

SWC# 3005 Tablets
Contract Information and Usage Instructions*

**NOTE: There are frequent minor part number changes to this Contract and The Edison system and these contract instructions will be updated as soon a change as it is approved, but it is not feasible to regenerate the Edison Line Item Document every time there is a minor change. Always check the following website to ensure you are looking at the most recent usage instructions:
http://tn.gov/generalservices/article/cpo-statewide-contract-usage-instructions**

Transition Notes:

Tablets

- The Latitude 11 tablets (Platform 2) has been discontinued.
- The Latitude 12 tablets (Platforms 1, 3, and 4) have been replaced by a new model (5290).

Contract Period:

TABLETS ONLY: November 13, 2014-November 12, 2018
- one initial year with three annual renewal options

Summary/Background Information: This statewide contract was awarded to Insight Public Sector (Dell Tablets). The contract is available for use by all state agencies and local entities.

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State Contact Information

Contract Administrator:

Lauren Blevins
Category Specialist
Central Procurement Office
(615) 507-6227
Lauren.Blevins@tn.gov

Additional State Contacts:

STS Service Desk for warranty/service calls **(FOR USE ONLY BY STATE AGENCIES)**
Local: (615) 741-1001, Option 3, Toll-Free: 1 (800)-342-3276, Option 3

Liz Driscoll-Jones
End Point Services Manager
F&A- STS
(615) 741-7842
liz.driscoll-jones@tn.gov

Alan Atherton
Executive Director
F&A- STS
(615) 253-6852
Alan.Atherton@tn.gov

Vendor Contact Information:

Tablets

Insight Public Sector
Edison Contract # 44232
Vendor Number # 529
Ashley McDonald
Account Executive

Phone: 423-368-9042

Fax: 480-760-8891

Ashley.McDonald@insight.com; teamashley@insight.com

Toni d'Estries

Associate Account Executive

Phone: 800-467-4448, ext. 5290

Fax: 480-760-8891

Toni.destries@insight.com

Dell Service Support

Toll-Free: 1 (800) 308-3355

E-mail: <http://www.Dell.com/support/incidents/us/en/04/Email/Emailtagentry>

Website: <http://support.Dell.com/support>

Usage Instructions:

- State agencies must get STS authorization (see contacts listed above) to purchase any system other than the base configurations. Justification is required for any orders for products that are not in accordance with the following:
[Computer Technology Procurement Policy](#)
[Workstation Base Configuration](#)
- Local governmental entities can purchase any system without STS authorization.

Tablets -

NOTE that all Tablet Platforms come standard with the following features:

Three-year next business day on-site parts and labor warranty*, Windows 10 Professional Edition 64-bit license, 256GB Solid State Drive M.2 SATA*, 8GB-1600MHz DDR-3 Memory**, Processor provides 4MB L3 cache, 12.3" 3:2 1920x1280 Touch with Corning® Gorilla Glass® 4, Anti-reflective and Anti-Smudge, 340 nits; Intel HD Graphics 620 with external resolution via HDMI (thru HDMI adapter), integrated 8MP rear/5MP front camera, Primary 3-cell 31.5W/HR 24W AC Power adapter, USB to RJ-45 Ethernet adapter. Qualcomm Snapdragon X7 LTE-A (DW5811e) Verizon; Qualcomm QCA61x4A 802.11ac Dual Band(2x2) Wireless Adapter+ Bluetooth 4.1 Driver, Dell Latitude 5290 Travel Keyboard; Targus Intellect SlipCase with handle and shoulder strap, Hidden Partition on Fixed Hard Drive, EPEAT Gold Registered, Energy Star 6.1***

**A fourth year warranty as well as hard drive retention warranty can be found as separate line items. A hard drive retention warranty should always be purchased with the devices unless an exception is specifically granted by STS.*

****Venue 11, Latitude 11, and the Latitude 12 are no longer available for purchase. Any Item IDs related to these models have been discontinued.*

Central Procurement Office • Tennessee Tower, 3rd Floor

312 Rosa L. Parks Avenue, Nashville, TN 37243

Tel: 615-741-1035 • Fax: 615-741-0684 • tn.gov/generalservices/

Tablet Platform 1 (Dell Latitude 5290, Core i3 processor)			
1000172907	3000014228554	Tablet, Platform 1, Latitude 5290, i3 4gb 128SSD, 3 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,018.52
1000172906	3000014228346	Tablet, Platform 1, Latitude 5290, i3 4gb 128SSD, 3 year NBD Service w/ Verizon Broadband	\$992.22
1000172911	3000014228942	Tablet, Platform 1, Latitude 5290, i3 4gb 128SSD, 4 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,058.50
1000172910	3000014228705	Tablet, Platform 1, Latitude 5290, i3 4gb 128SSD, 4 year NBD Service w/ Verizon Broadband	\$1,032.20

Tablet Platform 3 (Dell Latitude 5290, Core i5 processor)			
1000173224	3000014226695	Tablet, Platform 3, Latitude 5290, i5 8gb 256SSD, 3 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,240.72
1000172920	3000014226534	Tablet, Platform 3, Latitude 5290, i5 8gb 256SSD, 3 year NBD Service w/ Verizon Broadband	\$1,214.42
1000173225	3000014227065	Tablet, Platform 3, Latitude 5290, i5 8gb 256SSD, 4 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,280.70
1000173223	3000014226843	Tablet, Platform 3, Latitude 5290, i5 8gb 256SSD, 4 year NBD Service w/ Verizon Broadband	\$1,254.40

Tablet Platform 4 (Dell Latitude 5290, Core i7 processor)			
1000173227	3000014225890	Tablet, Platform 4, Latitude 5290, i7 16gb 256SSD, 3 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,434.30
1000172919	3000014225244	Tablet, Platform 4, Latitude 5290, i7 16gb 256SSD, 3 year NBD Service w/ Verizon Broadband	\$1,408.00
1000173228	3000014226340	Tablet, Platform 4, Latitude 5290, i7 16gb 256SSD, 4 year NBD Service w/ Verizon Broadband and Hard Drive Retention Warranty	\$1,474.28
1000173226	3000014226024	Tablet, Platform 4, Latitude 5290, i7 16gb 256SSD, 4 year NBD Service w/ Verizon Broadband	\$1,447.98

Tablet Memory, Peripherals, and Options			
1000167562	429-AAUX-TNDFA	Dell External DVD-RW/CD-RW Combo Drive, All Tablet Platforms Detail Description: 8x External DVD-RW/CD-RW USB Combo Drive, One-Year Depot Warranty	\$33.09
1000172924	451-BBVQ-TNDFA	Power Companion, Latitude 11 and Latitude 12 Detail Description: Dell Power Companion (12,000 mAh) that powers tablet via USB-C port.	\$80.54

1000167565	492-BBUN-TNDFA	Dell AC Automobile Adapter 90W, Tablet, Auto Adapter, Latitude 11 and Latitude 12 Platforms Detail Description: 90W Auto Adapter (for Latitude 11 and Latitude 12 Platforms), One-Year Depot Warranty	\$33.09
1000167567	452-BBZI-TNDFA D1000	VGA Cable, Venue 11 and Latitude 11 Platforms Detail Description: Does not power tablet.	\$93.06
1000172927	450-AFGM-TNDFA	Dell Docking Station/Port Replicator, Latitude 12 Platform Detail Description: WD15 Docking Station II for USB Type-C Connectivity providing 2 x USB 2.0 - 4 pin USB Type A, 3 x SuperSpeed USB 3.0 - 9 pin USB Type A, 1 x display / video - HDMI - 19 pin HDMI Type A, 1 x display / video – mini DisplayPort, 1 x network - Ethernet 1000 - RJ-45, 1 x headset / headphones / microphone - output - mini-phone 3.5 mm, 1 x audio - output - mini-phone 3.5 mm, 1 x video - VGA - 15 pin D-Sub (DB-15), One- Year Depot Warranty	\$114.91
1000172922	580-ADTY-TNDFA	Computer Input Devices, Keyboard and Mouse Bundle, Wireless, All Tablet Platforms NOTE: Requires the use of a USB wireless receiver. The wireless receiver and a USB to USB-C adapter is included.	\$37.57
1000172921	332-1399-TNDFA	Computer Input Device, Mouse, Wireless, All Tablet Platforms	\$23.83
1000167569	275-BBCB-TNDFA	Dell USB 3-Button Optical Mouse, All Tablet Platforms	\$9.31
1000172928	470-ABNC-TNDFA	Adapter, USB-C to VGA, Latitude 12	\$27.64
N/A (Item ID not required for this no-cost service)	99-IMAGE	Inside delivery, Not to loading dock, (Tablet Platforms and related peripherals)	\$0.00
1000172929	99-GOLD-100	Imaging, Services, Tablet, Pre-Load of State-defined Custom Image	\$18.00
1000179323	492-BBUU-TNDFA	AC Adapter, Tablet	\$16.46
1000179324	580-AGFT-TNDFA	Keyboard, Tablet, Backup	\$97.49
1000179325	750-AATY-TNDFA	Stylus, All Tablet Platforms model 5290 and after	\$27.80
1000167564	492-BBSP-TNDFA	Power Supply, Tablet, 24W AC Adapter, Latitude 11 and 12	\$15.51
1000172923	750-AAMI-TNDFA	Stylus for all tablet models previous to 5290	\$27.80

General Warranty and Support

Technical assistance and support must be provided throughout the term of the Contract, and, in addition, throughout the equipment warranty period in effect after termination of the contract, both at no cost to the State. This support and warranty organization must be available each business day to centralized State personnel from 7:00 A.M. until 4:30 P.M., CST/CDT via a single, toll-free number. These organizations are used to meet the following State needs:

- Identifying and resolving configuration, set-up, operation, troubleshooting, problem resolution, security, and upgrade issues relating to Contract equipment and software.
- The integration, interfacing, compatibility, and performance of Contract equipment and software.
- The interoperability of all Contract equipment and software with the State's multilayered hardware, software, and communications environments.

-The responsibility to register with the manufacturer for all warranties to which the ordering Agency is entitled for all equipment ordered under Contract lies solely with the Contractor.

-Warranty begins from the date of invoice for the greater of the manufacturer's warranty period. The Contractor must honor all warranties extending beyond the expiration or cancellation of the Contract as if the Contract were in place.

-All equipment repaired or replaced under warranty must be warranted until the later of: (A) the end of the original warranty period, or (B) ninety (90) days after equipment repair or replacement; except that all equipment failing more than twice during the first sixty (60) days after delivery or more than three (3) times during the first year of the warranty period must be replaced by the Contractor, at no additional cost to the State, with equivalent new equipment and must be provided with a new equipment warranty.

-Only new equipment defined as equipment that has not been used for any purpose other than performance testing prior to delivery or installation or for certification is acceptable for delivery to fulfill purchase orders issued under this contract. New equipment may not be refurbished or reconditioned; however, warranty repairs may be affected using refurbished or reconditioned parts (if they are "As New" or "Like New.")

Warranty Service Call Procedures

-Service calls to the Contractor will be initiated by the Office for Information Resources Service Desk (OSD) using either the State's Remedy help desk/call tracking facilities or E-mail.

-Agencies will open incidents with the OSD for each item of equipment needing repair/maintenance under this Contract. When a service call is initiated, the OSD's Remedy facilities will assign the call a unique incident number and build a transmission document to be sent to the Contractor electronically containing basic information about the contact Agency and the equipment malfunction. The Contractor must acknowledge to the OSD receipt of an incident within thirty (30) minutes of its transmission and attempt to contact the agency every hour until they successfully reach the agency. The Contractor must diagnose the equipment malfunction and must initiate warranty service when the malfunction is not caused by the State's environment or operator error.

STS Support Information

STS SERVICE LEVEL AGREEMENT

<i>SERVICE</i>	<i>METRICS</i>
Provisioning	45 Business Hours (90% of the time)
Service Availability	99.99%**
Incident Management	Critical Priority: Resolution in 3 hours or less** High Priority: Resolution in 5 hours or less** Medium Priority: Resolution in 11 hours or less**

**During STS Business Hours: 7:30AM to 4:30 PM CST

STS RESPONSIBILITIES

<i>RESPONSIBILITY</i>	<i>DESCRIPTION</i>
Availability	Ensure that the workstation/peripheral device is operational 99.9 % of the time.
Maintenance	Windows patches, fixes will be applied to meet the application support requirements.
Customer Support	Ensure that Incidents are completed within the SLA.
Provide Knowledge	Provide application knowledge to the customer via guides, websites, and other training material.

COST

<i>DESCRIPTION</i>	<i>COST</i>	<i>UNIT</i>
Desktop	\$23.05	Monthly
Laptop	\$23.05	Monthly

On-Site Parts and Labor Warranty Service (applies to all Desktops, Notebooks ,Tablets, Ultrabooks, and GETAC Ruggedized Notebooks)

Service Call received by:	Repair must be completed by:
12PM (Metro area)	4:30PM the second business day following
2PM (Metro area)	12PM the third business day following
12PM (Non-Metro area)	12PM the third business day following
2PM (Non-Metro area)	4:30PM the fourth business day following

-Metropolitan Areas: the counties containing the cities of Memphis, Jackson, Nashville, Chattanooga, Clarksville, Knoxville, and the Tri-Cities area

-All times listed above are CST/CDT;

-On-site parts and labor replacement warranty (including installation) may be effected, for only items which are not computer systems or which are not installed in or internal to the computer systems and which weigh less than 20 pounds, by shipping a replacement item to the customer site in a reusable box, with prepaid return postage, so that the item arrives within the specified warranty completion times.

Depot Parts and Labor Warranty Service (Applies to Panasonic Ruggedized Notebooks only)

-For malfunctioning equipment covered by depot warranty service, the Contractor must provide a box or boxes to the agency the day following the report that equipment has malfunctioned. The Agency will prepare the malfunctioning equipment and ship it to the depot location in the box provided. The equipment must be repaired and returned to the Agency, with postage or shipping prepaid, in working order within 2 business days of its receipt at the depot location. The Contractor may, in lieu of providing the Agency a box for shipping the equipment, pick up the malfunctioning equipment and deliver it to the depot location no later than the day it is picked up.

-For warranty repairs that exceed the specified timeframe of 2 (two) business days, the Contractor must provide a direct replacement device for the duration of the repair period. In the event there is a warranty repair that exceeds the specified time frame, the Contractor will incur all shipping charges for the replacement device to and from the State. Otherwise, shipping charges to the repair center will be paid for by the purchasing entity. The Contractor will incur any shipping charges to return the unit to the purchasing entity.

-The Contractor may replace batteries, styluses, external keyboards, and mice failing under depot warranty service by shipping replacement devices to the Agency.

-For depot warranty repairs and the security of sensitive data that may be contained on the removable Solid State drive, the State will remove the drive prior to shipment for the purpose of depot repairs. In the event that repair or replacement for the drive itself is required, the State will wipe the drive of all data prior to shipment for the purpose of depot repairs or replacement of the Solid State drive.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please click on the "Agency Upgrade User Guide" link on the following page:

<http://tn.gov/generalservices/article/agency-reference-material>.

Billing and Payment Instructions:

With the exception of the following contract terms, adhere to your agency specific billing and payment rules.

- F.O.B. Destination (Statewide Contract)- All state agencies, local government agencies and authorized non-profit enterprises located within the State of Tennessee.
- Delivery Time (On-Time)- The contractor shall be required to maintain or to have available for their own use personnel, equipment, and products sufficient to perform "on-time" as specified in this Invitation to Bid.
- Freight F.O.B. State Agency (Dock)- All quotations shall be F.O.B. destination. The term F.O.B. shall mean delivered and unloaded onto the receiving dock of the agency listed, with all charges for transportation and unloading prepaid by the vendor/contractor.
- Net 30- All items must be delivered within 30 calendar days after receipt of purchase order
- If pre-imaging services are involved, delivery becomes **Net35**.
- A penalty of 0.005 (one half of one percent) per calendar day, applied to items not delivered within the time-frames required, shall be assessed by the State against the contractor for late delivery, except when the State determines that, based on evidence submitted to it, the late delivery is a direct result of a documented industry-wide constraint on equipment availability and when the contractor advises the State within fifteen (15) days of receipt of the Purchase Order that this industry-wide constraint will cause delivery to be late. The period for which penalties shall be calculated will not exceed 180 calendar days. This penalty will be deducted by the ordering agency from the total Purchase Order amount due the contractor. Penalties for late delivery, as described above, become effective thirty (30) and thirty-five (35) calendar days after receipt of the Purchase Order (ARO).
- The State will not accept partial delivery for Purchase Order fulfillment unless the requesting agency and contractor have agreed to a partial delivery arrangement for fulfillment of a specified Purchase Order. All equipment included on a Purchase Order, including system and peripherals, shall be delivered in a single shipment to the receiving agency.

Miscellaneous Information:

Miscellaneous accessories related to the equipment on this contract can be purchased from the Statewide Contract 316 for Office Supplies with Staples including, but not limited to, the following types of accessories: USB Drives under 1TB, Mouse and Wrist Pads, Privacy & Anti-Glare Filters, Cleaners and Wipes, Security Locks, Stands & Risers, Workstations & Carts, Headphones