. "Interested parties" means: (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors; (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract; and (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency: Provided, That subdivision (2) shall be inapplicable if a business entity is a publicly traded company: Provided, however, That subdivision (3) shall not include persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.

GENERAL TERMS AND CONDITIONS:

- 1. CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
- 2. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
 - 2.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
 - 2.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.
 - 2.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
 - 2.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.
 - 2.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.
 - 2.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
 - 2.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
 - 2.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
 - 2.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

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

☒ **Term Contract**

Initial Contract Term: This Contract becomes effective on
Upon Award _____ and extends for a period of Three (3) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed Thirty-six (36) months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

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

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

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional _____ successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited.

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

☐ **Other:** See attached.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☐

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☐

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

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

Vendor must maintain:

☐ **Commercial General Liability Insurance** in at least an amount of:

☐ **Automobile Liability Insurance** in at least an amount of: _____

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of:

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of:

☐ **Cyber Liability Insurance** in an amount of: _____

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐

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

10. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

11. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount of

for _____.

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

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

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

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

15. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

☐ Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

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

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

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

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

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

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

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

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

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

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

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

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

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

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

30. BANKRUPTCY: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

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

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

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

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

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

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

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

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

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

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

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

38. PURCHASING AFFIDAVIT: In accordance with West Virginia Code § 5-22-1(i), the contracting public entity shall not award a contract for a construction project to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees. Accordingly, prior to contract award, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

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

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

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

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

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

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

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

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

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

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

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

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

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

45. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$100,000, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. "Interested parties" means: (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors; (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract; and (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency: Provided, That subdivision (2) shall be inapplicable if a business entity is a publicly traded company: Provided, however, That subdivision (3) shall not include persons or business entities performing legal services related to the negotiation or drafting of the applicable contract. The Agency shall submit a copy of the disclosure to the Ethics Commission within 15 days after receiving the supplemental disclosure of interested parties.

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

Summer Bailey, Technology Solutions Executive

(Name, Title)

Summer Bailey, Technology Solutions Executive

(Printed Name and Title)

Pomeroy - 500 Westmoreland Office Park - Dunbar, WV 25064

(Address)

304-553-7526 / 1-866-301-1761

(Phone Number) / (Fax Number)

summer.bailey@pomeroy.com

(email address)

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

Pomeroy

(Company)

Summer Bailey, Technology Solutions Executive

(Authorized Signature) (Representative Name, Title)

Summer Bailey, Technology Solutions Executive

(Printed Name and Title of Authorized Representative)

09/06/2017

(Date)

304-553-7526 / 1-866-301-1761

(Phone Number) (Fax Number)

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SWC 1800000002 – Pomeroy Response

3. GENERAL REQUIREMENTS

3.1.1 – Pomeroy meets/exceed all requirements in this section.

3.1.2 – Standard PC

Pomeroy meets/exceed all requirements in this section.

3.1.3 – GIS/POWER PC

Pomeroy meets/exceed all requirements in this section.

3.1.4 – STANDARD LAPTOP

Pomeroy meets/exceed all requirements in this section.

3.1.5 – POWER LAPTOP

Pomeroy meets/exceed all requirements in this section.

3.1.6 – TABLET PC

Pomeroy meets/exceed all requirements in this section.

3.1.7 – ULTRABOOK

Pomeroy meets/exceed all requirements in this section.

3.1.8 – OPTIONAL COMPONENTS AND SERVICES

Pomeroy meets/exceed all requirements in this section.

3.1.9 – MISCELLANEOUS MANDATORY REQUIREMENTS

3.1.9.1.1 – Pomeroy/Dell has complied with all requirements in this section.

3.1.9.1.2 – Pomeroy/Dell has complied with all requirements in this section.

3.1.9.1.3 – Pomeroy/Dell has complied with all requirements in this section.

3.1.9.1.4 – Pomeroy/Dell has complied with all requirements in this section.

Links for required information in this section:

- www.dell.com/support/home/us/en/04?c=us&l=en&s=chn
- www.support.dell.com

3.1.9.1.5 – Pomeroy/Dell has complied with all requirements in this section.

3.1.9.1.6 – Pomeroy/Dell has complied with all requirements in this section.

3.1.9.1.7 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.8 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.9 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.10 – Pomeroy/Dell has complied with all requirements in this section.

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Product Quoted	EOL Timing	Replacement Product
Opti 5050 MT	EOL end of Q3CY18	Opti 5060 MT
Precision 3620 MT	EOL end of Q4CY18*	TBD
Lati 5580	EOL end of Q2CY18	Lati 5590
Precision 7720	EOL end of Q4CY18*	TBD
Lati 7280	EOL end of Q2CY18	Lati 7290
Lati 5285	EOL end of Q2CY18	Lati 5290

3.1.9.1.11 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.12 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.13 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.14 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.15 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.16 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.17 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.17.1 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.18 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.1.19 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.2 SHIPPING, ORDERING, BILLING

3.1.9.2.1 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.2.2 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.2.3 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.2.4 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.2.5 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.3 SUPPORT AND CONTACTS

3.1.9.3.1 – Pomeroy/Dell will comply with all requirements in this section.

Account Representative
Summer Bailey

Immediate Supervisor
Tom Froman

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Technology Solutions Executive
summer.bailey@pomeroy.com
Office: (304)553-7526
Mobile: (304)541-4288
eFax: 1-866-301-1761

VP – SLED
thomas.froman@pomeroy.com
Office: (304)553-7525
Mobile: (847)922-5949

Inside Support to Summer Bailey:

Jessica Wolfe
Sales Support Specialist
jessica.wolfe@pomeroy.com
Office: (681)245-6397

3.1.9.3.2 – Pomeroy/Dell has complied with all requirements in this section. For billing and shipping questions/issues please contact Pomeroy at:

- Toll-Free Phone Support: 1-800-227-8798
- Dedicated Sales Support Specialist, Jessica Wolfe (681)245-6397
- Technology Solutions Executive, Summer Bailey (304)553-7526

3.1.9.3.3 – Pomeroy/Dell has complied with all requirements in this section. Dell Support can be reached at:

- Phone Support: 1-800-822-8965

3.1.9.3.4 – Pomeroy/Dell has complied with all requirements in this section.

- www.support.dell.com

3.1.9.3.5 – Pomeroy/Dell has complied with all requirements in this section.

- Dell will work with the State of West Virginia to enroll the State of WV as a self-maintainer in our TechDirect program (www.techdirect.com) they can receive training, certification, and then can self-dispatch parts through our TechDirect portal.

3.1.9.3.6 – Pomeroy/Dell will comply with all requirements in this section.

3.1.9.3.7 – Pomeroy/Dell will comply with all requirements in this section.

4. CONTRACT AWARD

4.1 – Pomeroy/Dell has read and understand.

4.2 – Pomeroy/Dell has complied with all requirements in this section.

4.2.1 – Pomeroy/Dell has complied with all requirements in this section.

4.2.2 – Pomeroy/Dell has complied with all requirements in this section.

4.2.3 – Pomeroy/Dell has complied with all requirements in this section.

4.2.4 – Pomeroy/Dell has complied with all requirements in this section.

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4.2.5 – Pomeroy/Dell has complied with all requirements in this section.

5. ORDERING AND PAYMENT

5.1 – When submitting orders, the following methods are accepted:

Fax: 1-866-301-1761

Email: jessica.wolfe@pomeroy.com and summer.bailey@pomeroy.com

Mail: Pomeroy

Attn: Summer Bailey/Jessica Wolfe

500 Westmoreland Office Park

Dunbar, WV 25064

Online: Pomeroy has provided documentation regarding our online procurement site (shop.pomeroy.com).

5.2 – Pomeroy/Dell has read and understand.

6. DELIVERY AND RETURN

6.1 – Pomeroy/Dell will comply with all requirements in this section.

6.2 – Pomeroy/Dell will comply with all requirements in this section.

6.2.1 – Pomeroy/Dell will comply with all requirements in this section.

6.3 – Pomeroy/Dell will comply with all requirements in this section.

6.4 – Pomeroy/Dell will comply with all requirements in this section.

6.5 – Pomeroy/Dell will comply with all requirements in this section.

7. VENDOR DEFAULT

7.1 – Pomeroy/Dell will comply with all requirements in this section.

7.1.1 – Pomeroy/Dell will comply with all requirements in this section.

7.1.2 – Pomeroy/Dell will comply with all requirements in this section.

7.1.3 – Pomeroy/Dell will comply with all requirements in this section.

7.1.4 – Pomeroy/Dell will comply with all requirements in this section.

7.2 – Pomeroy/Dell will comply with all requirements in this section.

7.2.1 – Pomeroy/Dell will comply with all requirements in this section.

7.2.2 – Pomeroy/Dell will comply with all requirements in this section.

7.2.3 – Pomeroy/Dell will comply with all requirements in this section.

8. MISCELLANEOUS

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- 8.1 – Pomeroy/Dell will comply with all requirements in this section.
- 8.2 – Pomeroy/Dell will comply with all requirements in this section.
- 8.3 – Pomeroy/Dell will comply with all requirements in this section.
- 8.4 – Pomeroy/Dell has complied with all requirements in this section.

REQUEST FOR QUOTATION: IP17 (OT18001)
STATEWIDE CONTRACT
COMPUTERS AND PERIPHERALS

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Office of Technology (WVOT) to establish an open-end statewide contract, which will utilize an E-Catalog, for the purchase of computers and peripherals.

The purpose of this RFQ is to seek bids from interested original equipment manufacturers (OEM) capable of providing desktops, laptops, netbooks, tablet PCs (without integrated cellular service), monitors, and other peripheral equipment for those products.

It is the State's intent to have the successful bidder provide full support capability, as requested, including, but not limited to, configuration, support and maintenance.

The State's intent is to contract with a single vendor enabling the State to standardize its desktop and mobile equipment base for the life of the contract.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in Section 2 of the General Terms and Conditions.

2.1 "Agency" is any entity seeking good/services under this Contract.

2.2 "ARO" means after receipt of order.

2.3 "Business class machines" means computers that offer more features for professional work, such as fingerprint readers, remote desktop control software, and encryption tools. The professional operating system version that comes on business PCs is also more suited for workers than the home version.

2.4 "Contract" is the binding agreement that is entered into between the State and the Vendor to provide the items requested in the solicitation

2.5 "Contract Item" or "Contract Items" means the list of items identified in Section 3.1 below and on the Pricing Pages.

2.6 "FOB" stands for Free on Board which indicates that the Vendor is responsible for delivery and shipping costs.

2.7 "Mandatory Requirements" The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion

REQUEST FOR QUOTATION: IP17 (OT18001)
STATEWIDE CONTRACT
COMPUTERS AND PERIPHERALS

of the State. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the bid.

2.8 **"Manufacturer"** is the company who produces the equipment.

2.9 **"PCs"** are desktops, laptops, netbooks, and tablets.

2.10 **"Pricing Pages"** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A, and used to evaluate the solicitation responses.

2.11 **"Refurbished reused or recycled"** means old or used computer equipment that has been restored to like-new working condition and/or appearance or computer devices that have been sent back to the factory to fix a flaw.

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

2.13 **"TPM"** means Trusted Platform Module

2.14 **"Vendor"** means any entity submitting a bid in response to this solicitation, the entity that has been selected as the lowest responsible vendor, or the entity that has been awarded the Contract as context requires.

3. **GENERAL REQUIREMENTS:**

Pomeroy has provided responses for this section. See attached.

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

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

3.1.2 **Standard PC**

3.1.2.1 **Chassis:** Mid tower

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

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- 3.1.2.3 Processor: Intel Core i5 or equal processor with a minimum of 3.5 GHz clock speed, minimum 6MB cache, and minimum 4 threads
- 3.1.2.4 RAM: 8GB single DIMM
- 3.1.2.5 Hard drive: 256GB SSD
- 3.1.2.6 Keyboard: Standard USB
- 3.1.2.7 Mouse: Optical USB 2 button with scroll
- 3.1.2.8 Optical Drive: Multi DVD/RW
- 3.1.2.9 USB ports: USB 3.0, minimum of 4 back, 2 front, with at least one USB 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.
- 3.1.2.10 Expansion Slots: PCI Express compliant
- 3.1.2.11 Video: Dual monitor capability with two HDMI interfaces. DVI or Display Port interfaces may be substituted for HDMI if DVI to HDMI, or Display Port to HDMI, adapters are included and shipped with PC.
- 3.1.2.12 Ethernet port: 10/100/1000 NIC Integrated
- 3.1.2.13 Trusted Platform Module: TPM chip
- 3.1.2.14 Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.
- 3.1.2.15 Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.

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3.1.3 GIS/POWER PC

- 3.1.3.1 Chassis:** Mid tower
- 3.1.3.2 Operating System:** Windows 10 Professional or equal business-class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.
- 3.1.3.3 Processor:** Intel Core i7 or equal processor with a minimum of 3.5 GHz clock speed, minimum 8MB cache, and minimum 8 threads
- 3.1.3.4 RAM:** 16GB single DIMM
- 3.1.3.5 Hard drive:** 512GB SSD Drive
- 3.1.3.6 Keyboard:** Standard USB
- 3.1.3.7 Mouse:** Optical USB 2 button with scroll
- 3.1.3.8 Optical Drive:** Multi DVD/RW
- 3.1.3.9 USB ports:** USB 3.0 with a minimum of 4 back, 2 front, with at least one USB 3.0 Charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.
- 3.1.3.10 Expansion Slots:** PCI Express complaint
- 3.1.3.11 Video:** Dual display capable (two HDMI Interfaces), with a minimum of 4GB dedicated video RAM. PCI Express Interface required - Shared/Integrated Video Cards will not be accepted. Display Port interfaces may be substituted for HDMI if DVI to HDMI, or Display Port to HDMI adapters are included and shipped with PC.
- 3.1.3.12 Ethernet port:** 10/100/1000 NIC Integrated
- 3.1.3.13 Trusted Platform Module:** TPM chip

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

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

3.1.4 STANDARD LAPTOP

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

3.1.4.2 Processor: Intel Core i5 or equal processor with a minimum of 3.5 GHz clock speed, minimum 6MB cache, and minimum 4 threads

3.1.4.3 Ram: 8GB single DIMM

3.1.4.4 Hard Drive: 256GB SSD

3.1.4.5 Keyboard: Standard Integrated

3.1.4.6 Webcam: Integrated

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

3.1.4.8 Video: Standard integrated video, 15" display or greater

3.1.4.9 Battery: Minimum battery life of 6 hours

3.1.4.10 Ethernet Port: 10/100/1000 NIC Standard integrated

3.1.4.11 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485

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GHz for fixed and mobile devices and building personal area networks.

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

3.1.4.13 Trusted Platform Module: TPM chip

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

3.1.4.15 FIPS 201 compliant Smart Card Reader with PIV-I support

3.1.4.16 As a bundled option, Vendor must supply a Standard Laptop that meets all of the requirements set forth in 3.1.4.1 through 3.1.4.15 AND provide an OEM Docking Station and docking station power supply compatible with Standard Laptop. Docking stations from 3rd party manufacturers are not acceptable.

3.1.5 POWER LAPTOP

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

3.1.5.2 Processor: Intel Core i7 or equal processor with a minimum of 3.5 GHz clock speed, minimum 8MB cache, and minimum 8 threads

3.1.5.3 RAM: 16GB single DIMM

3.1.5.4 Hard Drive: 512GB SSD

3.1.5.5 Keyboard: Standard Integrated

3.1.5.6 Webcam: Integrated

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- 3.1.5.7 USB Ports: A minimum of 3 USB 3.0 total with at least one charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.
- 3.1.5.8 Video: minimum of 4GB of dedicated video RAM, 17" or greater display supporting at least 1920x1080 resolution
- 3.1.5.9 Battery: Minimum of 6-hour battery life
- 3.1.5.10 Ethernet Port: 10/100/1000 NIC Standard integrated
- 3.1.5.11 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 GHz for fixed and mobile devices and building personal area networks.
- 3.1.5.12 Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.
- 3.1.5.13 Trusted Platform Module: TPM chip
- 3.1.5.14 Warranty: Four year on-site: minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.
- 3.1.5.15 FIPS 201 compliant Smart Card Reader with PIV-I support
- 3.1.5.16 As a bundled option, Vendor must supply a Power Laptop that meets all of the requirements set forth in 3.1.5.1 through 3.1.5.15 AND provide an OEM Docking Station and docking station power supply compatible with Power Laptop. Docking stations from 3rd party manufacturers are not acceptable.

3.1.6 TABLET PC

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- 3.1.6.1 Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.
- 3.1.6.2 Processor: Intel Core i7 or equal processor with a minimum of 3.5 GHz clock speed, minimum 8MB cache, and minimum 8 threads
- 3.1.6.3 Ram: 8GB single DIMM
- 3.1.6.4 Hard Drive: 256GB SSD
- 3.1.6.5 Keyboard: Detachable
- 3.1.6.6 Camera: 1 front facing and 1 rear facing
- 3.1.6.7 Screen Size: 10" Minimum
- 3.1.6.8 USB Ports: Minimum of 1 USB 3.0 with at least one 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.
- 3.1.6.9 Video: Standard integrated
- 3.1.6.10 Battery: Minimum 6-hour battery life
- 3.1.6.11 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-wavelength UHF radio waves in the ISM band from 2.4 to 2.485 GHz for fixed and mobile devices and building personal area networks.
- 3.1.6.12 Absolute DDS or equal: Complete 5 years, Bios Enabled data and asset protection tool integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts. Five years begins at activation of license and lasts for five (5) calendar years from activation date.
- 3.1.6.13 Trusted Platform Module: TPM chip

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- 3.1.6.14 Warranty: Four year on-site; minimum on-site/next day, to cover a minimum of hardware, keyboards, monitors or other issues with internal components. Parts and labor for repairs included.
- 3.1.6.15 FIPS 201 compliant Smart Card Reader with PIV-I support
- 3.1.6.16 As a bundled option, Vendor must supply a Tablet PC that meets all of the requirements set forth in 3.1.6.1 through 3.1.6.15 AND provide an OEM Docking Station and docking station power supply compatible with Tablet PC. Docking stations from 3rd party manufacturers are not acceptable. OEM Wireless docking station is acceptable if fully compatible with tablet.

3.1.7 ULTRABOOK

- 3.1.7.1 Operating System: Windows 10 Professional or equal business class operating system with graphical user interface capable of running applications in both 64 and 32-bit architecture.
- 3.1.7.2 Processor: Intel Core i7 or equal processor with a minimum of 3.5 GHz clock speed, minimum 8MB cache, and minimum 8 threads
- 3.1.7.3 RAM: 8GB SDRAM single DIMM
- 3.1.7.4 Keyboard: backlit
- 3.1.7.5 Mouse: Glide or Trackpad
- 3.1.7.6 Hard Drive: 256GB SSD
- 3.1.7.7 USB ports: A minimum of 2 USB 3.0 with at least one 3.0 charging. USB Type C may be substituted for USB 3.0 if USB C to USB A adapters are included and shipped with PC.
- 3.1.7.8 Screen Size: 10" Minimum
- 3.1.7.9 Video: Standard Integrated
- 3.1.7.10 Camera: 1 front facing
- 3.1.7.11 Battery: Minimum 8-hour battery life
- 3.1.7.12 Wireless: 802.11 ac 2x2 WiFi and Bluetooth 4.1 or equal wireless technology for exchanging data over short distances using short-

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wavelength UHF radio waves in the ISM band from 2.4 to 2.485 GHz for fixed and mobile devices and building personal area networks.

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

3.1.7.14 Trusted Platform Module: TPM chip

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

3.1.7.16 Maximum System Weight: 3.25 lbs.

3.1.7.17 As a bundled option, Vendor must supply an Ultrabook that meets all of the requirements set forth in 3.1.7.1 through 3.1.7.16 and provide an OEM Docking Station and docking station power supply compatible with Power Laptop. Docking stations from 3rd party manufacturers are not acceptable. OEM Wireless docking station is acceptable if fully compatible with ultrabook

3.1.8 OPTIONAL COMPONENTS AND SERVICES

3.1.8.1 Monitors

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

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

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

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

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- 3.1.8.3 **Power Laptop Power Supply** – Must be compatible with contract Power Laptop
- 3.1.8.4 **Tablet PC Power Supply** – Must be compatible with contract Tablet PC
- 3.1.8.5 **Ultrabook Power Supply** – Must be compatible with contract Ultrabook
- 3.1.8.6 **Absolute DDS or equal complete 5 years data and asset protection tool** integrated deep within a computer, helps detect and enforce compliance and accountability for at-risk data on devices, and assists in recovery efforts, for older equipment or equipment purchased outside of this contract. Five years begins at activation of license and lasts for five (5) calendar years from activation date.
- 3.1.8.7 **Accidental Damage coverage** for all mobile equipment to cover everything standard four-year warranty does not cover.
- 3.1.8.8 **512GB SSD 2.5"**

3.1.9 MISCELLANEOUS MANDATORY REQUIREMENTS

3.1.9.1 Technical Requirements

- 3.1.9.1.1 All computing equipment offered in the Vendor's response must be OEM products. Vendors must provide detailed specification sheets for all requested products within a specified timeframe. Vendor's bid cannot be evaluated until specification sheets are provided. It is preferred that specification sheets be submitted with the bid. Vendors who fail to provide the required specification sheets will be disqualified.
- 3.1.9.1.2 All new equipment must be delivered to the State with new components only, not refurbished, used or recycled components. If providing replacement parts, the WVOT, while preferring new parts, will accept "like new" refurbished parts with the same warranty offered for new parts. Shipping cost for returns must be paid by vendor.
- 3.1.9.1.3 All computers provided under this contract must be business-class machines, as specified in Section 2 of these specifications

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- 3.1.9.1.4 Vendor must provide access (i.e., via an FTP site) to all OEM-provided original system disks associated with the proposed equipment, including, but not limited to, operating system software and drivers.
- 3.1.9.1.5 All hardware provided under this contract must be Energy Star 5.0 compliant.
- 3.1.9.1.6 All Desktops and Monitors must meet minimum Electronic Product Environmental Assessment Tool (EPEAT) Silver certification. The vendor must provide documentation proving level of certification with specification sheets. Vendor's bid cannot be evaluated until specification sheets are provided. The Vendor must be responsible for ensuring equipment meets the latest EPEAT registration requirements before it is delivered. It is preferred certification documentation be provided with the bid.
- 3.1.9.1.7 Vendor must guarantee current model's availability through "end of life" cycle, with the understanding that if platform revisions take place, it is the State's right to accept or reject any proposed model replacements.
- 3.1.9.1.8 Vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period.
- 3.1.9.1.9 Vendor must have consistent hardware configurations on all computers orders.
- 3.1.9.1.10 The successful Vendor must provide a life cycle map of the model upgrades planned or anticipated for the next twelve to eighteen months within thirty (30) days of contract award, and with each subsequent renewal.
- 3.1.9.1.11 Vendor must inform the State in writing, sixty (60) days prior to replacement, of any platform revisions it intends to make. Written notification may be made by e-mail.
- 3.1.9.1.12 Vendor must provide the State with two (2) free of charge of all initial contract models. The State will use this time to test the equipment and images. The state will return the equipment upon expiration of this contract.
- 3.1.9.1.13 Vendor must provide the State with any proposed replacement models, sixty (60) days in advance of discontinuance of current models. The State will use this

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time to test the equipment and images. The state will return the equipment upon expiration of this contract.

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

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

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

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

3.1.9.1.17.1 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.

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

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

3.1.9.2 Shipping, Ordering, Billing

3.1.9.2.1 Orders must be shipped complete. **Partial orders will not be accepted and will be returned at Vendor's expense.**

3.1.9.2.2 Orders must be delivered inside the location specified on the delivery order.

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

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

3.1.9.2.5 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

3.1.9.3 Support and Contacts

3.1.9.3.1 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.

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

3.1.9.3.3 Vendor must provide direct, via telephone, second level technical access 24x7x365 to support all equipment offered.

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

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

3.1.9.3.6 Vendor must provide the State of West Virginia Office of Technology and the Purchasing Division with a

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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

- 3.1.9.3.7** The State reserves the right for agencies to purchase those items listed as "Optional" from this contract but agencies are not required to use this contract for these items. The State reserves the right to purchase those items listed as "Optional" from other sources outside the contract if the pricing for such item(s) is deemed unreasonable or not comparable with current market pricing.

4. CONTRACT AWARD:

- 4.1 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 cost evaluation will include the PC configurations only and not optional components. The Pricing Sheet contains a formula which will add the total value of these columns in order to give the total overall cost.

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.

- 4.2 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.

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

- 4.2.2** Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document.

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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: Stephanie.L.Gale@wv.gov

- 4.2.3** 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.
- 4.2.4** 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.
- 4.2.5** Vendor is required to complete Columns C, D, E, F, G, J, L, and N. Column M, Extended Price, contains a formula and should not be changed and does not require manual input. Total Price, located at the bottom of the sheets, is also a formula and should not be changed.

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.

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

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

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delivery quantity is met.

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.

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

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.

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.

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.

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7 VENDOR DEFAULT:

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

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

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

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

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.

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.

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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.

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: Summer Bailey, TSE
Telephone Number: 304-553-7526
Fax Number: 1-866-301-1761
Email Address: summer.bailey@pomeroy.com

Summer Bailey

CRFQ SWC18*02 IP17 -- Open-End for Desktops, Laptops, Tablets, and Accessories
Vendor Questions and WVOT Responses
08/08/17

Question 01

Is the desire of the State to have a direct contract with the OEM or does the State desire or approve of a local WV partner to hold the contract between the State of WV and the OEM?

WVOT Response 01

The State would accept a contract with a local WV partner, if the products the local WV partner provides are OEM, as defined by Specification 3.1.9.1.1, and meet or exceed all other specifications set forth in the solicitation.

Question 02

Is a stylus (pen) required in the standard Tablet PC configuration or should it be included as an option?

WVOT Response 02

No, the stylus pen is not required in the standard Tablet PC configuration. And, no, it should not be included as an option.

Question 03

The requirements specify that both the desktops and displays have HDMI ports; however, the industry standard is Display Port making this the least costly interface for both desktops and displays. It will also negate the need for video adapters saving the State additional cost and installation complexity. Will the State change the video port standard to Display Port?

WVOT Response 03

Display port interfaces are allowed per specifications if display port to DVI adapters are included.

Question 04

3.1.2 - Our desktops provide 2 standard Display Ports with the ability to support a 3rd, configurable video port. Should this port be configured as Display Port, VGA, HDMI, USB Type-C or left blank?

WVOT Response 04

Per 3.1.2.11 and 3.1.3.11 for desktops, two Video ports must be HDMI or include accessories to adapt to HDMI. A third port may be any of those listed as long as appropriate cables are included.

Question 05

3.1.2.3 - Are the processor clock speeds specified the minimum frequency required or is it acceptable to provide a processor whose frequency range includes the speed acceptable? For example, the base frequency of the Intel i5-7600 is 3.5GHz, however the lower cost Intel i5-7500 processor has a frequency range of 3.4 to 3.8GHz. To save the state money is it acceptable to offer the lower priced Intel i5-7500 processor?

WVOT Response 05

No, the processors must be bid per the specification.

Question 06

Many public institutions have a volume license agreement with Microsoft to upgrade a lower cost operating system (i.e. Windows 10 Home) to Windows 10 Enterprise. Does the State of WV contract with Microsoft allow this or should Windows 10 Professional be included with each configuration?

WVOT Response 06

Per the specifications outlined for all PCs, laptops, and tablets, Windows 10 Professional or equal must be included in each configuration.

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Question 07

The Power Laptop specifies an Nvidia GTX 1050 Ti graphics card as a minimum. Since this is considered a graphics card best suited for PC gaming has the State confirmed that this is a certified product for their engineering and GIS applications? Generally, only Nvidia Quadro product line is certified for these applications.

WVOT Response 07

The video card specification has been modified. A vendor's video card must meet or exceed specifications set forth in the solicitation, as defined as 3.1.5.8.

Question 08

For your e-catalog, are you allowing multiple OEMs to be on the spreadsheet? Or are you only looking for 1 OEM to fulfill your requirements? We want to give you multiple options and wanted to make sure we were allowed to do so.

WVOT Response 08

No, the State is looking for only one OEM to fulfill the requirements.

Question 09

Bid Submission, page 4-5 - Should vendors submit two (2) separate proposals labeled technical and cost or just one (1) proposal with technical and cost information included?

WVOT Response 09

No, this is a RFQ solicitation; those guidelines are only applicable to a RFP.

Question 10

Bid Submission, page 4-5 - If two (2) separate proposals are required, please advise what information and documents should be included in the respective technical and cost proposals?

WVOT Response 10

Please see WVOT Response 09

Question 11

Bid Opening, page 5 - Would the State please consider a 2-week extension for RFQ responses and allow a closing date of 8/31/17 at 1:30PM?

WVOT Response 11

Yes, the State is extending bid opening to 9/7/17 at 1:30 PM.

Question 12

Addendum Acknowledgement, page 6 - For all addenda received, should vendors only submit the addenda acknowledgment form and not the actual addenda?

WVOT Response 12

Only the acknowledgement is necessary with the appropriate boxes marked.

Question 13

Since this term has been left blank, are liquidated damages not an RFQ requirement?

WVOT Response 13

No, liquidated damages are not applicable for this solicitation.

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Question 14

If required, will liquidated damages only apply to subsection 6.1 (Delivery Time) of the Specifications (RFQ page 38)?

WVOT Response 14

Please see WVOT Response 13.

Question 15

We understand that acceptance or use of vendor's forms does, in fact, constitute acceptance of its terms and conditions. Would you please clarify, as we are unclear how the State can accept/use a vendor form without agreeing to its terms/conditions?

WVOT Response 15

The terms and conditions included the advertisement are the State of WV's Master Terms and Conditions. Minimal negotiations will be allowed prior to award.

Question 16

Section 41 does not include specific reporting requirements. However, in section 8.3 is the State specifying what is required for this RFQ?

WVOT Response 16

Yes, the reporting requirements outlined in the specifications document as 8.3 and 3.1.9.3.6 are the specific reporting requirements for this solicitation and subsequent contract.

Question 17

This paragraph references W. Va. Code § 5A-3-56, which applies to construction/public works projects. As a result, it appears that paragraph 43 does not apply to this Solicitation. Would you please confirm?

WVOT Response 17

Correct, this does not apply to this solicitation.

Question 18

This paragraph references W.Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq. Since both citations apply to construction/public works projects, it appears paragraph 443 does not apply to this Solicitation. Would you please confirm?

WVOT Response 18

Correct, this does not apply to this solicitation.

Question 19

Would the State consider including AMD? We can offer long term support in Win 7 on a new platform, if desired. Our graphics performance is still industry leading and if the State wants a managed platform the AMD solution supports out of band management for all CPUs not just i5 and i7 like our competitors.

Rationale: AMD can deliver performance with no compromise while demonstrating a better user experience. Making performance features like turbo core and multithreaded computing, manageability and security functionality (including Win 10 support) available, even at the bottom end of the CPU stack means that organizations can buy the right level of performance for each type of user and not overspend for performance they do not need.

WVOT Response 19

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While the State prefers Intel processors, as every machine deployed uses Intel processors, an alternative processor will be considered given that it meets the required specifications set forth in the solicitation.

Question 20

3.1.8.3.5 Is this WVOT's version of qualified repairs or HP's version of qualified repairs? Would you please clarify?

WVOT Response 20

Upon further review, the State is deleting the former requirement 3.1.8.3.5

Question 21

3.1.8.3.5 What are the parts?

WVOT Response 21

See WVOT Response 20.

Question 22

6.4 Return of Unacceptable Items - Please define what the State considers an "unacceptable" Contract Item?

WVOT Response 22

The State considers "unacceptable" to mean new, out-of-the-box non-functioning items or items other than those requested by the Agency.

Question 23

6.4 Return of Unacceptable Items - Will the State agree that it will notify vendor (in writing) within ten (10) business days after receipt of Contract Items, of any Contract Items that meet the definition of "unacceptable?"

WVOT Response 23

Due to the nature of this contract and its scope for use by all state agencies, the WVOT is unable to commit to the suggested notification.

Question 24

For bids being submitted in Oasis, will the cost that is calculated on the pricing page be the unit price that I put into Oasis?

WVOT Response 24

Correct, the total dollar value of the bid will be submitted under "unit cost" in wvOASIS; however, Vendors must complete the pricing sheet attached to the solicitation fully and completely in order to have their bids evaluated.

Question 25

Does the State of WV want the prices of the units to include KEEP YOUR HARD DRIVE on all units?

WVOT Response 25

If this question is in reference to 3.1.9.1.18 (previously 3.1.8.1.18), yes, vendors are required to meet this mandatory specification and it must be included in each unit's cost.

Question 26

Does price of the mobile units need to include the keep your hard drive, accidental damage, as well as the 4-year NBD?

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WVOT Response 26

Specifications 3.1.9.1.18 ("keep your hard drive") and 3.1.9.2.4 ("4-year NBD") are mandatory requirements of the contract, and therefore, Vendors must include these items and services in the cost of the bid.

Per specification 3.1.8.7, Accidental Damage is an optional component of this contract, and may not be purchased with every mobile unit. The cost of Accidental Damage must be included in the pricing page, but not built into the cost of the mobile units.

Question 27

3.1.2.4 Would the State of WV consider 2 – 4GB DIMMS if it is more cost effective?

WVOT Response 27

No, the solicitation requires a single DIMM module. Additional memory configuration and pricing should be determined using this requirement as a baseline.

Question 28

3.1.2.5 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Response 28

No, the State requires bids to include SSD drives.

Question 29

3.1.3.4 Would the State of WV consider 2 – 8GB DIMMS if it is more cost effective?

WVOT Response 29

See WVOT Response 27

Question 30

3.1.3.5 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Response 30

See WVOT Response 28

Question 31

3.1.4.3 Would the State of WV consider 2 – 4GB DIMMS if it is more cost effective?

WVOT Response 31

See WVOT Response 27

Question 32

3.1.4.4 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Response 32

See WVOT Response 28

Question 33

3.1.4.12 Absolute DDS – does this need to be included in the price of the unit or listed by itself? There is a separate line item on the pricing page, but it is listed in the specs.

WVOT Response 33

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Upon further review, the State is requiring that Absolute DDS be included in the price of all units and installed by the vendor. The Absolute DDS listed as an optional component is for equipment that is out of license with Absolute due to age or equipment purchased outside this contract. Specification 3.1.8.6 has been modified to reflect this and specifications 3.1.2.15 and 3.1.3.15 have been added.

Question 34

3.1.4.17 Will the laptop and docking station always be purchased together, for a bundled sku? And, does the dock need to be added to the pricing page as a septate line item for single optional purchases?

WVOT Response 34

Upon further review, the State is requesting two options for the Agencies for all requested mobile units. One option will be a bundled option including the mobile unit and the docking station. A second option will be only the mobile unit (no docking station). The pricing page and specifications have been modified to reflect these changes.

Question 35

3.1.5.3 Would the State of WV consider 2 – 8GB DIMMS if it is more cost effective?

WVOT Response 35

See WVOT Response 27

Question 36

3.1.5.4 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Response 36

See WVOT Response 28

Question 37

3.1.5.17 Will the laptop and docking station always be purchased together, for a bundled sku? And, does the dock need to be added to the pricing page as a septate line item for single optional purchases?

WVOT Response 37

See WVOT Response 34

Question 38

3.1.6.3 Would the State of WV consider 2 – 4GB DIMMS if it is more cost effective?

WVOT Response 38

See WVOT Response 27

Question 39

3.1.6.4 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Response 39

See WVOT Response 28

Question 40

3.1.6.17 Will the laptop and docking station always be purchased together, for a bundled sku? And, does the dock need to be added to the pricing page as a septate line item for single optional purchases?

WVOT Response 40

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See WVOT Response 34

Question 41

3.1.7.3 Would the State of WV consider 2 – 4GB DIMMS if it is more cost effective?

WVOT Answer 41

See WVOT Response 27

Question 42

3.1.7.6 Would the State of WV consider a SATA drive if it is more cost effective? If so, what would be the minimum size?

WVOT Answer 42

See WVOT Response 28

Question 43

3.1.7.18 Will the laptop and docking station always be purchased together, for a bundled sku? And, does the dock need to be added to the pricing page as a separate line item for single optional purchases?

WVOT Response 43

See WVOT Response 34

Question 44

3.1.8.8 Please provide a copy of what information would be listed on the equipment tagging.

WVOT Response 44

Upon further review, the State is deleting the former specification pertaining to equipment tagging – previously 3.1.8.8.

Question 45

3.1.8.8 Would the State of WV be providing the asset tags?

WVOT Response 45

See WVOT Response 44.

Question 46

3.1.8.9 Is this SSD an upgrade for the units that are spec'd with a 256 SSD?

WVOT Response 46

Yes, however, it should be noted that 3.1.8.9 in the original solicitation has been modified to 3.1.8.8 in Addendum 1.

Question 47

3.1.8.9 Will there be a case where the State of WV would want to run dual internal HDD?

WVOT Response 47

No, the State does not anticipate running dual internal HDD.

Question 48

3.1.8.1.11 We are required to inform the State in writing, sixty (60) days prior to replacement. Can you please provide contact information to who we would need to send the written notification (by email)?

WVOT Response 48

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Specification 3.1.8.1.11 has been changed to specification 3.1.9.1.11, and the notification should be sent to OTPurchasingRequest@wv.gov

Question 49

3.1.8.1.12 Do the free units need to include monitors?

WVOT Response 49

Specification 3.1.8.1.12 has been changed to 3.1.9.1.12. No, free units do not need to include monitors.

Question 50

3.1.8.1.16 Example: Current model goes EOL and replacement has been sent for testing and approval to State of WV. What is the timeframe on getting the approval back on those units?

WVOT Response 50

Specification 3.1.8.1.16 has been changed to specification 3.1.9.1.16. Generally, 15 business days.

Question 51

3.1.8.1.19 For the optional components, where do those need to be included? Can it be added to the pricing page that was attached in Oasis?

WVOT Response 51

Upon further review, the State is deleting former specification 3.1.8.1.19

Question 52

3.1.8.2.1 Can you provide an example of what you consider "shipped complete"?

WVOT Response 52

Specification 3.1.8.2.1 has been changed to specification 3.1.9.2.1. The State considers "shipped complete" to mean all components in the order arriving together, at the same time.

Question 53

3.1.8.2.2 Will there be cases where a liftgate would be needed for delivery?

WVOT Response 53

Specification 3.1.8.2.2 has been changed to 3.1.9.2.2. Yes, depending on the size of the orders placed, a liftgate may be required.

Question 54

3.1.8.2.4 Will the emergency orders be "Standard Configuration" items only?

WVOT Response 54

The State is deleting this specification 3.1.8.2.4.

Question 55

3.1.8.2.5 Are the NBD replacement parts for warrantied items only or out of warranty items as well?

WVOT Response 55

Specification 3.1.8.2.5 has been changed to specification 3.1.9.2.4. Warranty items only.

Question 56

3.1.8.3.3 Is the State of WV asking for direct, second (24x7x365) level support for all devices that would be part of this response?

WVOT Response 56

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Specification 3.1.8.3.3 has been changed to specification 3.1.9.3.3. Yes, the State is requiring a direct, via telephone, second level technical access 24x7x365 to support all equipment offered. This specification has been clarified.

Question 57

3.1.8.3.4 - Can the site required in this section be 2 different web sites?

WVOT Response 57

Specification 3.1.8.3.4 has been changed to specification 3.1.9.3.4. Yes, as long as all sites can be accessed by technicians and meet specifications.

Question 58

3.1.8.3.8 Optional items, can we add additional items to the pricing page? i.e. accessories, upgrades, cases, etc. If not, where would these items need to be listed?

WVOT Response 58

Specification 3.1.8.3.8 has been changed to specification 3.1.9.3.7. No, the State is only contracting for the items listed on the Pricing Page. Any additional items a Vendor may submit will not be evaluated and should not be included in the bid.

Question 59

8.2 Can you please provide any historical data for computer purchases made over the last year? Quantities for each category.

WVOT Response 59

Based on the best data available, the State has procured approximately 850 desktop machines, and 3,500 laptops.

Question 60

Section 3.1.2 and 3.1.3 – Considering that dual HDMI is not industry standard and that display port can support higher data rates, would the state accept dual display port as opposed to dual HDMI? Almost all monitors have display port as a standard and having to include the adapters would impact the state with an unneeded cost.

WVOT Response 60

See WVOT Response 4.

Question 61

Section 3.1.8.2.3 – Can WVOT provide a desired best practice for a vendor when impacted with an industry wide component delay that may result in missing delivery targets on a given model?

WVOT Response 61

Specification 3.1.8.2.3 has been changed to specification 3.1.9.2.3. The State understands that there may be instances in which Vendors cannot supply products for circumstances beyond their control. In those instances, the State requires written notification and documentation, outlining the causes, effects, and corrective action plan to ensure products are delivered as soon as possible.

Question 62

Section 3.1.8.2.4. – 5 business days to fulfill an order on a build to order system is non-industry standard. Would the state be willing to assist in accurate forecasting with their vendor so they can plan and stock supply in case of an emergency order need?

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WVOT Response 62

See WVOT Response 54.

Question 63

Section 3.1.8.2.4. – Can the state confirm or help clarify the associated penalties for the 5 business day emergency order?

WVOT Response 63

See WVOT Response 54.

Question 64

Section 3.1.8.3.8 –Would the state be willing to advise or provide input on the option services or products they would like to see added in a vendor's response?

WVOT Response 64

Specification 3.1.8.3.8 has been changed to specification 3.1.9.3.7. The State is only requesting and evaluating based on the components listed in this solicitation. Vendors should not include anything beyond the scope of this RFQ.

Question 65

Section 3.1.8.1.12 – What is the desired date for test equipment to be sent to the State? Will this equipment be returned to non awarded vendors?

WVOT Response 65

Specification 3.1.8.1.12 has been changed to specification 3.1.9.1.12. This specification only applies to the winning Vendor. Unsuccessful bidders will not be asked for equipment, nor should equipment be sent to the State without its request.

Question 66

Section 3.1.8.3.3 – Can WVOT clarify on direct 2nd level support? Standard enterprise warranty support from vendor would include 24x7x365 support and 2nd level support after qualifying issue at level – Immediate 2nd level escalation would mandate a higher service level.

WVOT Response 66

See WVOT Response 56.

Question 67

How many copies of the vendor bid response will WVOT like to receive?

WVOT Response 67

Only one copy is needed.

Question 68

Can WVOT assist in providing the bid in an editable pdf or word format?

WVOT Response 68

No, the WVOT will provide an electronic copy of the pricing spreadsheet in order for vendors to submit their pricing, but an editable copy of the entire bid is not available for distribution.

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Question 69

Please clarify 3.1.8.1.8 - *"Vendor must stock spare parts for ALL proposed equipment, for the duration of the warranty period."* Is it acceptable for the spare parts to be provided directly from the manufacturer?

WVOT Response 69

Specification 3.1.8.1.8 has been changed to specification 3.1.9.1.8. Yes, spare parts may be provided directly from the manufacturer; however, the Vendor is responsible for facilitating their delivery to the State, as well as paying the cost of all such action.

Question 70

Please clarify 3.1.8.1.15 - *"Vendor must guarantee any proposed replacement units are of equivalent pricing (equal to, or less than) to initially bid units"* By "replacement units" does the State require that the product be replaced by discontinued/end of life units, or a newer/updated model?

WVOT Response 70

Specification 3.1.8.1.15 has been changed to specification 3.1.9.1.15. No, units must be newer/updated models that meet or exceed the specifications set forth in the original solicitation with the same price or less than the cost of the models they are replacing.

Question 71

Please clarify 3.1.8.3.3 - *"Vendor must provide direct, second level technical access 24x7x365 to support all equipment offered."* Does this requirement refer to technical support provided with warranties, or access to a Help Desk?

WVOT Response 71

See WVOT Response 56

Question 72

Please clarify 3.1.8.8 – *"Equipment Tagging upon the request of the agency."* Zones is able to provide Equipment Tagging. However, does the State of West Virginia expect the tagging to take place at our facilities, or at the end user's facilities? Does the State understand that Equipment Tagging can increase the delivery time of units? What is an acceptable increase in delivery time to the State, and should Equipment Tagging be employed?

WVOT Response 72

See WVOT Response 44.

Question 73

Please clarify 3.1.8.7 – *"Absolute DDS complete 5 years or equal"* Will the State require the Vendor to install Absolute DDS when purchased, or will the software be installed by the end user?

WVOT Response 73

See WVOT Response 33.

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 exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that 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: Pomeroy IT Solutions Sales Co.

Authorized Signature: Summer Bailey Date: 09/06/2017

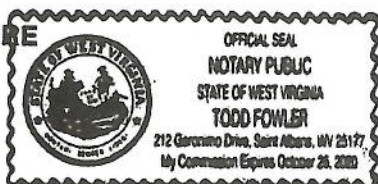
State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 6th day of September, 2017.

My Commission expires October 26, 2020.

AFFIX SEAL HERE



NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 08/01/2015)

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Pomeroy

Signed: Summer Bailey

Date: 09/06/2017

Title: Technology Solutions Executive

VENDOR: (Please attach with your bid)

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: Summer Bailey

Vendor's Address: Pomeroy

500 Westmoreland Office Park

Dunbar, WV 25064

Telephone Number: 304-553-7526

Fax Number: 1-866-301-1761

Email Address: summer.bailey@pomeroy.com

Additional contact information can be found in Pomeroy response.

Summer
Bailey

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** – Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** – Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** – The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** – Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor.
5. **PAYMENT** – Any reference to prepayment are deleted. Fees for software licenses, subscriptions, or maintenance are payable annually in advance. Payment for services will be in arrears.
6. **INTEREST** – Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
7. **NO WAIVER** – Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
8. **FISCAL YEAR FUNDING** – Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATIONS** – Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** – Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** – The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** – Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** – The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages is hereby deleted. Vendor's liability under the agreement shall not exceed three times the total value of the agreement. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** – Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.
15. **TERMINATION CHARGES** – Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** – Any references to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** – Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.
18. **RIGHT TO NOTICE** – Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** – Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **CONFIDENTIALITY** – Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.
21. **AMENDMENTS** – All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.
22. **DELIVERY** – All deliveries under the agreement will be FOB destination unless otherwise stated in the State's original solicitation. Any contrary delivery terms are hereby deleted.

ACCEPTED BY:
STATE OF WEST VIRGINIA

Spending Unit: _____

Signed: _____

Title: _____

Date: _____

VENDOR

Company Name: Pomeroy IT Solutions, Sales Co

Signed: Summer Bailey

Title: Technology Solutions Executive

Date: 09/06/2017



June 27, 2017

Pomeroy
1020 PETERSBURG RD
HEBRON, KY 41048
US

RE: Dell EMC Partner Program - Authorized Reseller

Dear Pomeroy:

This letter confirms that as of the date written above, you are a Dell EMC authorized reseller participating in the Dell EMC Partner Program. This relationship authorizes you to resell Dell EMC products and services to commercial end-users¹ in accordance with the Dell Reseller Terms of Sale, or your EMC Channel Purchase Agreement as applicable.

Please feel free to contact us if you have any additional questions regarding this letter. We look forward to doing business with you.

Warm regards,

A handwritten signature in black ink, appearing to read "J. Byrne".

John Byrne
President, Global Channels
Dell EMC

¹This letter is not an authorization to resell Dell EMC products to Public or Federal end-users or to end-users prohibited by the Dell EMC Partner Program Agreement, the Dell Reseller Terms of Sale, Partner's existing EMC Channel Purchase Agreement, or any reseller terms applicable to products from a Dell EMC Strategically Aligned Business. Federal end-user means the United States Government or other entities as authorized in GSA Order ADM 4800.2 as amended (collectively, "Federal End-Users") or utilizing Dell IT assets in support of USG contracts and/or for internal use as a normal course of business, as approved by Dell.

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

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

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

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

"Interested party" or "Interested parties" means:

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

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

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

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

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

Contracting business entity: Pomeroy IT Solutions Sales Company, Inc a DE corporation

Address: 1020 Petersburg Road, Hebron KY 41048 - principal place of business

Contracting business entity's authorized agent: Tom Froman, VP SLED

Address: 1020 Petersburg Road, Hebron KY 41048

Number or title of contract: SWC1800000002 - Open-End for Desktops, Laptops, Tablets

Type or description of contract: Technology

Governmental agency awarding contract: WV Department of Administration

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

Pomeroy Group LLC, a Delaware limited liability company with 100% ownership interested in the contracting business entity

Signature: [Signature] Date Signed: 09/06/2017

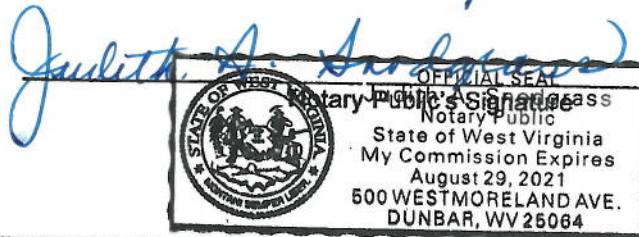
☐ Check here if this is a Supplemental Disclosure.

Verification

State of West Virginia, County of Kanawha

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

Taken, sworn to and subscribed before me this 6th day of Sept



To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

IP17 Pricing Page

Est. Quantity	Specification	Vendor Customer Code	Supplier Part Number	Supplier Name	Manufacturer Name	Manufacturer Part Number	Commodity Code	Item Description	Extended Description	Unit of Measure	List Price	Extended Price	Delivery Days
4000	3.1.2		219123 SWC-SPC-0100	Pomeroy	Dell	3000017189240	43210000	Standard PC	Optiplex 5050 MT - Intel i5, 8GB, 256GB SSD	EA	780.4	\$ 3,121,600.00	16
1000	3.1.3		219123 SWC-PPC-0100	Pomeroy	Dell	3000017189287	43210000	GIS/Power PC	Precision Workstation T3620 MT - Intel i7, 16GB, 512GB SSD	EA	1353.91	\$ 1,353,910.00	16
500	3.1.4		219123 SWC-SNB-0100	Pomeroy	Dell	3000017189422	43210000	Standard Laptop	Latitude 5580 - Intel i5, 8GB, 256GB SSD	EA	1024.85	\$ 512,425.00	16
1500	3.1.4.16		219123 SWC-SNB-0200	Pomeroy	Dell	3000017189422/105	43210000	Standard Laptop w/Dock	Latitude 5580 - Intel i5, 8GB, 256GB SSD w/ Dock	EA	1149.02	\$ 1,723,530.00	16
500	3.1.5		219123 SWC-PNB-0100	Pomeroy	Dell	3000017190359	43210000	Power Laptop	Mobile Precision 7720 - Intel i5, 16GB, 512GB SSD	EA	2024.93	\$ 1,012,465.00	16
1500	3.1.5.16		219123 SWC-PNB-0200	Pomeroy	Dell	3000017190359/105	43210000	Power Laptop w/Dock	Mobile Precision 7720 - Intel i5, 16GB, 512GB SSD w/ Dock	EA	2151.51	\$ 3,227,265.00	16
100	3.1.6		219123 SWC-TPC-0100	Pomeroy	Dell	3000017190468	43210000	Tablet PC	Latitude 12 5285 - Intel i7, 16GB, 256GB SSD	EA	1457.06	\$ 145,706.00	16
300	3.1.6.16		219123 SWC-TPC-0200	Pomeroy	Dell	3000017190468/079	43210000	Tablet PC w/Dock	Latitude 12 5285 - Intel i7, 16GB, 256GB SSD w/ Dock	EA	1569.43	\$ 470,829.00	16
500	3.1.7		219123 SWC-UNB-0100	Pomeroy	Dell	3000017190412	43210000	Ultrabook	Dell Latitude 7280 - Intel i7, 8GB, 256GB SSD	EA	1127.85	\$ 563,925.00	16
1500	3.1.7.17		219123 SWC-UNB-0200	Pomeroy	Dell	3000017190412/079	43210000	Ultrabook w/Dock	Dell Latitude 7280 - Intel i7, 8GB, 256GB SSD w/ Dock	EA	1240.73	\$ 1,861,095.00	16
1000	3.1.8.1.1		219123 SWC-LED-0120	Pomeroy	Dell	3000017188916	43210000	20" LED Monitor	Dell 20 Monitor - P2017H	EA	103.61	\$ 103,610.00	16
500	3.1.8.1.2		219123 SWC-LED-0124	Pomeroy	Dell	3000017188946	43210000	24" LED Monitor	Dell 24 Monitor - P2417H	EA	145.05	\$ 72,525.00	16
500	3.1.8.1.3		219123 SWC-LED-0127	Pomeroy	Dell	3000017188968	43210000	27" LED Monitor	Dell 27 Monitor - P2717H	EA	186.5	\$ 93,250.00	16
1	3.1.8.2		219123 SWC-SNB-0300	Pomeroy	Dell	3000017200949	43210000	Standard Laptop Power Supply	Standard Laptop Power Supply	EA	42.16	\$ 42.16	16
1	3.1.8.3		219123 SWC-PNB-0300	Pomeroy	Dell	3000017200946	43210000	Power Laptop Power Supply	Power Laptop Power Supply	EA	84.78	\$ 84.78	16
1	3.1.8.4		219123 SWC-TPC-0300	Pomeroy	Dell	3000017200945	43210000	Tablet PC Power Supply	Tablet PC Power Supply	EA	36.33	\$ 36.33	16
1	3.1.8.5		219123 SWC-UNB-0300	Pomeroy	Dell	3000017200949.1	43210000	Ultrabook Power Supply	Ultrabook Power Supply	EA	42.16	\$ 42.16	16
1	3.1.8.6		219123 SWC-ABS-0300	Pomeroy	Dell	3000017200947	43210000	Absolute DDS complete 5 years or equal	Absolute DDS Complete	EA	88.88	\$ 88.88	16
1	3.1.8.7		219123 SWC-DEL-0300	Pomeroy	Dell	300-ACC	43210000	Accidental Damage Coverage for mobile equipment	Accidental Damage Coverage for Mobile Equipment	EA	204	\$ 204.00	16
1	3.1.8.8		219123 SWC-HDD-0300	Pomeroy	Dell	3000017200950	43210000	512 GB SSD 2.5"	512GB SSD	EA	327	\$ 327.00	16

Total Price \$6,710,031.00