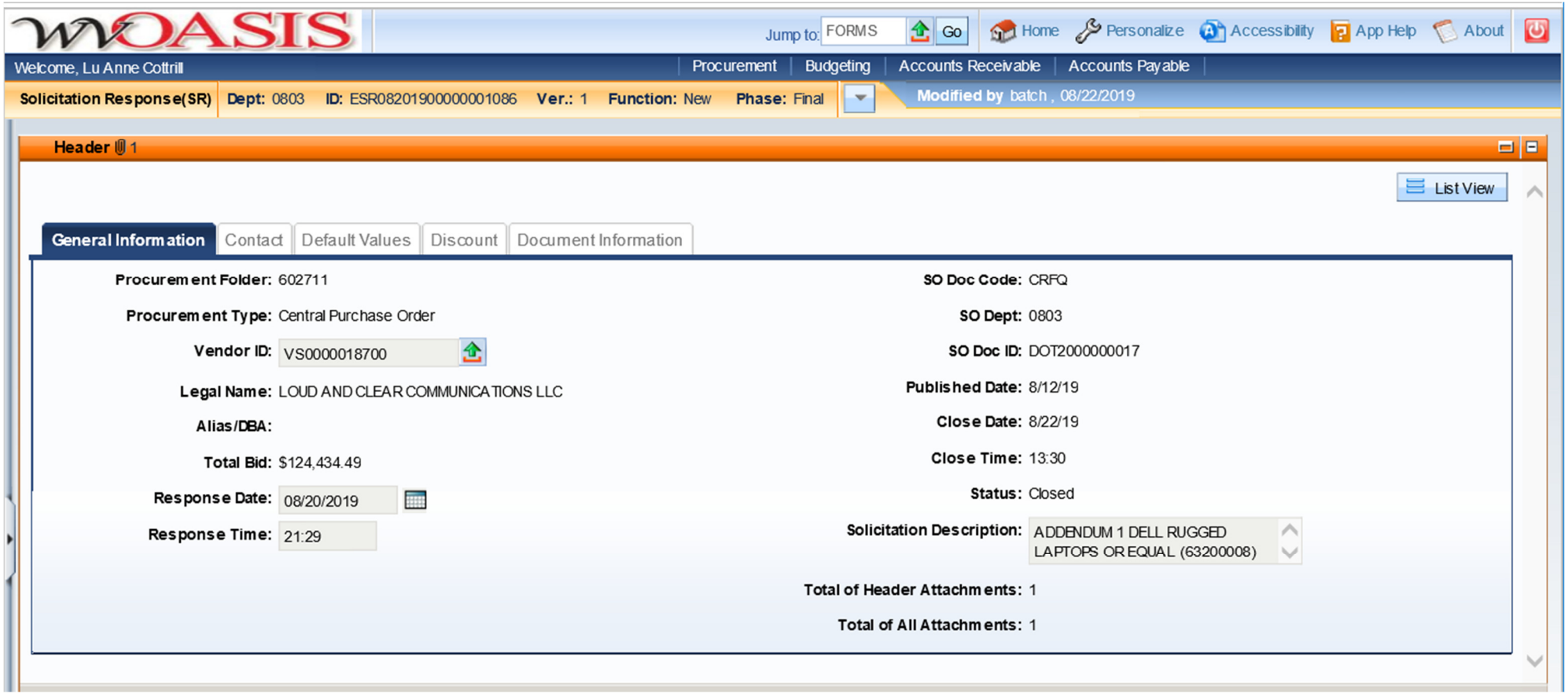
The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency 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.


wvOASIS
Jump to: FORMS Go
Home
Personalize
Accessibility
App Help
About
Welcome, Lu Anne Cottrill
Procurement
Budgeting
Accounts Receivable
Accounts Payable
Solicitation Response(SR) Dept: 0803 ID: ESR08201900000001086 Ver.: 1 Function: New Phase: Final
Modified by batch , 08/22/2019
Header 1
List View
General Information
Contact
Default Values
Discount
Document Information
Procurement Folder: 602711
Procurement Type: Central Purchase Order
Vendor ID: VS0000018700
Legal Name: LOUD AND CLEAR COMMUNICATIONS LLC
Alias/DBA:
Total Bid: $124,434.49
Response Date: 08/20/2019
Response Time: 21:29
SO Doc Code: CRFQ
SO Dept: 0803
SO Doc ID: DOT2000000017
Published Date: 8/12/19
Close Date: 8/22/19
Close Time: 13:30
Status: Closed
Solicitation Description: ADDENDUM 1 DELL RUGGED LAPTOPS OR EQUAL (63200008)
Total of Header Attachments: 1
Total of All Attachments: 1

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

State of West Virginia
Solicitation Response

Proc Folder : 602711

Solicitation Description : ADDENDUM 1 DELL RUGGED LAPTOPS OR EQUAL (63200008)

Proc Type : Central Purchase Order

Date issued	Solicitation Closes	Solicitation Response	Version
	2019-08-22 13:30:00	SR 0803 ESR08201900000001086	1

VENDOR

VS0000018700

LOUD AND CLEAR COMMUNICATIONS LLC

Solicitation Number: CRFQ 0803 DOT2000000017

Total Bid : $124,434.49 **Response Date:** 2019-08-20 **Response Time:** 21:29:16

Comments: We will partner with Getac. Inc. to delivery an unsurpassed solution while providing hands-on support and Day One coverage. We, as a team, ensure a successful transition to the Getac S410G2.
Thank you for considering Loud and Clear Communications. We look forward to helping you with your communication and technological needs. Please contact us if you have any questions.
260-376-0231
office@loudnclearllc.com
loudnclearllc.com
921 E Dupont Road
Ste 762
Fort Wayne, IN 46825

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead

(304) 558-2402
crystal.g.hustead@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	DELL LATITUDE RUGGED LAPTOPS OR EQUAL	70.00000	EA	$1,777.635500	$124,434.49

Comm Code	Manufacturer	Specification	Model #
43210000			

Extended Description : DELL LATITUDE RUGGED LAPTOPS OR EQUAL

Comments: GETAC : S410 G2 Basic,i5-8250U,14inch+FHD Webcam,Win10 x64+16GB,256GB SSD,STD LCD,US KBD+US Power cord,Membrane Backlit KBD (RED Light),Wifi+BT,2nd Battery

LOUD AND CLEAR
COMMUNICATIONS LLC

260-376-0231
loudnclearllc.com
921 E Dupont Rd, Ste 762
Fort Wayne, IN 46825

Ms. Crystal Hustead,

As a technology provide for over 16 years, Loud and Clear Communications has been providing outstanding procurement , integration and services support for customers across the US across various high demand industries. We were founded by two veterans to support military requirements and have developed the discipline and a tenacity to get things done. We understand the importance of responsive professional relationships and customer service and know Loud and Clear Communications will deliverall hardware, software, telecommunications and networking needs West Virginia Depart of Highways. We empower your team to communicate loud and clear.

Attached to this document are the following:

1. Purchasing Affidavit (2)
2. Disclosure of Interested Parties to Contracts (3)
3. Official Quote (4)
4. Purpose and Scope (5)
5. General Requirements (6-11)
6. Specification Sheets (12-13)
7. Certifications (14-20)

We will partner with Getac. Inc. to delivery an unsurpassed solution while providing hands-on support and Day One coverage. We, as a team, ensure a successful transition to the Getac S410G2.

Thank you for considering Loud and Clear Communications. We look forward to helping you with your communication and technological needs. Please contact us if you have any questions.

Sincerely,

Andrew Hollins
Managing
Member

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract 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.

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

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

DEFINITIONS:

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

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

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

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: Loud and Clear Communications, LLC

Authorized Signature: Andrew Hollins Date: 8/20/2019

State of INDIANA

County of MARION, to-wit:

Taken, subscribed, and sworn to before me this 20 day of AUGUST, 2019

My Commission expires 04/10, 2027.

AFFIX SEAL HERE

Alicia Noland
Notary Public - Seal
State of Indiana
Madison County
My Commission Expires 04/10/2027
Commission No. NP0719713

NOTARY PUBLIC

Purchasing Affidavit (Revised 01/19/2018)

West Virginia Ethics Commission

Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

Name of Contracting Business Entity: Loud and Clear Communications, LLC

Address: 921 E Dupont Rd, STE 762, Fort Wayne, IN 46825

Name of Authorized Agent: Andrew Hollins **Address:** 921 E Dupont Rd, STE 762, Fort Wayne, IN 46825

Contract Number: CRFQ0803 DOT 200000017 **Contract Description:** Dell Rugged Laptops or Equal

Governmental agency awarding contract: Divisions of Highway

☑ **Check here if this is a Supplemental Disclosure**

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below *(attach additional pages if necessary)*:

1. **Subcontractors or other entities performing work or service under the Contract**
   ☑ Check here if none, otherwise list entity/individual names below.

2. **Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)**
   ☐ Check here if none, otherwise list entity/individual names below.
   Andrew Hollins

3. **Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)**
   ☐ Check here if none, otherwise list entity/individual names below.
   Andrew Hollins

Signature: Andrew Hollins **Date Signed:** 8/20/2019

Notary Verification

State of INDIANA **, County of** MARION :

I, Andrew Hollins, **the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.**

Taken, sworn to and subscribed before me this 20 **day of** August **,** 2019

Notary Public's Signature

To be completed by State Agency:
Date Received by State Agency: _____
Date submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____

Alicia Noland
Notary Public - Seal
State of Indiana
Madison County
My Commission Expires 04/10/2027
Commission No. NP0719713

Revised June 8, 2018

Loud and Clear Communications, LLC

921 E Dupont Rd
Ste 762
Fort Wayne, IN 46825

office@loudnclearllc.com
www.loudnclearllc.com
(260) 376-0231

Official Quote

Date	Estimate #
8/19/2019	S1059.1

Name / Address
Division of Highway Information Service Division 1900 Kanawha Blvd E Bldg 5, RM 920 Charleston, WV 25305-0430

Division of Highway
Information Service Division
1900 Kanawha Blvd E
Bldg 5, RM 920
Charleston, WV 25305-0430

Terms	Project
Net 30	Dell Rugged Laptops or Equal

Item	Description	Qty	Rate	MPN	Total
5642164	GETAC : S410 G2 Basic,i5-8250U,14inch+FHD Webcam,Win10 x64+16GB,256GB SSD,STD LCD,US KBD+US Power cord,Membrane Backlit KBD (RED Light),Wifi+BT,2nd Battery	70	1,547.69557	SH1NTDAASDLX	108,338.69
4167204	GETAC : (Bumper to Bumper)+ Extended Warranty- Semi-Rug Laptop (Year 1,2,3 & 4) MSRP: 799.00	70	103.09	GE-SVSRNFX4Y	7,216.30
5396063	GETAC : DDSPRM-F-V1-60,Absolute Resilience-60 Month Term-1-2499 Unit Volume	70	126.85	OSDDPRM60	8,879.50
5644126-GET-S...	GETAC : 1% HOT SPARES, MOQ 50 UNITS for S410 SKU SH1NTDAASDLX: i5-8250U, Webcam, Win10+16GB RAM,256GB SSD,STD LCD, Membrane Backlit KBD, Wifi+BT, 2nd Battery, SD Card Reader, Low Temp -21C, TPM 2.0, IP52, 3 Year LTD Warranty	2	0.00	S410G2-HOTSPR-WVDH	0.00

Signature Andrew Hollins

Please see all attached documentation for further clarification.

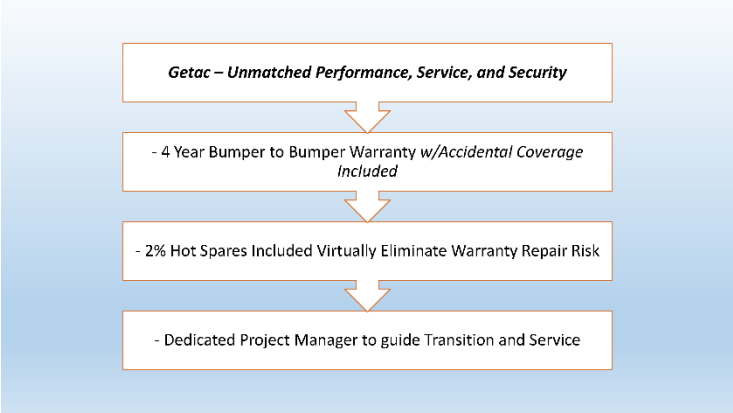
Total $124,434.49

1. **PURPOSE AND SCOPE**: Loud and Clear Communications, LLC and Getac, Inc. is proud to propose to

the following solution to the West Virginia Department of Transportation in response to the solicitation to establish a contract for the one-time purchase of (70) Seventy Dell Latitude 14 Rugged 5414 laptops or equal.

1.1. Loud and Clear Communications, LLC (Loud and Clear, LLC) is a complete solution for technology needs for small to enterprise level businesses and government organizations. We provide a one-stop solution to all their technology needs. We are currently serving state and local government agencies from West Virginia, Iowa, and Pennsylvania. We are a recognized leader in small, large, and enterprise businesses as well as government IT solutions, procurement and services.

1.2 As one of the leading rugged computer manufacturers in the world, Getac Inc. offers the most extensive



rugged computing product lines including notebooks, tablets and handheld computers. Since 1989, Getac has been manufacturing rugged computers for some of the most demanding users in the most mission critical environments. Global presence in a wide range of industries including military, public safety, field service, transportation and manufacturing. Getac is committed to green IT products and environmental protection. We implement strict policies to ensure that our products, packaging and manufacturing process fulfill environmental requirements. There's no doubt that we think Getac rugged computers are hands down the best. Getac has over 250 full-time engineers dedicated to finding solutions to real life problems. From sunlight readability, thermal heat dissipation, power management and mechanical design to unique technologies like night vision and salt fog protection, Getac has you covered.

2. **GENERAL REQUIREMENTS**:

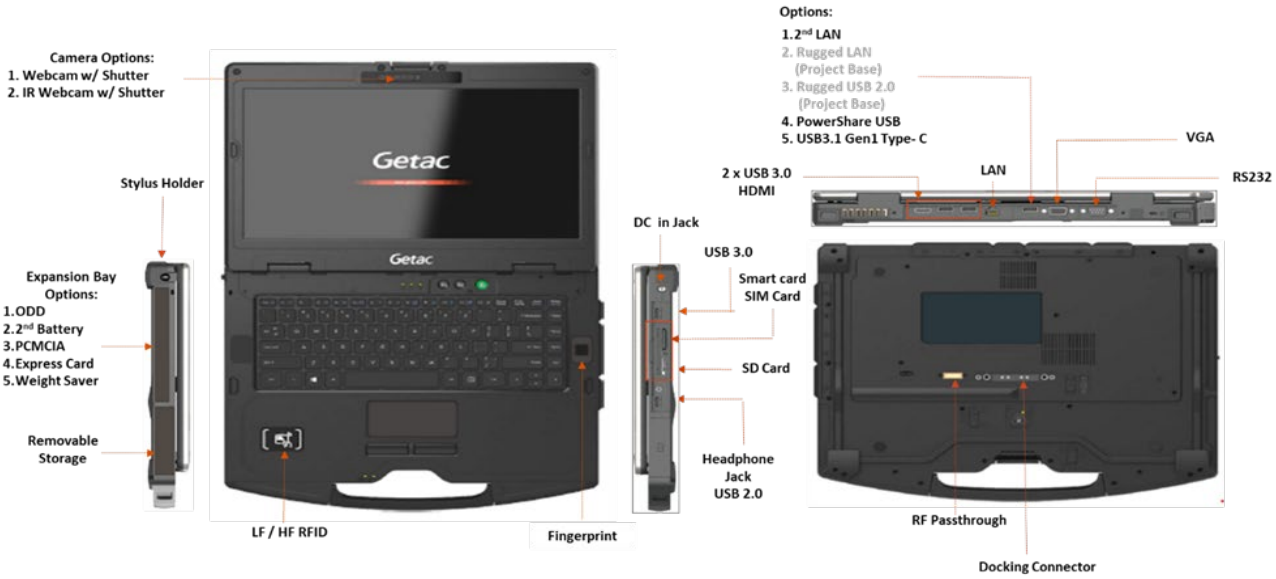
2.1. **Mandatory Contract Item Requirements**: The solution provided by our "Team" meets and/or exceeds mandatory requirements listed below. The Getac S410G2 Semi-Rugged Laptop Introduced in November of 2017 is a light weight semi-rugged notebook that is the highest performance solution in its class for in-vehicle and field mobility operations. The S410-G2's no-compromise set of integrated features, configurable options, and complete accessory ecosystem provide you with a truly "purpose-built" tool for more successful implementations. Enhanced security capabilities in the S410-G2 include TPM 2.0, strong multifactor authentication, and full support for Windows 10 security features to help protect against known and emerging threats.

2.1.1. **(70) Seventy Getac S410G2 Semi-Rugged Laptop**: The S410G2 alternative solution will be provided with the factory installed components listed below:

Dell Latitude 5420 Specifications	S410 Semi-Rugged Laptop Equivalent	Additional S410G2 Details
Semi-Rugged Laptop	Semi-Rugged Laptop	MIL-STD 810G and IP52 certified; Vibration & drop resistant; Operating Temp: -5.8° F to 140° F / -21°C to 60°C Storage Temp: -60°F to 160°F / -51°C to 71°C Humidity: 95% RH, non-condensing; Dimensions: 13.8" x 11.5" x 1.37" (350 x 293 x 34.9mm); Weight: 4.9lbs (2.2kg)
HP Intel i5-6300U processor (3MB Cache Dual cores, 2.40 GHz) or equal	Intel Core i5-8250U Processor 1.6GHz with Turbo up to 3.4GHz	Exceeds specification. Intel's 8th Generation Core i5 processors bring greater computing and GPU performance with reduced power consumption
Windows 10 Enterprise 64 English or equal.	Microsoft Windows 10 Pro x64	S410G2 includes the latest hardware technology to fully support the implementation of Microsoft Windows 10 identity and access control features including Windows Hello and Microsoft Passport
16 GB SDRAM - or equal	16 GB SDRAM	Meets specification
Minimum 14" HD (1366x768) Non-Touch, with Camera with Privacy Shutter and Microphone- or equal	14" TFT LCD HD (1366 x 768) Non-Touch, with Full HD Webcam with shutter, Headphone-out / microphone-in combo x 1	Benefits include better sunlight readability, improved Effective Contrast Ratio (ECR), crisp colors, more vivid images, increased viewing angle and greater durability
Integrated Intel HD Graphics 520 - or equal	Integrated Intel UHD Graphics 620	Exceeds specification
256 GB Solid State Drive	256 GB Solid State Drive	Meets specification
Intel Dual Band Wireless-AZ 8260 (802.11ac) W/ Bluetooth and Driver or Equal	Intel Dual Band Wireless-AC 8265 (802.11ac), Bluetooth (v4.2)	Designed with Intel's latest Dual Band Wireless-AC 8265, this 4th Generation 802.11ac WiFi is engineered to deliver lower power consumption, improved RF

		coexistence and complete Windows 10 support for faster and more reliable data speeds. Dual Mode Bluetooth® 4.2. enable device to transmit and receive data between the newest Bluetooth® devices seamlessly.
Sealed Internal RGB Backlit English Keyboard or Equal	LED (red) backlit membrane keyboard	The splash-proof keyboard prevents liquids from entering the unit for protection from accidental spills.
50W AC Adapter with 6 - Cell (65Wh) Lithium Ion Battery with Express Charge with minimum 40-hour battery life - or equal	AC Adapter (65W, 100-240VAC, 50/60Hz) with Hot swappable Li-Ion battery (11.1V, 4200mAh)	Getac's hot swappable battery system included in the S410G2 proposed device, allows limitless battery life. Swap new batteries in and out without ever shutting down the unit utilizing the built in bridge battery to quickly replace the main battery.
Manufacturer's Limited Hardware Warranty Initial Year - or equal	Manufacturer's 4 Year Bumper to Bumper Warranty	Full maintenance/repair coverage includes, parts, labor, and shipping for defects in materials & workmanship plus accidental damage; Warranty covers all components/parts for the covered device and uses only Getac components/parts for repair; Getac warranty also includes the "Self-Maintainer" program, which provides advance stocking of commonly replaced parts at no cost for same day onsite "Self" repair. Repairs that require additional repair are sent to the world-class "FedEx TechConnect" maintenance and repair center.

2.1.1.1 Although no specific I/O ports are identified in the RFQ, the Getac S410G2 provide greater versatility with more integrated features & I/O capabilities to make the device a "Purpose-Built" tool for more successful implementation.



2.1.2. **All hardware components and warranty/support must be provided directly by hardware manufacturer. Response**: As one of the leading rugged computer manufacturers, Getac offers the most extensive rugged computing product lines including notebooks, tablets and handheld computers. Since 1989, Getac has been manufacturing rugged computers for some of the most demanding users in the most mission critical environments. All of the S410G2 hardware components and warranty support will be provided directly by Getac, Inc. and include on-shore technical support and a 24/7 On-Line Support site dedicated to the customer.

2.1.3. **Vendor should provide with the bid, a detailed configuration document outlining all the components included in the equipment being specified. Vendor MUST provide documents upon request. Response:** Please review the table above and the attached quote titled "S1059.1" for a detailed configuration outlining all of the components included in the alternative solution provided by Loud and Clear, LLC and Getac, Inc.

2.1.4. **Vendor shall provide pricing for a warranty upgrade to provide a total of four years in coverage. The warranty upgrade shall include a minimum of next day onsite coverage for hardware, keyboard, monitor and other internal components. Warranty shall also cover damages resulting from accidental falls, water exposure and other forms of unintentional damage. Response:** Getac designed its tablets and notebooks to survive drops, shocks, rain, vibration, and more. We are confident in our quality and that is why our devices come with the best warranty in the industry. It is the peace-of-mind protection of knowing you are covered. Therefore, downtime due to product failures and associated costs of repair are greatly minimized leading to a lower total cost of ownership (TCO) than consumer devices that are not "suitable to task" for this environment. The S410G2 alternative solution proposed includes a 4-year Bumper-To-Bumper warranty that covers damages resulting from accidental falls, water exposure and other forms of unintentional damage. Getac is also offering up to 2% hot spares to ensure same day replacement device is available while unit undergoes repair and/or maintenance. This process has proven to be faster than our competitor's claims of next day service if a device cannot be repaired on-site.

2.1.4.1 ***Self-Maintainer Program Description***: Getac's devices are built to the highest standard; however, Getac understands accidents are inevitable in this environment. Warranty support is available 24-hrs/7 days a week, including holidays, utilizing the web-based customer portal. Getac offers an industry leading Self-Maintainer program to empower in-house technicians to provide immediate services to defective unit for minor repairs. For Level I and Level II repairs, the Getac Self-Maintainer Program allows you to perform warranty repairs on Getac products resulting from accidental damage. Instead of shipping products to Getac's Repair Center, the defective part can be swapped out by your own technicians. This allows you keep possession of your products and minimize downtime. Self-Maintainer repairs include all parts and materials at no additional cost. Common cosmetic repairs like hatch door replacement are also included. Getac provides training for your team as part of the Self-Maintainer Program with an emphasis on parts replacement, product use and Getac's Service System processing. Upon successful completion of training, Getac supplies you an initial stock of seed parts (at no cost) to inventory at your location. When a repair is needed, your technician diagnoses the problem, creates an RMA in Getac's Online Service System (GSS) then removes the required part from Getac consigned inventory and repairs the unit. Getac will then proactively replace the part back into consigned inventory.

2.1.4.2 ***FedEx TechConnect Program Description***: With one of the lowest annual failure rates in the computer industry, Getac rugged devices are built to survive. If one does need repair beyond the Level I & Level II Self-Maintainer Program, we want to make it as convenient as possible. Getac has partnered with FedEx TechConnect, a fast, convenient, reliable service repair center located at the end of the runway in Memphis, TN. Warranty repairs begin when our users log on to the User Portal and prepare an RMA and printing label for the affected device. Warranty claims can be initiated 24 hours a day, 7 days a week on the Getac customer portal. With over 1,800 FedEx Office locations nationwide, it's easy to find a drop-off location convenient to your organization. Once the device is shipped to the end of runway state of the art facility in Tennessee, FedEx technology repair specialists (certified by Getac) provide diagnostics, repair, re-image and upgrade services with quality assurance methodologies designed to verify that everything is working properly. All Getac warranty repairs are performed by Getac certified, expert technicians using Getac parts. Every repair comes with online three-stage tracking of the inbound shipment to the repair center, during repair or upgrade, and the return shipment back to the designated location. The entire process has been streamlined and most devices are back with the customer in less than 3 days. With the addition of 2% Hot-Spares included with this bid, Loud and Clear and Getac have nearly eliminated any warranty repair risk. With the 24/7 online monitored chain of custody, your system is always either with FedEx or you.

2.2 Absolute Resilience Licensing Software / Support Services - 5 Year Term, or Equal Response: Each Getac S410G2 Semi-Rugged Laptop includes licenses for Absolute Resilience Licensing Software / Support Services 5 Year Term, or Equal (DDSPRM-F-V1-60 Absolute Resilience-60 Month Term-1-2499 Unit Volume). Enhanced security options to protect sensitive information makes the S410 "Enterprise Ready" for mission critical operations. Enhanced security capabilities in the S410-G2

include TPM 2.0, strong multifactor authentication, and full support for Windows 10 security features to help protect against known and emerging threats.

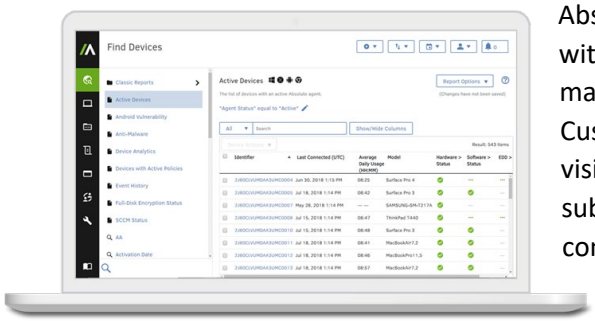
2.2.1 Vendor must provide data and device security software that enables tracking, monitoring, and provides theft recovery services. Response: S410 includes the latest hardware technology to fully support the implementation of Microsoft Windows 10 identity and access control features including Windows Hello and Microsoft Passport. Multifactor Authentication options including password protection, IR webcam, RFID reader, fingerprint reader, and smart card reader may be included at an additional cost. TPM 2.0 helps to protect the system start-up process by ensuring it's tamper-free before releasing system control to the operating system. Optional Absolute DDS disables a device the moment it's thought to be compromise.

2.2.2 Getac will provide 70 Absolute Resilience software licenses for use on the S410G2. Absolute Resilience is the most popular edition of the Absolute platform. It includes all Absolute Visibility and Control features, plus remote scripting, self-healing for critical apps, investigation and recovery services, and sensitive data identification. The extensive capabilities of Absolute Resilience span IT asset intelligence, automated endpoint hygiene, and continuous compliance, providing the power to see, manage, and secure every endpoint, everywhere. As part of the Absolute Service Guarantee, if a device is unrecoverable, Absolute will reimburse the state for the cost of the machine at the time of purchase. Additional information regarding this service can be found at https://www.absolute.com/about/legal/agreements/absolute/.

The cloud-based platform gives IT and security professionals absolute awareness and control of devices, data and applications — whether on or off the network, or in the hands of an unauthorized user. With Absolute imbedded on the S410G2, it will enhance IT asset management, protect sensitive data, reduce insider threats, and ensure compliance.

2.2.3 Getac Inc. acknowledges that the five years' coverage begin at activation of license.

2.2.4 **Vendor's software must allow for centralized management of software.** Response:



Absolute software on the Getac S410 come standard with a centralized online management portal to manage the devices. The Absolute console (formerly Customer Center) provides you with complete visibility into all of your devices. You simply login to submit a support case or report a theft. You may also contact Absolute by phone and speak with a regional specialist. Included in the alternative solution proposed is access to the Absolute dashboard that allows for centralized management of software and features.

2.2.5 Getac agrees to provide Absolute licensing and all licenses procured under this agreement will be added to the State's current Absolute Account #208587.

2.2.6 **Vendor must provide technical support by web, phone, and email during business hours. Response:** Getac employs a multi-layered support structure at no cost that includes a Solutions Architect, Project Manager and Technical Support Tier 3 available during normal business hours from 0700 – 1900 PST.

2.2.6.1 **Vendor must provide 24x7 online access to chat support, management of service requests, knowledge base, troubleshooting and technical documentation. Response**: In addition, Getac's 24/7 technical support is available via email at GetacSupport_US@getac.com

or by phone at +1 (866) EZ-GETAC [+1 (866) 394-3822]. Getac also provides a web-based Partner site available 24x7 that provides partner access to the Getac Order Tracking System (OTS). This system is updated every Wednesday and provides order information including estimated ship dates, production status, actual ship dates and carrier shipment tracking information. Device specific data such as: SKU ID, Serial #, Operating System COA, MAC Address, Wireless IMEI, and Asset # can be exported into an Excel spreadsheet.

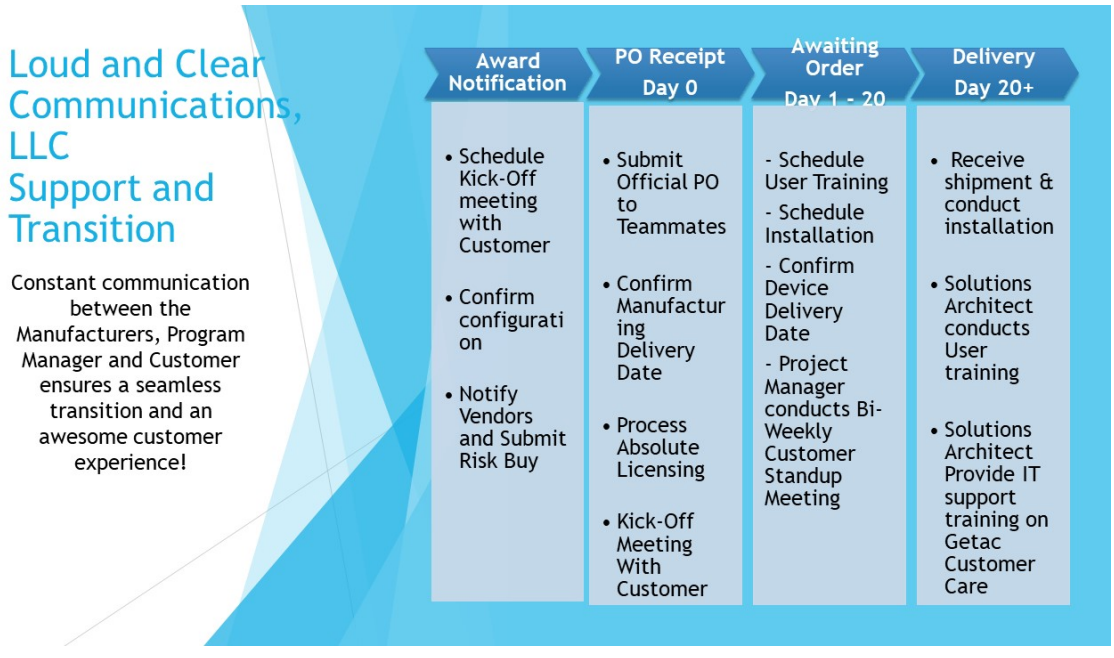
2.2.7 Vendor must provide access to updates, patches and upgrades for software and firmware. Response: Getac provides a customer user site at https://us-support.getac.com/support/drivers.html to retrieve device specific updates, patches and upgrades for software and firmware. Downloads typically available include Bios, Apps, Drivers, Documents and Manuals.

2.3 IT Support / Transition: Loud and Clear, LLC and Getac will be the lead managing partners for the device deployment; they will be available both remote and on-site throughout the duration of the project. Getac Regional Sales Manager Eric McKee will be the main point of contact to coordinate all Partners/ OEMs/Installation teams and Engineering support pre- and post-deployment. Eric McKee will dedicate as much time and resources as needed to guarantee a streamlined, seamless deployment. Andrew Hollins, Loud and Clear, LLC Solutions Manager will work side by side with Eric on all project responsibilities. The totality of this project support ranges from Day 1 "Order Support" to the day all Getac devices are received by WV and until the units are replaced.

Getac employs a multi-layered support structure at no cost to WV that includes a Solutions Architect, Field Service Engineer, and Technical Support Tier 3. In addition, Getac's 24/7 technical support is available via email at GetacSupport_US@getac.com or by phone at +1 (866) EZ-GETAC [+1 (866) 394-3822].

Getac also provides a web-based Partner site available 24/7 that provides partner access to the Getac Order Tracking System (OTS). This system is updated every Wednesday and provides order information including estimated ship dates, production status, actual ship dates and carrier shipment tracking information. Device specific data such as: SKU ID, Serial #, Operating System COA, MAC Address, Wireless IMEI, and Asset # can be exported into an Excel spreadsheet.

The SA from Getac will be A.J. Grant working remotely to support the VAR on the ground. They will assist in all areas and specifically setup the service portal, enter RMA's, obtain parts, etc.



S410

SEMI RUGGED 14" LAPTOP

14 inch HD or FHD display
Optional Intel® Core™ i7 2.6GHz processor
Optional 1000 NIT Lumibond 2.0™ sunlight readable touchscreen
MIL-STD 810G and IP51 certified[1]
Optional NVIDIA® GeForce® 4GB graphics card
Certified to withstand a 3 foot drop
Certified for -5.8°F low temperature

Speed for Multi-Tasking

Intel Skylake Core i7, i5, & i3 processors give the S410 best-in-class performance for data-intensive multi-tasking. This latest generation offers faster boot up and faster performance while using less power.

Purpose Built Configuration

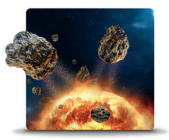
The S410's no-compromise set of integrated features, configurable options and complete accessory ecosystem provide you with a truly "purpose-built" tool for more successful implementations. This includes second battery, second LAN, PowerShare USB 2.0, discrete GPS and vehicle mounting capability.

Multi-Level Security

S410 is the first to use Intel's TPM 2.0 for powerful anti-tampering protection. Combined with fingerprint scanner, smart card reader, optional Absolute™ DDS and additional Microsoft security features, the S410 offers extensive protection for your data and device.

Sunlight Readable Display.

The S410 semi-rugged laptop offers an advanced, Lumibond 2.0 multi-touch display with up to 1000 NITs of brightness. By bonding Gorilla® Glass with the touch panel and LCD, we've created a single pane with amazing durabilty, readability and responsiveness .



Amazing Graphics.

The S410 offers FHD display along with an optional NVIDIA® GeForce® GTX 950M 4GB graphics card. Combined, these features produce extreme clarity and contrast for amazing graphics performance.

Extreme Temperature Range

Being able to work in any environment is critical, even freezing cold or extreme heat. The S410 is certified to perform when you need it, even in temperatures as cold as -5.8°F and as hot as 140°F.

GETAC S410

Specifications

Getac

GetacSales_US@getac.com
www.getac.com
949.681.2900

Getac, Inc.
400 Exchange, Ste 100
Irvine, CA 92602

Ruggedness
Semi-Rugged
MIL-STD 810G certified (vibration, temperature, shock, altitude and humidity)
IP51 certified
3 foot drop - 26 faces (non-operational)
Covered ports

Operating System
Windows® 10 Professional
Windows 7 Professional

CPU
Intel® Core™ i7-6600U vPro™ 2.6GHz processor with Turbo Boost Technology up to 3.4GHz
4MB Intel® Smart Cache

Intel Core i7-6500U 2.5GHz processor with Turbo Boost Technology up to 3.1GHz; 4MB Intel Smart Cache

Intel Core i5-6300U vPro 2.4GHz processor. with Turbo Boost Technology up to 3.0GHz
3MB Intel® Smart Cache

Intel Core i5-6200U 2.3GHz processor with Turbo Boost Technology up to 2.8GHz
3MB Intel® Smart Cache

Intel Core i3-6100U 2.3GHz processor
3MB Intel® Smart Cache

Memory
4GB DDR3L expandable to 16GB

Storage
SATA 500GB HDD†; Optional SATA 1TB HDD; Optional SATA 128GB / 256GB / 512GB SSD
Optional 2nd Storage (onboard) 128GB or 256GB SSD

VGA Controller
Intel HD Graphics 520
Optional NVIDIA® GeForce® GTX 950M 4GB discrete graphics

Display
14" HD widescreen (1366 x 768) TFT LCD
Optional 1000 NITS LumiBond® sunlight readable display with multi-touch technology

Optional Full HD 14" TFT LCD (1920 x 1080) 800 NITs LumiBond sunlight readable display with multi-touch technology

Webcam
Optional integrated FHD webcam (1920x1080)

Keyboard
Splash-resistant membrane keyboard
Optional splash-resistant LED backlit

Customizable Bay (One option only)
Optional PCMCIA Type II
Optional ExpressCard34/54
Optional DVD super multi drive
Optional 2nd battery

Expansion Slot
SD Card Reader
Optional smart card reader

Security
Intel vPro™ Technology (per CPU options)
TPM 2.0
Cable lock slot
Optional smart card reader
Optional contactless Smart card reader (RFID)
NIST BIOS compliant
Optional fingerprint reader
Optional Absolute™ DDS software

Communications
10/100/1000 base-T Ethernet
Intel Dual Band Wireless-AC 8260, 802.11ac
Bluetooth (v4.2 class 1)
Optional dedicated GPS
Optional 4G Gobi LTE mobile broadband
XLTE Ready[2]

Power
AC adapter (65W, 100-240VAC, 50/60Hz or 120W, 100-240VAC, 50/60Hz with NVIDIA configs.)
Li-Ion battery (11.1V, 4200mAh)
Optional Media Bay 2nd battery (11.1V, 4200mAh)
Optional bridge battery

Dimensions and Weight
13.8" x 11.5" x 1.4" (350 x 293 x 34.9 mm) ††
4.9 lbs (2.2kg)

Temperature
Operating: -5.8°F to 140°F / -21°C to 60°C /
Storage: -60°F to 160°F / -51°C to 71°C
Humidity: 95% RH , non-condensing

I/O Interfaces
DC in x 1
USB 3.0 (9-pin) x 3
USB 2.0 (4-pin) x 1
Network (RJ-45) x 1
Headphone-out / microphone-in combo x 1
HDMI x 1
Optional Serial port (RS-232: 9-pin, D-sub) x 1
Optional VGA port (15-pin, D-sub) x 1
Docking connector (16-pin) x 1
Optional RF antenna pass-through for GPS, WLAN and WWAN

Warranty
3 Year limited warranty standard ‡w

Standard and optional features vary depending on purchased configuration. Specifications subject to change without notice.
[1] MIL-STD 810G certified for vibration, temperature, shock, altitude, humidity and 3 ft drop.
[2] Data plan required. Cellular data is available in the US on Verizon Wireless and AT&T networks. LTE is available in select markets. Check with your carrier for details. 4G LTE configuration must be ordered at time of purchase.
[3] Computers configured with a 32-bit operating system can address up to 3GB of system memory. Only computers configured with a 64-bit operating system can address 4 GB or more of system memory.
† For storage, 1GB = 1 billion bytes; actual formatted capacity less.
†† Dimensions and Weight vary by configuration and manufacturing process.
‡ 3 year limited warranty standard. For warranty terms and conditions visit www.getac.com

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V3M04Y16

MET Laboratories, Inc. *Safety Certification - EMC - Telecom- Environmental Simulation*

CERTIFICATE OF COMPLIANCE

Certification Number : ESL88298A-C810G

Company: Getac Inc.

Equipment Tested: Getac S410 Notebook

Test Standard: MIL-STD-810G

Testing Completed: 1/25/16

Details: This is to certify that the following environmental tests have been performed on the **Getac S410 Notebook** and found to be in compliance with the requirements and procedures of **MIL-STD-810G** detailed in the following summary table.

No evidence of functional failure was observed during testing.

All calibrated Test equipment utilized during testing is maintained in a current state of calibration per the requirements of ISO/IEC 17025:2005.

For further test details please reference the MET Laboratories, Inc. test report, ESL88298A-MIL.

Allan Kimani

Allan Kimani
Manager, Environmental Laboratory
MET Laboratories, Inc.

1/25/16
Date

Kevin Lynn

Kevin Lynn
Project Engineer, Environmental Laboratory
MET Laboratories, Inc.

1/25/16
Date

CERTIFICATE OF COMPLIANCE: Certification Number: ESL88298A-C810G

The table below is to show that the following environmental testing was performed on the **Getac S410 Notebook** and is in compliance with the requirements of MIL-STD-810G below;

Test	Procedure Specification	MIL-STD-810G Reference	Pass/Fail
Low Pressure (Altitude) – Storage/Air Transport	Non-operating: 40,000ft (18.8kPa) with altitude change rate 2,000 ft/min.	Method 500.5 Procedure I	Pass
Low Pressure (Altitude) – Operation/Air Carriage	Operating: 15,000ft (57.2kPa) with altitude change rate 2,000 ft/min.	Method 500.5 Procedure II	Pass
High Temperature – Storage	Seven 24 hour cycles of 33-71°C (91– 160°F) (Non-operating)	Method 501.5 Procedure I	Pass
High Temperature – Operation	72 hours constant temperature exposure 60°C (140°F) (Operating)	Method 501.5 Procedure II	Pass
High Temperature – Tactical Standby to Operational	High storage (non-operating) to high operating (test for operation)	Method 501.5 Procedure III	Pass
Low Temperature – Storage	72 hours constant temperature exposure -51°C (-60°F)	Method 502.5 Procedure I	Pass
Low Temperature – Operation	72 hours constant temperature exposure -21°C (-6°F)	Method 502.5 Procedure II	Pass
Temperature Shock	Multi-cycle shocks from constant extreme 71°C (160°F) to -51°C (-60°F) temperature shock non-operating, 3 cycles (low to high = 1 cycle), total 6 hours	Method 503.5 Procedure I-C	Pass
Humidity – Aggravated Non-operational	Ten 24-hour temperature cycles between 30°C and 60°C with relative humidity maintained at 95% RH non-operating mode	Method 507.5 Procedure II	Pass
Sand and Dust – Blowing Dust	Dust resistance using Silica flour with 6 hours at 23°C and an additional 6 hours at 60°C	Method 510.5 Procedure I	Pass
Sand and Dust – Blowing Sand	Blowing sand temperature of 60°C. Sand concentration of 2.2+-0.5g/m^3	Method 510.5 Procedure II	Pass
Vibration – General Vibration	Under Fig 514.6 C1 common carrier for operating, 2hr/axis	Method 514.6 C-1 Procedure I Category 4	Pass
Vibration – General Vibration	Under Fig 514.6 C-3 for operating	Method 514.6 C-3 Procedure I Category 4	Pass
Vibration – General Vibration	Under Fig 514.6 E-1 General min. integrity exposure for non-operating	Method 514.6 Procedure I Category 24	Pass
Shock – Functional Shock	40g, 11ms , Terminal Saw tooth, Operating	Method 516.6 Procedure I	Pass
Shock – Functional Shock	40g, 11ms , Terminal Saw tooth, non- operating	Method 516.6 Procedure I	Pass
Shock – Transit Drop	All drops performed on one unit. 26 total drops from 36 in height, free drop onto 2in of plywood.	Method 516.6 Procedure IV	Pass
Freeze/Thaw	Rapid Temperature change for 3 cycles	Method 524 Procedure III	Pass

DRIPPING WATER TEST REPORT

Company : Getac Technology Corporation

Address : 5F., Building A, No. 209, Sec. 1, Nangang Rd., Nangang Dist., Taipei 11568, Taiwan, R.O.C.

Sample Name : Getac S410 Notebook

Date Received : MAR 14, 2016

Date Tested : MAR 14, 2016

TESTING LABORATORY IS ACCREDITED BY:

ISO 17025 accredited in respect of laboratory is approved by TAF
Certificate No. : L3146-151112
ISTA certified laboratory (ID: ST-9389)

WE HEREBY CERTIFY THAT:

The test(s) shown in the attachment were conducted according to the indicating procedures. We assume full responsibility for the accuracy and completeness of these tests and vouch for the qualifications of all personnel performing them.

	Name	Signature	Date
Test Engineer	Sunny Yeh	Sunny Yeh	Mar 17, 2016
Manager	Injel Chen	Injel Chen	Mar 17, 2016

NOTE :

1. This report will be invalid if reproduced in part or altered in any way.
2. This report refers only to the specimen(s) submitted to test, and is invalid if used otherwise.
3. This report is ONLY valid with the examination seal and signature of this institute.
4. The tested specimen(s) will only be preserved for thirty days from the date issued, if not collected by the applicant.

DUST TEST REPORT

Company : Getac Technology Corporation

Address : 5F., Building A, No. 209, Sec. 1, Nangang Rd., Nangang Dist., Taipei 11568, Taiwan, R.O.C.

Sample Name : Getac S410 Notebook

Date Received : FEB 22, 2016

Date Tested : FEB 22, 2016

TESTING LABORATORY IS ACCREDITED BY:

ISO 17025 accredited in respect of laboratory is approved by TAF
Certificate No. : L3146-151112
ISTA certified laboratory (ID: ST-9389)

WE HEREBY CERTIFY THAT:

The test(s) shown in the attachment were conducted according to the indicating procedures. We assume full responsibility for the accuracy and completeness of these tests and vouch for the qualifications of all personnel performing them.

	Name	Signature	Date
Test Engineer	Yingting Liao	Tina Liao	Feb 24, 2016
Manager	Injel Chen	Injel Chen	Feb 24, 2016

NOTE :

1. This report will be invalid if reproduced in part or altered in any way.
2. This report refers only to the specimen(s) submitted to test, and is invalid if used otherwise.
3. This report is ONLY valid with the examination seal and signature of this institute.
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☐	Getac B300	United States	Notebooks	Gold	2018-06-27	
☐	Getac F110	United States	Tablets/Slates	Gold	2018-06-27	
☐	Getac EX80	United States	Tablets/Slates	Silver	2017-10-24	
☐	Getac A140	United States	Tablets/Slates	Gold	2017-05-24	
☐	Getac S410	United States	Notebooks	Gold	2017-04-01	
☐	Getac X500	United States	Notebooks	Gold	2016-08-02	
☐	Getac T800	United States	Tablets/Slates	Gold	2014-09-21	
☐	Getac S400	United States	Notebooks	Silver	2014-06-05	
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974	2,212,301	Getac Technology Corporation	GETAC	B300	B300
975	2,230,581	Getac Technology Corporation	GETAC	Tablet PC	F110
976	2,221,799	Getac Technology Corporation	GETAC	T800	T800
977	2,212,394	Getac Technology Corporation	GETAC	S400	S400
978	2,208,650	Getac Technology Corporation	GETAC	V110	V110
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