

# CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4123 / FAX: (520) 791-4735  
[Jeffrey.Whiting@tucsonaz.gov](mailto:Jeffrey.Whiting@tucsonaz.gov)  
ISSUE DATE: FEBRUARY 15, 2018

**CONTRACT #171725**  
CONTRACT AMENDMENT NUMBER: ONE (1)  
PAGE 1 of 2  
JW/lr  
SENIOR CONTRACT OFFICER: JEFFREY WHITING

## MOBILE COMPUTING SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. Authorized Resellers on this contract currently include:

- ARC
- BAYCOM Inc.
- CDW-G
- GovDirect
- Insight
- Island Tech Services, LLC
- LEHR
- MCT
- One Diversified, LLC
- PCS Mobile
- Turn-Key Mobile

2. Panasonic utilizes a network of resellers to sell goods and services through this contract. The most current list of Panasonic Resellers that are authorized to sell goods and services through this contract is posted at the following website: <http://www.nationalipa.org/Vendors/Pages/Panasonic.aspx> This link will display a listing of all Panasonic resellers, including a listing of the discounts that each of these resellers offers on Panasonic products, as well as on associated third party products. Resellers will be approved through email by the City of Tucson and then added to the list.

**\*\*\*END OF AMENDMENT\*\*\***

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# CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
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PAGE 2 of 2  
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SENIOR CONTRACT OFFICER: JEFFREY WHITING

ALL OTHER PROVISIONS OF THE CONTRACT SHALL REMAIN IN THEIR ENTIRETY.

CONTRACTOR: \_\_\_\_\_

CONTRACTOR HEREBY ACKNOWLEDGES RECEIPT OF  
AND UNDERSTANDING OF THE ABOVE AMENDMENT.



Feb 21, 2018

Signature of person authorized to sign Date

Masaharu Nakayama  
Name and Title (typed or printed legibly)  
Panasonic System Communications Company of North America,  
Division of Panasonic Corporation of North America  
Company Name

Two Riverfront Plaza  
Address

contracts@us.panasonic.com  
Email Address

Newark NJ 07102  
City State Zip

Contact information for Sales/Account Representative  
for daily business operations:  
Amy Lee, Government Acquisition Business Development Manager-  
Public Sector & Education

\_\_\_\_\_  
Name and Title (typed or printed legibly)  
201-325-1131

\_\_\_\_\_  
Phone Number  
amy.lee@us.panasonic.com

\_\_\_\_\_  
Email Address

CITY OF TUCSON: \_\_\_\_\_

THE ABOVE REFERENCED CONTRACT AMENDMENT  
IS HEREBY EXECUTED THIS 21<sup>st</sup> DAY  
OF February, 2018, AT TUCSON, ARIZONA.

Nathan Daon  
as Director of Business Services and not personally

# City of Tucson

Contract # 171725-01

*for*

Mobile Computing Solutions including  
Ruggedized Laptops, Tablets, Accessories  
and Related Technology Products and  
Services


*with*

**Panasonic System Communications Company of North  
America (PSCNA), Division of Panasonic Corporations of  
North America**

Effective: October 11, 2017

**APPROVED AS TO FORM:**

  
\_\_\_\_\_  
JOHN B. GOULART      11-17-21  
Senior Deputy City Attorney      Date

*This approval is as to the entire  
agreement, including amendments.*  


## **Contact #171725 – Mobile Computing Solutions Table of Contents**

The following documents comprise the order of precedence of the executed contract.

1. Panasonic's Response to the Request for Best and Final Offer dated September 1, 2017.
2. City of Tucson's Request for Best and Final Offer dated August 28, 2017.
3. Panasonic's Response to Request for Revised Offer letter dated August 23, 2017 including attachment.
4. City of Tucson's Request for Revised Offer letter dated August 14, 2017.
5. Panasonic's Response to Request for Clarifications dated July 10, 2017.
6. City of Tucson's Request for Clarifications dated June 27, 2017.
7. City of Tucson's Request for Proposed Equipment Demonstration letter dated May 24, 2017.
8. Panasonic's Response to Request for Proposal dated May 11, 2017.
9. City of Tucson's Request for Proposal including any and all amendments issued that modify the RFP issued April 12, 2017.

## OFFER AND ACCEPTANCE

### OFFER

#### TO THE CITY OF TUCSON:

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America

Company Name

Two Riverfront Plaza - 6th Floor

Address

Newark New Jersey 07102

City State Zip

Signature of Person Authorized to Sign

*Masaharu Nakayama*  
Printed Name

*President*  
Title

Name: Dave Ovesny

Title: PSCNA Government Bids & Capture Manager

Phone: 330-240-9982

Fax: 330-318-0546

E-mail: Contracts@us.panasonic.com

### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. 171725-01.

Approved as to form this 11<sup>th</sup> day of Oct, 2016.

*[Signature]*  
As Tucson City Attorney and not personally

CITY OF TUCSON, a municipal corporation  
Awarded this 10<sup>th</sup> day of October, 2016.

*Nathan Davon*  
for Marcheta Gillespie, CPPO, C.P.M., CPPB, CPM  
As Director of Procurement and not personally

# Panasonic

September 1, 2017

City of Tucson  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701  
Attn: Lloyd Windle, CPPB, C.P.M.  
Principal Contract Officer  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

Email: [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

**Sent via email, this day – September 1, 2017**

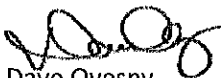
REF: Panasonic Response to the City of Tucson's Request for Best and Final Offer (BAFO) for RFP No. 171725 – Mobile Computing Solutions

Dear Mr. Windle & The City of Tucson Procurement Evaluation Committee:

Panasonic is pleased to provide a Best and Final Offer (BAFO) for pricing in response to the City of Tucson's request for the City of Tucson/National IPA RFP #171725 – Mobile Computing Solutions. Panasonic's response highlighted in blue font on the following pages.

Thank you for your time and consideration.

Respectfully Submitted,



Dave Ovesny  
Government Bids & Capture Manager  
Panasonic System Communications Company of North America  
[Contracts@us.panasonic.com](mailto:Contracts@us.panasonic.com)

**Email of clarification:**

*From: Lloyd Windle [mailto:Lloyd.Windle@tucsonaz.gov]  
Sent: Wednesday, August 30, 2017 12:34 PM  
To: Chapin, Michelle <michelle.chapin@us.panasonic.com>  
Subject: Re: Clarify - Re: RFP No. 171725 - Mobile Computing Solutions Request for BAFO*

*Hello Michelle,*

*It's the CF-20 unit with the detachable keyboard.*

*Lloyd B. Windle II, C.P.M., CPPB  
Contract Administration Manager  
City of Tucson  
520.837.4105  
520.791.4735 Fax  
[lloyd.windle@tucsonaz.gov](mailto:lloyd.windle@tucsonaz.gov)*

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*michelle.chapin@us.panasonic.com> 8/30/2017 6:49 AM >>>  
Can you please help clarify what this item is?  
3. CF-VEK201LM  
Is the request for this the Toughbook 2 in 1 Tablet 20?*

*Please advise.  
Thank you  
Michelle*

Panasonic Corporation of North America  
Two Riverfront Plaza · Newark, NJ 07102

# Panasonic

## PANASONIC RESPONSES

From the City of Tucson Committee Request:

1. CF-33: What is the planned full production date for the CF-33 and what date will this model be made available in the marketplace?

Panasonic has already begun shipping of the Toughbook 2-in-1 Tablet 33 and is in full production. The Toughbook 2-in-1 Tablet 33s are already available in the marketplace.

2. CF-31: What is the planned production end date for the CF-31? How long will parts and accessories be available?

The fully rugged Toughbook 31 will continue into the end of 2018. There is not a defined end date for this product. When a Panasonic mobile device does go end of life, Panasonic will make parts available for repair for 7 years past the production discontinuation date of a model series. This is a continued commitment from Panasonic to our customers to provide the best service and support.

### B. Model Configurations:

Panasonic is pleased to offer a full breadth of product offerings from a multitude of product categories, as outlined in the expanded offering in Group 5 – Other Technology Products. Panasonic's offering for this National IPA proposal includes the following expansive line of products:

Multiple platforms for Rugged Laptops, Scanners, Physical Security products, Displays, Projectors and Arbitrator Evidence Management products.

This offers the potential National IPA contract customer, and the Tucson customers, the ability to purchase a full solution for their agency's IT needs, whether it be a command center, educational training center, law enforcement complete evidence capture solution, or the evolution & needs for the Smart Cities innovation; essentially one-stop shopping via this national cooperative contract.

We are pleased to offer these specially priced configurations & new configurations for Tucson at a reduced cost as part of this proposal:

#### 1. CF-33DP-07KM

a. TPD – Include in the build price the following essentials

Windows 7 – included in the configuration and pricing noted below

Built in RFID reader with two (2) factor authentication – included in the configuration and pricing noted below

Wi-Fi – included in the configuration and pricing noted below

Premium keyboard – included in the configuration and pricing noted below

256GB SSD – included in the configuration and pricing noted below

- CF-33DP-Tucson

Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7 (Win10 COA), 12.1" QHD Gloved Multi Touch+Digitizer – 1200NIT, Intel Core i5-6300U 2.40GHz, vPro, TPM, 8GB, 256GB, 8MPcam (IR), 4GLTE, Intel WiFi a/b/g/n/ac, Contactless Card reader (RFID), hot swappable dual batteries, premium keyboard  
Price for Tucson: \$2638

# Panasonic

## Options Pricing

### 1. 512 GB SSD

- CF-512GB-33-Tucson  
512GB SSD drive for the Toughbook 33  
Price for Tucson: \$239

### b. TFD – Include in the build price the following essentials

Windows 7 -- included in the configuration and pricing noted below

Wi-Fi -- included in the configuration and pricing noted below

256GB SSD-- included in the configuration and pricing noted below

- CF-33DP-Tucson  
Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7,(Win10 COA), 12.1" QHD Gloved Multi Touch+Digitizer – 1200NIT, Intel Core i5-6300U 2.40GHz, vPro, TPM, 8GB, 256GB, 8MPcam (IR), 4GLTE, Intel WiFi a/b/g/n/ac, Contactless Card reader (RFID), hot swappable dual batteries, premium keyboard  
Price for Tucson: \$2638

## Options Pricing

### 1. 512 GB SSD

- CF-512GB-33-Tucson  
512GB SSD drive for the Toughbook 33  
Price for Tucson: \$239

4G LTE - included in the configuration and pricing noted below

- CF-33DP-Tucson  
Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7,(Win10 COA), 12.1" QHD Gloved Multi Touch+Digitizer – 1200NIT, Intel Core i5-6300U 2.40GHz, vPro, TPM, 8GB, 256GB, 8MPcam (IR), 4GLTE, Intel WiFi a/b/g/n/ac, Contactless Card reader (RFID), hot swappable dual batteries, premium keyboard  
Price for Tucson: \$2638

### 2. FZ-M1F303AVM

a. TPD - Include in the build price the following essentials.

Built in RFID reader with two (2) factor authentication - - included in the configuration and pricing noted below

- FZ-M1F3-Tucson  
Public Sector Specific configuration, City of Tucson, Win10 Pro,(enterprise license downgrade able to Win 7) Intel Core m5-6Y57 1.10GHz, vPro, 7.0" WXGA 10-pt Gloved Multi Touch, 8GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM, Bluetooth, 4G LTE Multi Carrier, Webcam, 8MP Cam, Bridge Battery, 2D Bar Laser, Contactless card reader (RFID)  
Price for Tucson \$2150

## Accessory Pricing

Desktop docking station to connect an external monitor, keyboard and mouse.

### FZ-VEBM12AU

Full Desktop Cradle for FZ-M1 -- USB x2, Ethernet, Power, Serial, VGA, HDMI (Simultaneous display output), Spare 1-Bay Battery Charger.

Price for Tucson \$ 322.00

# Panasonic

### 3. CF-VEK201LM – correction per email from Lloyd Windle 8/30/2017, request for the Toughbook 20

a. TPD - Include in the build price the following essentials.

Built in RFID reader with two (2) factor authentication? — included in the configuration and pricing noted below

Batteries in tablet and keyboard - -- included in the configuration and pricing noted below

Wi-Fi - -- included in the configuration and pricing noted below

256 GB SSD - -- included in the configuration and pricing noted below

- CF-20C5-Tucson  
Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7 (Win10 COA), 10.1" WUXGA 10-pt Gloved Multi Touch+Digitizer, Intel Core m5-6Y57 1.10GHz with turbo boost up to 2.8GHz, TPM, 8GB, 256GB, 8MPcam, 4GLTE Intel WiFi a/b/g/n/ac, bridge battery, additional battery, backlit keyboard, 2D barcode scanner, Contactless reader (RFID)  
Price for Tucson: \$2599

#### Options Pricing

##### 1. 512 GB SSD

- CF-512GB-20-Tucson  
512GB SSD drive for the Toughbook 20  
Price for Tucson: \$239

#### Accessory Pricing

##### 1. External battery charger

- CF-VCB201M  
4-Bay Battery Charger (power adapter included) for CF-20  
Price for Tucson: \$272

##### 2. Batteries

- CF-VZSU0QW  
Battery for CF-20 Mk1. Can be used as a replacement for the battery in the tablet or as an optional second battery in the keyboard  
Price for Tucson: \$109

b. TFD - Include in the build price the following essentials.

Batteries in tablet and keyboard - included in the configuration and pricing noted below

Wi-Fi - included in the configuration and pricing noted below

256 GB SSD - included in the configuration and pricing noted below

- CF-20C5-Tucson  
Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7 (Win10 COA), 10.1" WUXGA 10-pt Gloved Multi Touch+Digitizer, Intel Core m5-6Y57 1.10GHz with turbo boost up to 2.8GHz, TPM, 8GB, 256GB, 8MPcam, 4GLTE Intel WiFi a/b/g/n/ac, bridge battery, additional battery, backlit keyboard, 2D barcode scanner, Contactless reader (RFID)  
Price for Tucson: \$2599

# Panasonic

## Option Pricing

### 1. 512 GB SSD

CF-512GB-20-Tucson

512GB SSD drive for the Toughbook 20  
Price for Tucson: \$239

### 2. 4G LTE - included in the configuration and pricing noted below

- CF-20C5-Tucson

Public Sector Specific configuration, City of Tucson, Toughbook 2-in-1 Tablet, Win7 (Win10 COA), 10.1" WUXGA 10-pt Gloved Multi Touch+Digitizer, Intel Core m5-6Y57 1.10GHz with turbo boost up to 2.8GHz, TPM, 8GB, 256GB, 8MPcam, 4GLTE Intel WiFi a/b/g/n/ac, bridge battery, additional battery, backlit keyboard, 2D barcode scanner, Contactless reader (RFID)  
Price for Tucson: \$2599

### 4. CF-54F5-00VM

TPD - Include in the build price the following essentials.

Built in RFID reader with two (2) factor authentication -- included in the configuration and pricing noted below

Wi-Fi - included in the configuration and pricing noted below

256GB SSD - included in the configuration and pricing noted below

- CF-54F5-Tucson

Public Sector Specific configuration, City of Tucson, Win7 (Win10 COA), Intel Core i5-6300U 2.40GHz, vPro, 14.0" FHD, Gloved Multi Touch, 8GB, 256GB, 4G, Intel WiFi a/b/g/n/ac, Emissive backlit keyboard, DVD, GPS, Webcam, Contactless card reader (RFID)  
Price for Tucson: \$2399

## Option Pricing

### 512 GB SSD

CF-512GB-54-Tucson

512GB SSD drive for the Toughbook 54  
Price for Tucson: \$239

### 5. CF-3110781CM

TFD - Include in the build price the following essentials.

Wi-Fi -- included in the configuration and pricing noted below

256 GB SSD -- included in the configuration and pricing noted below

CF-31-Tucson

Public Sector Specific configuration, City of Tucson, Win7 (Win10 Pro COA), Intel Core i5-5300U 2.30GHz, vPro, 13.1" XGA Touch, 4GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM, Bluetooth, Single Pass, 4G LTE Multi Carrier, Emissive Backlit Keyboard  
Price for Tucson: \$2599

# Panasonic

## Options Pricing

### 1. 512 GB SSD

CF-512GB-31-Tucson

512GB SSD drive for the Toughbook 31

Price for Tucson: \$239

### 2. 4G LTE - - included in the configuration and pricing noted below

CF-31-Tucson

Public Sector Specific configuration, City of Tucson, Win7 (Win10 Pro COA), Intel Core i5-5300U 2.30GHz, vPro, 13.1" XGA Touch, 4GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM, Bluetooth, Single Pass, 4G LTE Multi Carrier, Emissive Backlit Keyboard

Price for Tucson: \$2599

We are pleased to offer these specially priced configurations & new configurations for Tucson at a reduced cost as part of this proposal:

- FZ-Q2G150AVM  
Public Sector specific configuration, Win10 Pro, Intel Core m5-6Y57 1.10GHz, vPro, 12.5" FHD 10-pt Multi Touch, Performance, 8GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM 2.0, Bluetooth, 4G LTE Multi Carrier, Webcam, 8MP Cam, Detachable Keyboard, TBP  
National IPA special price: \$1899
- FZ-F1BCCA2ZM  
Windows 10 IoT ME, Qualcomm MSM8974AB 2.3GHz Quad Core, 4.7" HD 10-pt Gloved Multi Touch, 2GB, 16GB, WiFi a/b/g/n/ac, BT, Webcam, 8MP Cam, NFC, 2D Bar Lsr, TBP  
National IPA special price: \$1855

The following volume discounts for each product will be based on the per transaction volume by each specific end user customer. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis.

In addition, the discount applies to each product and cannot be combined to reach the total for the volume discount.

## Panasonic Mobility Products

### Toughbook 31

For 50 units or more, there will be an additional 2% discount off of the contract price offered per transaction volume by each specific end user customer. For a specific end-user customer that purchases 100 units or more, there will be a 4% discount off of the contract price offered. For a specific end-user customer that purchases over 200 units, we will work to negotiate with that specific end user customer

- 50 units or more—for a specific customer—2% additional off or 18% off SRP
- 100 units or more—for a specific customer—4% additional off or 20% off SRP

# Panasonic

For volume discount for the Toughpad Tablet G1, and for the Toughbook 2 in 1 Tablet 20, the Toughbook 2 in 1 Tablet 33 and the Toughbook 2 in 1 Tablet Q2:

- For a specific end-user customer that purchases 100 units or more, there will be an additional 2% discount off of the contract price or 14% off SRP offered per transaction volume by each specific end user customer.
- For a specific end-user customer that purchase over 100 units, we will work to negotiate with that specific end user customer.

## Physical Security Camera Products

Standard contract pricing

- Main Units - 38% off SRP
- Accessories - 35% off SRP
- Services - 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis.

The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 2% discount off of the contract price offered.

- Pro Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 2% off SRP.
- Or 40% off SRP.

## Panasonic Scanners

Standard Contract Discount:

- Scanners – 20% off SRP
- Accessories – 20% off SRP
- Services & Software – 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 5% discount off of the contract price offered on a per transaction basis.

- Scanner Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 5% off SRP.
- 50 units or more for a specific customer opportunity – 25% off SRP



August 28, 2017

CITY OF  
TUCSON

DEPARTMENT OF  
PROCUREMENT

Michelle Chapin  
Senior Director of Government Acquisition, Capture & Bids  
Panasonic System Communications Company of North America  
Two Riverfront Plaza – 6<sup>th</sup> Floor  
Newark, NJ 07102

Email: [Michelle.Chapin@us.panasonic.com](mailto:Michelle.Chapin@us.panasonic.com)

*Sent via email, this day*

**Subject: Request for Proposal No. 171725 – Mobile Computing Solutions  
Request for Best and Final Offer**

Dear Ms. Chapin,

The City of Tucson is in receipt of the proposal that Panasonic submitted in response to the City's Request for Proposal #171725. In order for the evaluation committee to proceed with the evaluation of your proposal, it is requested that you provide a Best and Final Offer (BAFO) for pricing.

**Price Proposal**

The committee is requesting a BAFO be submitted for pricing for the following models and configurations which the City has determined meets the initial needs for the City.

**A. Questions:**

1. CF-33: What is the planned full production date for the CF-33 and what date will this model be made available in the marketplace?
2. CF-31: What is the planned production end date for the CF-31? How long will parts and accessories be available?

**B. Model Configurations:**

1. CF-33DP-07KM
  - a. TPD – Include in the build price the following essentials  
Windows 7  
Built in RFID reader with two (2) factor authentication  
Wi-Fi  
Premium keyboard  
256GB SSD

Options Pricing

1. 512 GB SSD

- b. TFD – Include in the build price the following essentials  
Windows 7  
Wi-Fi  
256GB SSD

Options Pricing

1. 512 GB SSD

2. 4G LTE

2. FZ-M1F303AVM

- a. TPD - Include in the build price the following essentials.  
Built in RFID reader with two (2) factor authentication

Accessory Pricing

Desktop docking station to connect an external monitor, keyboard and mouse.

3. CF-VEK201LM

- a. TPD - Include in the build price the following essentials.  
Built in RFID reader with two (2) factor authentication  
Batteries in tablet and keyboard  
Wi-Fi  
256 GB SSD

Options Pricing

1. 512 GB SSD

Accessory Pricing

1. External battery charger

2. Batteries

- b. TFD - Include in the build price the following essentials.  
Batteries in tablet and keyboard  
Wi-Fi  
256 GB SSD

Option Pricing

1. 512 GB SSD

2. 4G LTE

4. CF-54F5-00VM

- TPD - Include in the build price the following essentials.

Built in RFID reader with two (2) factor authentication  
Wi-Fi  
256GB SSD

Option Pricing  
512 GB SSD

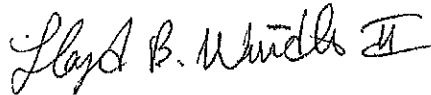
5. CF-3110781CM  
TFD - Include in the build price the following essentials.  
Wi-Fi  
256 GB SSD

Options Pricing  
1. 512 GB SSD  
2. 4G LTE

Please provide a written response no later than **Friday, September 1, 2017 at 4:00 PM local Arizona time**. Please e-mail your response to me at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

The City of Tucson appreciates your attention to this request. If you should have any questions, please contact me at (520) 837-4105 or at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

Sincerely,



Lloyd B. Windle II, CPPB, C.P.M.  
Principal Contract Officer  
cc: File No. 171725

# Panasonic

August 18, 2017 August 23, 2017---\*\*\*Updated per Mr Windle's request via email 8/22/17, 5:06PM; additional request at 5:25PM

City of Tucson  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701  
Attn: Lloyd Windle, CPPB, C.P.M.  
Principal Contract Officer  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

Email: [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

**Sent via email, this day – August 23, 2017**

REF: Panasonic Response to the City of Tucson's Request for Revised Offer for RFP No. 171725 – Mobile Computing Solutions

Dear Mr. Windle & The City of Tucson Procurement Evaluation Committee:

Panasonic is pleased to provide additional clarifications in response to the City of Tucson's request for a revised offer pertaining to our Method of Approach and Price Proposal clarifications for the City of Tucson/National IPA RFP #171725 – Mobile Computing Solutions.

Pursuant to your correspondence dated 8/14/17 and 8/22/17 email from Mr. Windle (reference attachment), you will find Panasonic's additional clarifications highlighted in blue font below regarding lead time, pricing and confirmation of % convenience fees.

Thank you for your time and consideration.

Respectfully Submitted,



Dave Ovesny  
Government Bids & Capture Manager  
Panasonic System Communications Company of North America  
[Contracts@us.panasonic.com](mailto:Contracts@us.panasonic.com)

Attachment: "National IPA – Tucson – Email request from Lloyd Windle – Aug 22 2017"

# Panasonic

- FZ-Q2G150AVM  
Public Sector specific configuration, Win10 Pro, Intel Core m5-6Y57 1.10GHz, vPro, 12.5" FHD 10-pt Multi Touch, Performance, 8GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM 2.0, Bluetooth, 4G LTE Multi Carrier (EM7355), Webcam, 8MP Cam, Detachable Keyboard, TBP  
National IPA special price: \$1899
- FZ-F1BCCA2M  
Windows 10 IoT ME, Qualcomm MSM8974AB 2.3GHz Quad Core, 4.7" HD 10-pt Gloved Multi Touch, 2GB, 16GB, WiFi a/b/g/n/ac, BT, Webcam, 8MP Cam, NFC, 2D Bar Lsr, TBP  
National IPA special price: \$1855

The following volume discounts for each product will be based on the per transaction volume by each specific end user customer. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis.

In addition, the discount applies to each product and cannot be combined to reach the total for the volume discount.

## Panasonic Mobility Products

### Toughbook 31

For 50 units or more, there will be an additional 2% discount off of the contract price offered per transaction volume by each specific end user customer. For a specific end-user customer that purchases 100 units or more, there will be a 4% discount off of the contract price offered. For a specific end-user customer that purchases over 200 units, we will work to negotiate with that specific end user customer

- 50 units or more—for a specific customer—2% additional off or 18% off SRP
- 100 units or more—for a specific customer—4% additional off or 20% off SRP

For volume discount for the Toughpad Tablet G1, and for the Toughbook 2 in 1 Tablet 20, the Toughbook 2 in 1 Tablet 33 and the Toughbook 2 in 1 Tablet Q2:

- For a specific end-user customer that purchases 100 units or more, there will be an additional 2% discount off of the contract price or 14% off SRP offered per transaction volume by each specific end user customer.
- For a specific end-user customer that purchase over 100 units, we will work to negotiate with that specific end user customer.

## Physical Security Camera Products

### Standard contract pricing

- Main Units - 38% off SRP
- Accessories - 35% off SRP
- Services - 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis.

# Panasonic

The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 2% discount off of the contract price offered.

- Pro Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 2% off SRP.
- Or 40% off SRP.

## Panasonic Scanners

Standard Contract Discount:

- Scanners – 20% off SRP
- Accessories – 20% off SRP
- Services & Software – 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 5% discount off of the contract price offered on a per transaction basis.

- Scanner Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 5% off SRP.
- 50 units or more for a specific customer opportunity – 25% off SRP

2. Credit Card Convenience Fee. Due to the potential sales volume expected, the City requests that the “% convenience fee” for Compview, PCS Mobile and Mobile Concept Technology be waived. It is also requested that Turn-Key Mobile accept credit cards for all orders without charging a “% convenience fee”.

Panasonic confirms and is pleased to offer that our designated authorized resellers for the City of Tucson and the National IPA contract will have 0% convenience fees to offer ease of procurement for the customers for the contract:

Panasonic Designated Authorized Reseller	Accept Payment via Credit Card	Convenience Fee
CDW-G	Yes	No Fee
Insight Public Sector	Yes	No Fee
CompView	Yes	No Fee
PCS Mobile	Yes	No Fee
Mobile Concept Technology	Yes	No Fee
Turn-Key Mobile	Yes	No Fee



August 14, 2017

CITY OF  
TUCSON

DEPARTMENT OF  
PROCUREMENT

Michelle Chapin  
Senior Director of Government Acquisition, Capture & Bids  
Panasonic System Communications Company of North America  
Two Riverfront Plaza – 6<sup>th</sup> Floor  
Newark, NJ 07102

Email: [Michelle.Chapin@us.panasonic.com](mailto:Michelle.Chapin@us.panasonic.com) *Sent via email, this day*

**Subject: Request for Proposal No. 171725 – Mobile Computing Solutions  
Request for Revised Offer**

Dear Ms. Chapin,

The City of Tucson is in receipt of the proposal that Panasonic submitted in response to the City's Request for Proposal #171725. In order for the evaluation committee to proceed with the evaluation of your proposal, it is requested that you provide a revised offer to address at a minimum the items listed below.

**A. Method of Approach**

Lead Time: If awarded the contract, the City might place an initial order for 35 computers. What is the estimated time of receipt for the ordered products in days from date of order?

**B. Price Proposal**

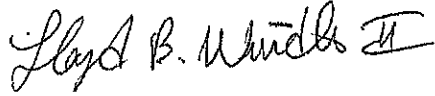
1. The committee is requesting a revised offer be submitted for pricing. If you choose to do so, please submit your revised pricing offer in the same format previously submitted or as a revised discount off. If you choose not to submit revised pricing, the City will use the most recent submitted pricing to continue its evaluation of your proposal.

2. Credit Card Convenience Fee. Due to the potential sales volume expected, the City requests that the "% convenience fee" for Compview, PCS Mobile and Mobile Concept Technology be waived. It is also requested that Turn-Key Mobile accept credit cards for all orders without charging a "% convenience fee".

Please provide a written response no later than **Friday, August 18, 2017 at Noon local Arizona time**. You may e-mail your response to me at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

The City of Tucson appreciates your attention to this request. If you should have any questions, please contact me at (520) 837-4105 or at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

Sincerely,

A handwritten signature in black ink that reads "Lloyd B. Windle II". The signature is written in a cursive style with a double underline at the end.

Lloyd B. Windle II, CPPB, C.P.M.  
Principal Contract Officer  
cc: File No. 171725

# Panasonic

July 10, 2017

City of Tucson  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701  
Attn: Lloyd Windle, CPPB, C.P.M.  
Principal Contract Officer  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REF: Panasonic Responses to the City of Tucson's Request for Clarification/Additional Information regarding Request for Proposal No. 171725 – Mobile Computing Solutions

Mr. Windle,

Panasonic is pleased to provide the enclosed supplemental responses pertaining to the City of Tucson's request for clarifications and additional information regarding our formal bid submission to the City of Tucson/National IPA RFP #171725 – Mobile Computing Solutions.

Pursuant to your correspondence dated 6/27/17, you will find Panasonic's responses highlighted in blue font below as well as a sample leasing agreement attachment for your further review

We are certainly glad to provide additional information or further clarifications, if or when appropriate.

Thank you for your time and consideration.

Respectfully Submitted,



Dave Ovesny  
Government Bids & Capture Manager  
Panasonic System Communications Company of North America  
[Contracts@us.panasonic.com](mailto:Contracts@us.panasonic.com)

# Panasonic

## PANASONIC RESPONSES

### A. Method of Approach:

#### 1. National Program

Reporting: Please elaborate on report submission and how the current process will change. Indicating who will report & who will pay.

As with existing City of Tucson/National IPA Contract held by Panasonic, Panasonic will oversee, manage and submit the required National IPA Contract Sales Reports and ensure our designated authorized reseller partners will pay the administrative fee percentage. As a testament to our reporting and contract compliance diligence, Panasonic remains in good standing with the Panasonic Solutions Contract #120471 awarded by City of Tucson as the lead agency for the National IPA Contract.

Panasonic and proposed resellers have other cooperative contracts. Elaborate further on:

- How does the pricing proposed compare to the Panasonic pricing the resellers and Panasonic have with other national cooperatives?

The National IPA Contract has been offered the broadest spectrum of products that Panasonic offers with the best contract pricing that we offer.

- How do the resellers determine which cooperative contract to lead with?

Many Panasonic authorized resellers designated on the National IPA Contract currently utilize National IPA as the go-to contract as it offers the ability for the resellers to offer a complete solution with all needed components and ease of procurement for the customer to place one purchase order on one contract.

- How will the City of Tucson's contract be positioned among the other cooperative options?

Panasonic designated authorized reseller partners have led and will continue to lead with the City of Tucson Contract as this contract meets the need of providing a complete solution to our customers. The broad scope of products included on the City of Tucson contract allows our reseller partners to present our customers with a solution to procure all products on one purchase order. Panasonic has been supporting Public Sector agencies for over 20 years with customized solutions to meet the demands of each agencies' unique environments which meets or exceeds their expectations with technologies that make their job easier and keep our communities safe.

Exhibits: Please confirm that Panasonic takes no exceptions have been taken to the National IPA Exhibit A and your legal team has approved Exhibit B, the National IPA Administration Agreement.

Panasonic acknowledges the National IPA Exhibit A and Exhibit B, National IPA Administration Agreement and notate that we did not take any exceptions in our formal RFP bid response.

# Panasonic

## 2. General Requirements

Page 76, 2. Ordering: Your proposal lists 6 Panasonic Authorized Resellers (CDW-G, MCT, CompView, PCS, Insight & Turnkey Mobile). Are these the only distributors authorized under the contract? If not, what is your plan of action to include additional distributors?

Panasonic is always glad to work with the customer(s) and agencies to insure an ease of procurement and offer a reseller that offers the best support as well as meeting their potential small business requirements. Panasonic will work within the guidelines of the National IPA contract to request adding additional authorized resellers that can best service and support our customers.

Page 120, 1.f. Restocking Fee: The City requests that the restocking fee be waived.

As a manufacturer, Panasonic does not have any restocking fees because we do not accept any returns as part of our channel distribution agreement with our designated authorized reseller partners. However, each designated authorized reseller partner offers varying degrees of product return policies that waive restocking fees subject to restrictions for defective products, non-defective products or special orders. Panasonic is certainly glad to work with the City or participating National IPA agencies on a case-by-case basis for any returns that would require manufacturer-based assistance.

## 4. Service Requirements

Page 82, 1.a. Financing or Leasing: Please submit all financing and lease agreements that will be offered for the eventual contract.

As outlined in our formal response, Panasonic Financial Services offers flexible leasing options through our government financial leasing partners. See enclosed sample lease agreement from Marlin Leasing which can also be found at <https://landing.marlinfinance.com/forms/longform.pdf>

Page 83, 1.c. Repairs: The City is interested in including a "Spares On Site" or an "advanced exchange program" that will provide an immediate replacement model while a unit is being repaired. Does Panasonic or its Authorized Resellers have such a program? Provide details. If not, is Panasonic willing to offer a program for the eventual contract.

Yes, the proposed Toughbook laptops and Toughpad tablets are backed by Panasonic's standard 3-year warranty that includes our "Priority Exchange Program" of user-replaceable parts will be shipped next-business-day.

Panasonic ProServices offerings also include an optional Hot Swap Exchange Program, an optional Onsite Spare Parts Program or an optional Light Repair Parts Program that provides agencies technical support team with training on basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications.

### 24-Hour Hot Swap Exchange

Panasonic can provide overnight delivery of a Toughbook or Toughpad computer if a unit fails. Instead of waiting for a repair, you're immediately sent a device from an inventory of customer-owned, pre-imaged computers stored at our National Service Center. Meanwhile, you send your damaged unit to Panasonic. We repair and place it into your on-demand inventory.

# Panasonic

## Onsite Spare Parts Program

Panasonic can provide end-user replaceable spare parts for a minimum quantity of each spare part based on the City of Tucson's requirements. These spare parts would typically be limited to replacement keyboards, hard drives, memory, port covers batteries of power adapters for the Toughbook laptop or Tougpad tablet models purchased. Additionally, Panasonic maintains a pool of spare parts for the proposed Toughbook model being proposed, providing the City of Tucson or participating National IPA agencies with additional safeguards that all Panasonic hardware procured and deployed will be supported after the initial purchase.

## Light Repair Parts Program

With regards to the amount of work that the City of Tucson's technical support team will be able to do without voiding the so Toughbook warranty or requiring replace/repair shipping turnaround, Panasonic can also offer a customized Light Repair Parts Program Panasonic to train the City of Tucson's technical support team on parts replacement including:

- Emissive Keyboard
- Hard Drive (HDD) or (SSD)
- Embedded WWAN modem
- Memory
- Port Covers: Multiple Parts
- AC Adapter
- Power Cord
- Battery

Page 84 - 1.d. Installation: Disclose which company, and their physical location, will provide installation services to the City of Tucson? Where will participating agencies receive these services?

In collaboration with the Panasonic Mobility Solutions Sales Territory Account Manager – Brandon Winchester, Mobile Concepts Technology (MCT) located in Phoenix, AZ will serve as the is the Panasonic designated authorized reseller who will manage the installation services by certified Panasonic installation technician for the City of Tucson. With regards to participating National IPA agencies, Panasonic provides nationwide installation coverage utilizing our network of authorized resellers and certified installation technicians.

Page 137, c.4. Customer Service Program: Submit details, including response times, of the Service Level Agreements.

Our Toughbook laptop computer and Toughpad tablet warranty repair and replacement services take place at the Panasonic's U.S. based National Service Center that is centrally located in Leawood, Kansas.

- Technical assistance via the Panasonic Technical Support Hotline is available at no additional charge via 1-800-LAPTOP5 or 1-855-PSC-TECH (772-8324). This resource is available 24 hours a day every day of the year with an average time on hold of 60 seconds or less.
- The Panasonic Priority Exchange Program provides for overnight replacement of customer installable modules (i.e. a/c adapter, hard disk drive, DVD drive, battery, etc.). This program is included for all units that are deemed "in warranty," and includes at no additional charge overnight shipping of the item to the customer.

# Panasonic

- Panasonic average turnaround time on Toughbook repairs over the past (6) years has been 1.65 days. The 1.65 days does not include the one (1) day for overnight freight to the National Service Center (NSC) or the one (1) day for return overnight freight back to the client. Shipping charges for in-warranty repairs are paid for by Panasonic.

## Obtaining Service

If a unit fails to operate during the warranty period and in accordance with the standard warranty, the unit will be repaired and returned with not cost for labor, parts, or shipping. To obtain service, please follow the simple steps below:

1. Contact Panasonic Toughbook Technical Support by calling 1-800-LAPTOP5. Typical hold time is less than one minute, and technicians based in the United States who are managed and trained by Panasonic provide support. This team is dedicated to the Panasonic Toughbook product line. Calls can be placed from more than 150 countries in the world using AT&T 800 Direct service.
2. A technician will enter the caller and product data into the database system, determine the warranty status, and try to assist in resolving the issue during the call.
3. IN-WARRANTY REPAIRS - Once a qualified in-warranty hardware failure is determined, a Return Merchandise Authorization (RMA) number will be issued:
  - I. If the problem can be resolved by replacement of an item accessible to the caller — for example, battery, AC adapter, hard drive (most models), CD/DVD drive (some models), memory module (some models) — a Priority Exchange will be set up and a replacement device shipped overnight to the designated location so you are up and running the next business day. The defective item is returned to the Panasonic National Service Center (NSC). Panasonic pays shipment in both directions.
  - II. If the unit needs to be returned for repair, the unit can be shipped, pre-paid, by Panasonic to the NSC for repair and return. More than 80% of repairs are completed within two business days of receipt at the NSC. All units are thoroughly quality control checked before they are shipped back to the customer to virtually eliminate repeat failures.
4. OUT-OF-WARRANTY REPAIRS - If a unit is determined to be out of warranty but repair is required, the unit may be shipped pre-paid by the owner to the NSC.
  - I. An evaluation fee will be required to diagnose the repair so an estimate can be made of the total cost of repair.
  - II. NSC will contact the customer for approval of the repair estimate, which includes labor, parts, shipping, handling and any taxes, before repairs are made.
  - III. Once approved and payment terms are accepted, the unit is repaired and returned to the customer.

## Technical Engineering Support

In order to support the largest rugged mobile computing deployments in the U.S., Panasonic has personnel located across the nation to service our customers whenever and wherever they need it. Customer assistance is available 24 hours a day, 365 days a year through our technical support hotline or our website.

To ensure the highest quality of technical service, Panasonic's Professional Services and Engineering teams continually monitor our technical support hotline and our technical support managers in the field. This helps to guarantee that our response guidelines are being met or exceeded.

# Panasonic

The Panasonic business goal is to ensure that every customer is receiving the assistance they need every time they contact Panasonic with an issue, whether by phone or email. Our policy is to respond to every contact within four business hours. This means that any issue the City of Tucson or a participating National IPA agencies may encounter will be addressed no later than the next business day.

## Field-based Customer Service Reviews

To ensure the highest quality of technical service, Panasonic's management team continually monitors our technical support hotline, field service managers and technical service managers to ensure that Panasonic's response guidelines are being met or exceeded. The Panasonic business goal is to provide our customers with a response within four business hours, whether they contact us by phone or email. This means that as our customer, any issue you have will be addressed no later than the next business day.

Panasonic's Global Download Center provides unlimited 24-hour remote availability of software drivers and files updates for Toughbook and Toughpad rugged PC's at <http://business.panasonic.com/support-computerstablets>

- Product Specifications
- Product Manuals
- OEM Windows Licensing & Reimaging Rights
- Drivers, BIOS, EC and More
- Software Development Kits
- Wireless Carrier Software
- Toughpad Applications
- Recovery DVDs
- FAQ's
- Image Validation Toolkit

Lastly, Panasonic also provides project-base written SLA agreements that will establish annual failure rate benchmarks that transfers risk back to the manufacturer for not meeting key performance metrics to further protect the investment of our customers.

## B. Price Proposal

Page 221, 2. The City requests that the volume discount offered be extended to all equipment in Panasonic's catalog as many agencies might choose to utilize equipment other than the Toughbook 31.

Panasonic is pleased to provide volume discounts for our products, specifically for the National IPA contract.

These volume discounts for each product will be based on the per transaction volume by each specific end user customer. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. In addition, the discount applies to each product and cannot be combined to reach the total for the volume discount.

## Panasonic Mobility Products

Toughbook 31

# Panasonic

For 50 units or more, there will be an additional 2% discount off of the contract price offered per transaction volume by each specific end user customer. For a specific end-user customer that purchases 100 units or more, there will be a 4% discount off of the contract price offered. For a specific end-user customer that purchases over 200 units, we will work to negotiate with that specific end user customer

- 50 units or more—for a specific customer—2% additional off or 18% off SRP
- 100 units or more—for a specific customer—4% additional off or 20% off SRP

For volume discount for the Toughpad Tablet G1, and for the Toughbook 2 in 1 Tablet 20, the Toughbook 2 in 1 Tablet 33 and the Toughbook 2 in 1 Tablet Q2:

- For a specific end-user customer that purchases 100 units or more, there will be an additional 2% discount off of the contract price or 14% off SRP offered per transaction volume by each specific end user customer.
- For a specific end-user customer that purchase over 100 units, we will work to negotiate with that specific end user customer.

## Physical Security Camera Products

Standard contract pricing

- Main Units - 38% off SRP
- Accessories - 35% off SRP
- Services - 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis.

The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 2% discount off of the contract price offered.

- Pro Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 2% off SRP.
- Or 40% off SRP.

## Panasonic Scanners

Standard Contract Discount:

- Scanners – 20% off SRP
- Accessories – 20% off SRP
- Services & Software – 0% off SRP

This discount will be based on the per transaction volume by each specific end user customer on a per transaction basis. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 5% discount off of the contract price offered on a per transaction basis.

- Scanner Hardware Main Units – for a customer who purchases 50 units or more, there will be an additional 5% off SRP.

# Panasonic

- 50 units or more for a specific customer opportunity – 25% off SRP

Page 222, 5. Describe how you will communicate with the City, National IPA and agencies regarding discontinued equipment, the replacement and the associated discount?

Panasonic will work with the City of Tucson and the National IPA to provide product information as well as OEM planned End of Life notifications for the proposed product in accordance with our product development roadmap policy. Panasonic's goal is to provide a sustainable lifecycle so our customers can manage their technology solutions long term includes new product development with backward compatibility at the forefront as well as a 7 year parts availability commitment beyond product end of life notification. And we will work with the City, National IPA and agencies to work through the changes to migrate to a new platform if needed. And with changing market conditions, we will work to provide a comparable value of product for that discontinued item at the appropriate discount.

Page 223, 7. Please disclose which authorized reseller accept payment via credit card and provide their respective flat convenience fee.

The Panasonic designated authorized resellers for the City of Tucson and the National IPA contract have provided the following details regarding credit card acceptance and fees:

Panasonic Designated Authorized Reseller	Accept Payment via Credit Card	Convenience Fee
CDW-G	Yes	No Fee
Insight Public Sector	Yes	No Fee
CompView	Yes	2%
PCS Mobile	Yes	2%
Mobile Concept Technology	Yes	3%
Turn-Key Mobile	Yes	Only for orders under \$1K - No Fee



# EQUIPMENT LEASE CONTRACT

Lessor ("We" or "Us");

Marlin Leasing Corporation

300 Fellowship Road • Mt. Laurel, NJ 08054  
phone: 888.479.9111 • fax: 888.479.1100

or

Marlin Business Bank

2795 E. Cottonwood Pkwy, Ste 120 • Salt Lake City, UT 84121  
phone: 801.453.1722

• Processing Office

1500 JFK Blvd., Ste 330  
Philadelphia, PA 19106

www.marlinleasing.com

**DESCRIPTION OF LEASED EQUIPMENT** (include quantity, make, model, serial number and accessories. Attach schedule if necessary.)

**MUST BE COMPLETED**

## LEASING CUSTOMER ("YOU")

Company Name (Exact business name): \_\_\_\_\_

Address: \_\_\_\_\_  
Street City County State Zip

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  Corp.  Limited Liability Corp.  Partnership  Prop.

Equipment Location: \_\_\_\_\_ State of Incorporation/Organization: \_\_\_\_\_

Vendor: \_\_\_\_\_ Address: \_\_\_\_\_

Lease Term (Mos.)	Total No. of Payments	Amount of Each Payment \$ (plus applicable taxes)	Security Deposit \$	Payment Frequency <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Other:

## TERMS OF LEASE

**1. REQUEST FOR US TO ACQUIRE EQUIPMENT FOR YOU.** You (the Leasing Customer identified above) wish to acquire certain equipment from the equipment vendor identified above. Rather than purchasing it yourself, you have come to us (one of the Lessors identified above) and asked us to purchase it and then lease it back to you. In exchange for our agreement to do this, you have agreed to the terms in this lease agreement (the "Lease"). We have given you an opportunity to discuss and negotiate these terms with us, and the following is the final version of our contract. If there is any information deleted from the above boxes, you give us permission to fill it in. This Lease is not binding on us until we sign it.

**2. THE EQUIPMENT.** We agree to lease to you, and you agree to lease from us, the equipment identified above and on any schedules attached to this Lease. This Lease also covers any and all replacement equipment, add-ons, substitutions or accessories (collectively referred to as the "Equipment"). The other details of the Lease such as the rental amount, the initial Lease term and other matters are set forth in the boxes above.

**YOUR SELECTION OF THE EQUIPMENT VENDOR AND THE EQUIPMENT.** You hereby acknowledge and agree that:

- (a) YOU SELECTED THE EQUIPMENT VENDOR AND THE EQUIPMENT BASED ON YOUR OWN SKILL AND KNOWLEDGE.
- (b) WE DID NOT SELECT OR INSPECT THE EQUIPMENT, HAVE NEVER SEEN THE EQUIPMENT AND HAVE NO EXPERT KNOWLEDGE REGARDING IT.
- (c) YOU AGREE THAT THIS LEASE IS A FINANCE LEASE AS DEFINED IN ARTICLE 2A OF THE UNIFORM COMMERCIAL CODE. IT IS ALSO A "TRUE LEASE," MEANING THAT IT IS NOT A "LEASE INTENDED AS SECURITY," A CONDITIONAL SALE, A LOAN OR A SIMILAR ARRANGEMENT.

(d) PRIOR TO EXECUTING THE LEASE, YOU RECEIVED AND APPROVED THE SUPPLY CONTRACT (IF ANY) BETWEEN US AND THE EQUIPMENT VENDOR, AND YOU HAVE BEEN ADVISED IN WRITING (OR ARE NOW ADVISED HEREBY) THAT YOU MAY HAVE RIGHTS AGAINST THE VENDOR UNDER THE SUPPLY CONTRACT (IF ANY) AND THAT YOU MAY CONTACT THE VENDOR FOR INFORMATION ABOUT WHAT YOUR RIGHTS AGAINST THE VENDOR ARE (IF ANY).

**4. NO RIGHT TO CANCEL; OTHER IMPORTANT TERMS OF THE LEASE.** YOU AGREE AS FOLLOWS:

(a) **LEASE CANNOT BE REVOKED; NO "TEST PERIOD."** BECAUSE WE ARE PURCHASING THE EQUIPMENT FOR YOU AT YOUR REQUEST AND CANNOT GET A REFUND, THIS LEASE CANNOT BE CANCELLED OR REVOKED BY YOU FOR ANY REASON AT ANY TIME, INCLUDING BUT NOT LIMITED TO EQUIPMENT FAILURE OR DEFECTS, DAMAGE OR LOSS. THE LEASE CANNOT BE PREPAID EXCEPT WITH OUR PRIOR WRITTEN PERMISSION ON TERMS ACCEPTABLE TO US. THERE IS NO "TEST PERIOD" FOR THE EQUIPMENT.

(b) **LESSOR IS NOT RELATED TO MANUFACTURER OR VENDOR; NO CLAIMS TO BE MADE AGAINST LESSOR.** WE ARE NOT RELATED IN ANY WAY TO THE EQUIPMENT MANUFACTURER OR VENDOR. NEITHER THE VENDOR NOR ANYONE ELSE IS AN AGENT OF OURS, AND NO STATEMENT, REPRESENTATION, GUARANTEE OR WARRANTY MADE BY THE VENDOR OR OTHER PERSON IS BINDING ON US OR WILL AFFECT YOUR OBLIGATIONS TO US. ONLY AN EXECUTIVE OFFICER OF THE LESSOR IS AUTHORIZED TO WAIVE OR ALTER ANY OF THE TERMS OF THIS LEASE, AND THEN ONLY IN WRITING. IF THE EQUIPMENT FAILS TO OPERATE PROPERLY, OR THE VENDOR OR

*(Agreement continues on reverse side)*

## ACCEPTANCE OF LEASE AGREEMENT

THIS IS A BINDING CONTRACT. IT CANNOT BE CANCELED. READ IT CAREFULLY BEFORE SIGNING AND CALL US IF YOU HAVE ANY QUESTIONS.

Signature of Leasing Customer \_\_\_\_\_ Print Name of Signer \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Accepted and Signed by the Lessor Identified above \_\_\_\_\_ Print Name of Signer \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

## PERSONAL GUARANTY

IN CONSIDERATION OF MY RECEIVING BENEFIT AND VALUE FROM THE ABOVE LEASE, I (OR WE, IF THERE IS MORE THAN ONE OF US, INDIVIDUALLY, JOINTLY AND SEVERALLY) HEREBY PERSONALLY AND UNCONDITIONALLY GUARANTEE ALL PAYMENTS AND OBLIGATIONS OWED BY THE LEASING CUSTOMER UNDER THIS LEASE, AND I ALSO AGREE TO PAY THE LESSOR'S LEGAL FEES AND COSTS INCURRED IN ENFORCING THE LEASE AND THIS PERSONAL GUARANTY. I WAIVE NOTICE OF ACCELERATION, DEFAULT, RENEWALS, EXTENSIONS, TRANSFERS, AMENDMENTS AND OTHER CHANGES IN THE TERMS OF THE LEASE AND AGREE THAT I WILL BE BOUND BY ANY AND ALL SUCH CHANGES. I AGREE THE LESSOR MAY PROCEED AGAINST ME SEPARATELY FROM THE LEASING CUSTOMER. I AGREE THAT ANY SUIT RELATING TO THIS LEASE OR PERSONAL GUARANTY SHALL BE BROUGHT ONLY IN A STATE OR FEDERAL COURT IN PENNSYLVANIA AND I IRREVOCABLY CONSENT AND SUBMIT TO THE JURISDICTION OF SUCH COURTS, AND I WAIVE TRIAL BY JURY. I AGREE THAT THIS PERSONAL GUARANTY WILL BE BINDING UPON MY HEIRS AND PERSONAL REPRESENTATIVES. I HAVE AUTHORIZED THE LESSOR AND ITS AFFILIATES AND DESIGNEES TO USE MY CONSUMER CREDIT REPORTS FROM TIME TO TIME IN ITS CREDIT EVALUATION AND COLLECTION PROCESSES, AS WELL AS TO OFFER FUTURE CREDIT PRODUCTS AND SERVICES. I AGREE THAT MY FAXED SIGNATURE SHALL BE CONSIDERED AS GOOD AS MY ORIGINAL SIGNATURE AND ADMISSIBLE IN COURT AS CONCLUSIVE EVIDENCE OF THIS PERSONAL GUARANTY.

GUARANTOR #1 (Print Name) \_\_\_\_\_

Signature (Individually; No Titles) \_\_\_\_\_ Date \_\_\_\_\_

GUARANTOR #2 (Print Name) \_\_\_\_\_

Signature (Individually; No Titles) \_\_\_\_\_ Date \_\_\_\_\_

## ACCEPTANCE OF DELIVERY

I AM AUTHORIZED TO SIGN THIS CERTIFICATE ON BEHALF OF THE LEASING CUSTOMER. I CERTIFY TO THE LESSOR THAT THE EQUIPMENT HAS BEEN DELIVERED AND IS FULLY INSTALLED AND WORKING PROPERLY. I HEREBY AUTHORIZE THE LESSOR TO PAY THE EQUIPMENT VENDOR AND COMMENCE THE LEASE.

Authorized Signature \_\_\_\_\_ Name and Title (Please Print) \_\_\_\_\_ Equipment Delivery Date \_\_\_\_\_

**TERMS OF LEASE (continued)**

ANY OTHER PERSON FAILS TO PROVIDE ANY INSTALLATION, MAINTENANCE, OR OTHER SERVICE, YOU WILL MAKE ANY COMPLAINT ONLY AGAINST THE VENDOR OR OTHER PERSON AND NOT AGAINST US (EITHER BY WAY OF A CLAIM, COUNTERCLAIM, DEFENSE OR EXCUSE TO PAYMENT).

**(c) LESSOR MAKES NO WARRANTIES.** THE EQUIPMENT IS LEASED BY US TO YOU "AS IS," "WHERE IS" AND WITH ANY AND ALL FAULTS. WE HAVE MADE NO STATEMENT, PRESENTATION, OR WARRANTY REGARDING THE EQUIPMENT. WE DISCLAIM ALL PRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE SHALL TRANSFER TO YOU ALL EXPRESS WARRANTIES, IF ANY, MADE BY THE EQUIPMENT VENDOR TO US, BUT THIS DOES NOT IMPLY THAT THERE ARE ANY SUCH WARRANTIES. YOU MAY CONTACT THE VENDOR TO GET A STATEMENT OF ALL WARRANTIES, IF ANY.

**(d) BARGAINED FOR WAIVER OF RIGHTS.** YOU WAIVE ANY AND ALL RIGHTS AND REMEDIES YOU HAVE UNDER ARTICLE 2A OF THE UNIFORM COMMERCIAL CODE, INCLUDING SECTIONS 508 THROUGH 522 THEREOF.

**(e) DISCLAIMER OF LIABILITY.** WE ARE NOT LIABLE FOR ANY LOSS, DAMAGE (INCLUDING LOST PROFITS, SPECIAL DAMAGES OR INCIDENTAL OR CONSEQUENTIAL DAMAGES) OR INJURY TO YOU, YOUR EMPLOYEES OR ANY OTHER PERSON OR PROPERTY CAUSED BY THE EQUIPMENT.

**5. RENTAL AMOUNT; INTERIM RENT; LATE FEE; DOCUMENTATION FEE.** The monthly or other periodic rent you have agreed to pay is stated above. The rental amount is based on the estimated cost of all the Equipment and it may be adjusted higher or lower if the actual cost of the Equipment is higher or lower than the estimate. You also agree to pay a partial rental payment (interim rent) covering the period between the delivery date and the date the first regular payment is due. If we do not receive your payment by its due date, there will be a late fee equal to the greater of \$25.00 or 15% of the late amount (or, if less, the maximum amount allowable under applicable law), which you agree is a reasonable estimate of the costs we incur with respect to late payments and is not a penalty. Upon your request, we will waive the first assessed late charge. We may charge you a one-time documentation fee up to \$250. You agree to pay a charge of \$30 if any payment made by ACH or check is dishonored or returned.

**6. LEASE COMMENCEMENT AND TERM.** This Lease will commence when the Equipment is delivered to you and will continue for the entire Lease term plus any interim rent period and any renewal term. The monthly (or other periodic) due date will be established by us. The due date for the first regular rental payment will also be established by us; however, it will not be greater than 30 days from the date on which the Equipment was delivered to you.

**7. ADVANCE PAYMENT(S) AND/OR SECURITY DEPOSIT.** You have paid us one or more advance payments and/or a security deposit in the amount(s) indicated above. If the Lease does not commence for reasons other than our own negligence, we may retain such monies to compensate us for our credit and other administrative costs. You agree the security deposit will not bear interest and that we may apply it to any amount owed to us, and should we do so, you agree to restore the security deposit to its original amount. You may request the return of the security deposit only after all of your obligations under the Lease have been met in full.

**8. EQUIPMENT DELIVERY.** You understand and agree that we are not responsible for packaging, delivery, installation or testing of the Equipment. You (and/or the Vendor, if you have made such arrangements with the Vendor) are responsible for all such matters. You agree that you will not have any complaint against us if the Vendor or any other person improperly packages the Equipment or fails in delivering or installing it.

**USE OF THE EQUIPMENT.** YOU REPRESENT TO US THAT THE EQUIPMENT WILL BE USED ONLY FOR COMMERCIAL, BUSINESS OR AGRICULTURAL PURPOSES, AND NOT FOR PERSONAL, FAMILY OR HOUSEHOLD PURPOSES. In addition, you agree not to attach the Equipment to any realty or otherwise permit to become a "fixture" to real estate or a structure thereon, nor will you trade it in, make alterations to it, sell or dispose of it without our prior written permission. You shall not allow any liens or encumbrances (for example, a mechanic's lien) to be placed on the Equipment. You will keep and use the Equipment only at the address listed above and will not move it or return it prior to the end of the Lease term.

**10. MAINTENANCE AND SERVICE.** You agree that we are not responsible for installation, maintenance, repairs or service to the Equipment. You agree to use the Equipment strictly in the manner for which it is intended by the manufacturer, and you shall maintain the Equipment in good operating order. At the end of the term of the Lease, unless you have been given a written option to purchase the Equipment and you make the purchase, you will be liable for all damage or distress to the Equipment.

**11. LEASE ASSIGNMENT; SUBLEASE OF EQUIPMENT.** THIS LEASE WAS MADE TO YOU BASED ON YOUR OWN CREDIT. THEREFORE YOU AGREE THAT YOU MAY NOT ASSIGN, TRANSFER OR SELL ANY OF YOUR RIGHTS OR INTERESTS UNDER THE LEASE TO ANY OTHER PERSON OR ENTITY, NOR MAY YOU SUBLEASE OR RENT ANY OF THE EQUIPMENT TO ANY OTHER PERSON OR ENTITY. HOWEVER, YOU AGREE THAT WE MAY ASSIGN, TRANSFER, SELL, PLEDGE OR OTHERWISE ENCUMBER ANY OR ALL OF OUR RIGHTS AND INTERESTS UNDER THIS LEASE (INCLUDING OUR RIGHTS AND INTERESTS IN THE EQUIPMENT) TO ANY OTHER PERSON OR ENTITY (INCLUDING A BANK OR OTHER SECURED PARTY OR A BUYER) (COLLECTIVELY, A "THIRD PARTY") WITHOUT PRIOR NOTICE TO YOU. SUCH THIRD PARTY MAY ALSO ASSIGN, TRANSFER, SELL, PLEDGE OR OTHERWISE ENCUMBER ITS RIGHTS AND INTERESTS. IN THIS EVENT, YOU AGREE THAT SUCH THIRD PARTY, OR ITS ASSIGNEE OR TRANSFEREE, WILL RECEIVE ALL THE RIGHTS AND INTERESTS WE HAD UNDER THE LEASE BUT NONE OF OUR OBLIGATIONS OR LIABILITIES, IF ANY. WE WILL CONTINUE TO BE RESPONSIBLE FOR ALL SUCH LIABILITIES AND WILL RETAIN AND HONOR ALL SUCH OBLIGATIONS, IF ANY. YOU PROMISE AND AGREE THAT YOU WILL NOT ASSERT ANY CLAIMS, COUNTERCLAIMS, DEFENSES OR SETOFFS AGAINST SUCH THIRD PARTY. YOU HEREBY ACKNOWLEDGE THAT ANY TRANSFER OF OUR RIGHTS AND/OR INTERESTS TO A THIRD PARTY WOULD NOT MATERIALLY CHANGE YOUR OBLIGATIONS UNDER THE LEASE OR INCREASE YOUR RISKS.

**12. DAMAGE TO EQUIPMENT; RISK OF LOSS OF EQUIPMENT; INSURANCE.** You agree that we are not liable or responsible for any damage to the Equipment, or any loss of or casualty to the Equipment from any cause whatsoever. NO SUCH DAMAGE, CASUALTY OR LOSS WILL AFFECT YOUR RESPONSIBILITIES AND OBLIGATIONS UNDER THE LEASE. You must maintain acceptable public liability insurance naming us as "additional insured". You must keep the Equipment insured against all risks of loss in an amount equal to the replacement cost and have us listed on the policy as "loss payee." If you do not give us proof of the required insurance within 30 days after the Lease commences, then depending on the original cost of the Equipment we may either (i) obtain insurance to cover our interests and charge you a fee for such coverage (including a monthly administration fee and a profit to us) or (ii) charge you a monthly non-compliance fee up to \$50 (which provides no insurance

benefit). You can cancel the insurance coverage fee or non-compliance fee at any time by delivering the required proof of insurance.

**13. TAXES AND CERTAIN FEES RELATING TO THE LEASE OF THE EQUIPMENT.** You agree and understand that the amounts we are charging you to rent the Equipment do NOT cover taxes, governmental fees and similar types of costs. Accordingly, you agree to pay us upon demand for all taxes (including but not limited to sales, property, use and other taxes), administrative costs and other charges and fees relating to this Lease or to the use or ownership of the Equipment. We may adjust this Lease and the monthly (or other periodic) payment amount to finance for you any taxes due at Lease inception. We may bill you based on our estimate of the taxes. We may charge you an annual property tax administration fee up to \$25. If we gave you a \$1.00 purchase option, we may require you to file all personal property tax returns.

**14. TITLE TO THE EQUIPMENT.** You agree that the Equipment is and will remain throughout the term of the Lease solely our property. We will have title to the Equipment throughout the term, and this is a "true lease." You hereby grant us a first priority security interest in the Equipment and you authorize us and our agents to file Uniform Commercial Code Financing Statements recording such security interest (in case this is later determined not to be a "true lease").

**15. YOUR REPRESENTATIONS TO US.** The person signing this Lease on behalf of the leasing customer hereby represents and warrants to Lessor that: This Lease has been authorized by any and all action required of the corporation, partnership, limited liability company or other form of business (whichever applies in your case), and no consent of any other person or entity is necessary; the lessee entity has complete power to enter into this Lease, and the person signing on behalf of the lessee has been authorized to do so; the Lease is a legal, valid and binding obligation of the lessee entity, and enforceable against the lessee in accordance with its terms; all factual statements made in this Lease and all other information supplied to us by the lessee entity or your representatives, is accurate and complete in all material respects. All prior conversations, agreements and representations relating to this Lease or the equipment are integrated herein.

**16. DEFAULT DEFINED.** You will be in default under this Lease if any of the following events occur: (a) you fail to make any rental payment or pay any other amount due under this Lease by its due date; (b) you fail to comply with any other term or condition of this Lease or any other agreement between us, or fail to perform any obligation imposed upon you relating to this Lease or any such other agreement; or (c) you become deceased (if the lessee entity under this Lease is one or more natural persons), go out of business, admit your inability to pay your debts as they fall due, become insolvent, make an assignment for the benefit of your creditors, file (or have filed against you) a petition in bankruptcy, a trustee or receiver of your business assets is appointed, or you sell all or substantially all of such assets.

**17. OUR REMEDIES UPON DEFAULT.** In the event you default under this Lease, as defined above, we will have the right to take ANY OR ALL of the following actions, in addition to any and all other remedies that may be available to us under law:

(a) terminate the Lease without prior notice or warning to you.

(b) directly debit (charge) your bank account(s) and/or file a lawsuit against you to collect all past due rent AND ALL RENT THAT WILL BECOME DUE IN THE FUTURE DURING THE UNEXPIRED TERM, plus the "residual value" of the Equipment as determined by us in our sole but reasonable judgment, plus all other fees, charges or amounts that are then due. You agree to pay all of our reasonable legal costs, including but not limited to reasonable attorney's fees, and reasonable overhead for employee time spent on preparing for suit or attempting to collect payments.

(c) repossess the Equipment or apply to a court for an order allowing repossession. In this event, you agree that, after the Equipment is repossessed, you will have no further rights in the Equipment, and you agree we may resell, re-lease or otherwise remarket the Equipment without notice to you. You agree (and you waive any rights that may provide to the contrary) that we will NOT be required to repossess, resell, re-lease or otherwise remarket the Equipment at any time, and that our failure to do so will not affect our other rights of collection and other rights under this Lease or under law.

**18. PERSONAL JURISDICTION OVER YOU IN PENNSYLVANIA, AND PLACE FOR ANY LAWSUIT.** You hereby acknowledge that this Lease was accepted by us in Pennsylvania, where we maintain an office, and it did not take effect until we received the executed legal documents in our Pennsylvania office. Accordingly, YOU AGREE THAT THIS LEASE SHALL BE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF PENNSYLVANIA. YOU AGREE THAT ANY SUIT RELATING TO THIS LEASE SHALL BE BROUGHT ONLY IN A STATE OR FEDERAL COURT IN PENNSYLVANIA, AND YOU IRREVOCABLY CONSENT AND SUBMIT TO THE JURISDICTION OF SUCH COURTS. EACH PARTY WAIVES ANY RIGHT TO A JURY TRIAL. Any action by you against us must be commenced within one year after the cause of action arises or be forever barred.

**19. TAX BENEFITS BELONG TO LESSOR.** The following applies to this Lease UNLESS, at the commencement of this Lease, we execute and deliver to you a document signed by an executive officer of Lessor giving you the option at the end of the Lease term to purchase the Equipment for one dollar (\$1.00). For all state, federal and local tax purposes, we (or our successors and assigns) are the sole owner of the Equipment and we are entitled to all tax benefits relating to the Equipment, including but not limited to tax credits, depreciation and deductions. You agree not to do anything that is inconsistent with our ownership of the Equipment. You agree not to claim to be the owner of the Equipment on any tax returns or in any other document or for any other purpose. IF YOU DO ANYTHING OR FILE ANYTHING THAT CAUSES US TO LOSE ANY SUCH TAX BENEFIT CONTEMPLATED ABOVE, OR IF WE SUFFER ANY HARM, DAMAGE, COST, LOSS, LIABILITY (FOR EXAMPLE, IF INTEREST OR TAX PENALTIES ARE IMPOSED AGAINST US), OR IF ANY SUIT OR PROCEEDING IS BROUGHT AGAINST US, ARISING OUT OF YOUR BREACH OF ANY OF THE AGREEMENTS YOU HAVE MADE IN THIS SECTION, YOU AGREE TO HOLD US HARMLESS, DEFEND US AND INDEMNIFY (REIMBURSE OR PAY) US WITH RESPECT TO THE AMOUNT OF SUCH LOST BENEFITS OR OTHER DAMAGE, LOSS, COST (INCLUDING REASONABLE ATTORNEYS FEES) OR LIABILITY. THIS DUTY TO INDEMNIFY US SHALL SURVIVE THE TERMINATION OF THIS LEASE.

**20. OTHER INDEMNIFICATION.** You understand that we have no control over your use of the Equipment and, in any event, for the amount of rent we are charging we cannot agree to accept any financial, liability or other risks relating to the use or ownership of the Equipment. Accordingly, you agree to hold us harmless, indemnify (pay or reimburse) and defend us against all claims, liabilities, losses, suits, proceedings, damages, costs (including reasonable legal fees) relating to this Lease or to the use or ownership of the Equipment, including but not limited to claims for death or injury to persons and claims for property damage. This duty to indemnify shall survive the termination of this Lease.

**21. RETURN OF THE EQUIPMENT; RENEWAL.** Unless we have given you a written option to buy the Equipment at the end of the Lease term for \$1.00, you must notify us by certified mail between 90 and 180 days prior to the end of the Lease term if you intend on returning the Equipment. If you do not notify us, the Lease will automatically extend for 12 months under the same terms and conditions. If you give us the proper and timely notice, then at the end of the Lease term you shall return the Equipment in good working order in a manner and to a location designated by us. You agree to reimburse us for our costs to refurbish returned Equipment.

AS A CONVENIENCE TO YOU (THE LEASING CUSTOMER) AND TO FURTHER EXPEDITE THIS TRANSACTION FOR YOU, WE (THE LESSOR) AND YOU HAVE AGREED THAT A PHOTOCOPY OR FACSIMILE OF THIS LEASE WHICH INCLUDES A PHOTOCOPY OR A FACSIMILE OF THE SIGNATURES OF BOTH PARTIES SHALL BE AS VALID, AUTHENTIC AND LEGALLY BINDING AS THE ORIGINAL VERSION FOR ALL PURPOSES AND SHALL BE ADMISSIBLE IN COURT AS FINAL AND CONCLUSIVE EVIDENCE OF THIS TRANSACTION AND OF THE EXECUTION OF THE DOCUMENT.



June 27, 2017

CITY OF  
TUCSON

DEPARTMENT OF  
PROCUREMENT

Michelle Chapin  
Senior Director of Government Acquisition, Capture & Bids  
Panasonic System Communications Company of North America  
Two Riverfront Plaza – 6<sup>th</sup> Floor  
Newark, NJ 07102

Email: [Michelle.Chapin@us.panasonic.com](mailto:Michelle.Chapin@us.panasonic.com) *Sent via email, this day*

**Subject: Request for Proposal No. 171725 – Mobile Computing Solutions  
Request for Clarification/Additional Information**

Dear Ms. Chapin,

The City of Tucson is in receipt of the proposal that Panasonic submitted in response to the City's Request for Proposal #171725. In order for the evaluation committee to proceed with the evaluation of your proposal, it is requested that you provide **clarification/additional information** as requested below.

**A. Method of Approach:**

**1. National Program**

Reporting: Please elaborate on report submission and how the current process will change. Indicating who will report & who will pay.

Panasonic and proposed resellers have other cooperative contracts. Elaborate further on:

- How does the pricing proposed compare to the Panasonic pricing the resellers and Panasonic have with other national cooperatives?
- How do the resellers determine which cooperative contract to lead with?
- How will the City of Tucson's contract be positioned among the other cooperative options?

Exhibits: Please confirm that Panasonic takes no exceptions have been taken to the National IPA Exhibit A and your legal team has approved Exhibit B, the National IPA Administration Agreement.

**2. General Requirements**

Page 76, 2. Ordering: Your proposal lists 6 Panasonic Authorized Resellers (CDW-G, MCT, CompView, PCS, Insight & Turnkey Mobile). Are these the only distributors

authorized under the contract? If not, what is your plan of action to include additional distributors?

Page 120, 1.f. Restocking Fee: The City requests that the restocking fee be waived.

#### **4. Service Requirements**

Page 82, 1.a. Financing or Leasing: Please submit all financing and lease agreements that will be offered for the eventual contract.

Page 83, 1.c. Repairs: The City is interested in including a "Spares On Site" or an "advanced exchange program" that will provide an immediate replacement model while a unit is being repaired. Does Panasonic or its Authorized Resellers have such a program? Provide details. If not, is Panasonic willing to offer a program for the eventual contract.

Page 84 - 1.d. Installation: Disclose which company, and their physical location, will provide installation services to the City of Tucson? Where will participating agencies receive these services?

Page 137, c.4. Customer Service Program: Submit details, including response times, of the Service Level Agreements.

#### **B. Price Proposal**

Page 221, 2. The City requests that the volume discount offered be extended to all equipment in Panasonic's catalog as many agencies might choose to utilize equipment other than the Toughbook 31.

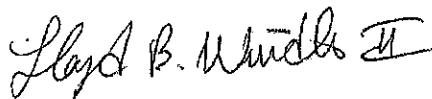
Page 222, 5. Describe how you will communicate with the City, National IPA and agencies regarding discontinued equipment, the replacement and the associated discount?

Page 223, 7. Please disclose which authorized reseller accept payment via credit card and provide their respective flat convenience fee.

Please provide a written response no later than **Tuesday, July 11, 2017 at Noon local Arizona time**. You may e-mail your response to me at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

The City of Tucson appreciates your attention to this request. If you should have any questions, please contact me at (520) 837-4105 or at [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

Sincerely,



Lloyd B. Windle II, CPPB, C.P.M.

Principal Contract Officer  
cc: File No. 171725



May 24, 2017

CITY OF  
TUCSON

DEPARTMENT OF  
PROCUREMENT

Michelle Chapin  
Senior Director of Government Acquisition, Capture & Bids  
Panasonic System Communications Company of North America  
Two Riverfront Plaza – 6<sup>th</sup> Floor  
Newark, NJ 07102

Email: [Michelle.Chapin@us.panasonic.com](mailto:Michelle.Chapin@us.panasonic.com) *Sent via email, this day*

**Subject: Request for Proposal No. 171725 – Mobile Computing Solutions  
REQUEST FOR PROPOSED EQUIPMENT DEMONSTRATION**

Dear Ms. Chapin,

The City of Tucson is in receipt of the proposal that Panasonic submitted in response to the City's Request for Proposal #171725. After reviewing the Panasonic written response, the evaluation committee has selected your firm to advance to the Product Demonstration phase of the evaluation process. The City requests that Panasonic deliver the following quantities and models to the City of Tucson for the purpose of conducting a minimum 30 day field demonstration/evaluation. In addition, the City may request an interview, clarifications and/or additional information to continue evaluations of your proposal. If the committee deems this latter activity necessary, the City would issue a follow up letter advising you of the details.

**A. Tucson Police Department**

<u>Quantity</u>	<u>Model Number</u>	<u>Docking Stations</u>
5	CF20 CF-20C5118VM	Yes, only 4
3	FZ-M1 FZ-M1F327XVM	No

**B. Tucson Fire Department**

<u>Quantity</u>	<u>Model Number</u>	<u>Docking Stations</u>
2	CF33	Yes

All units are requested to have the following specs:

8G Memory  
I5 Processor  
256gb SSD  
Windows 10 capable, needs windows 6 (64bit) for testing  
Back lit keyboard  
Bluetooth and Wifi ready  
Ethernet connection

No CD drive needed, no fingerprint reader needed.

### **Docking Stations**

Panasonic will either reconfigure the existing docking stations or remove and install with an applicable docking station for the respective model. City staff will coordinate this task with Panasonic.

#### **EN09 8714**

##### Test

Panasonic CF33

Panasonic CF20

##### Current Dock

MDT- gamber johnson NP-PANDOCK-1

EPCR- LEDCO

#### **PM09 8866**

##### Test

Panasonic CF20

##### Current Dock

MDT - gamber johnson NP-PANDOCK-1

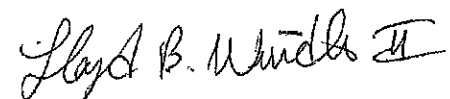
EPCR - LEDCO

Please confirm receipt of this letter and indicate the firm delivery date for the identified equipment to:

City of Tucson  
Attn: Dan Moore  
IT Administrative Building  
481 S. Paseo Redondo  
Tucson, Arizona 85701

Please do not hesitate to contact me with questions at (520) 837-4105.

Sincerely,



Lloyd B. Windle II, CPPB, C.P.M.  
Principal Contract Officer

cc: File No. 171725

# Panasonic



**Public Safety: Mobility Solutions & Services**

Response to RFP # 171725 Mobile Computing Solution  
Ruggedized Laptops, Tablets, Accessories and Related  
Technology Products and Services

City of Tucson  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701  
Attn: Lloyd Windle, Contract Officer

Due Date: May 11, 2017 at 4:00PM AZ Time

Submitted by: Dave Ovesny, Government Bids & Capture Manager  
Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (Panasonic)  
Two Riverfront Plaza – 6th Floor, Bids & Contracts  
Newark, New Jersey 07102  
[contracts@us.panasonic.com](mailto:contracts@us.panasonic.com)

**NOT ALL  
RUGGED IS  
CREATED EQUAL**

**TOUGHPAD TOUGHBOOK**

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# Letter of Transmittal

City of Tucson  
Department of Procurement  
255 W. Alameda, 6th Floor  
Tucson, AZ 85701  
Attn: Lloyd Windle, Contract Officer



Subject: Letter of Transmittal – RFP # 171725 Mobile Computing Solution Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services

Panasonic System Communications Company of North America (PSCNA), a division of Panasonic Corporation of North America (Panasonic), is pleased to provide an OEM manufacturer's response to RFP # 171725 Mobile Computing Solution Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services for the City of Tucson and the National Intergovernmental Purchasing Alliance (National IPA) Cooperative Purchasing Contract.

The Panasonic brand is recognized as an industry leader known for its video imaging expertise and innovative technology, marking nearly a dozen industry firsts and video surveillance innovations. Panasonic has shipped millions of dollars' worth of technology to more than 5,000 public safety agencies. Panasonic's reputation to build rugged, high quality products specifically designed to meet the demands of law enforcement with its proven reliability and performance necessary to deliver mission critical reliability. Panasonic's strict control over manufacturing and quality inspections achieve industry-leading performance and mission critical system uptime. There is a fundamental difference between Panasonic's core business principles and quality of manufacturing in the marketplace today. Reliability in our products is more than just a description — it's a promise.

Panasonic has responded to this bid directly as an OEM manufacturer, who is not selling or receiving payments directly, rather with designated Panasonic Authorized Reseller to fulfill the sales, delivery and technical sales support under this contract. Panasonic will effectively manage the efforts of our Panasonic Authorized Resellers to ensure compliance with all contract requirements and the laws and policies of the City of Tucson and the National IPA Cooperative Purchasing Contract requirements. We are highly confident that proposed products Panasonic has proposed will provide superior quality and durability that delivers the best total cost of ownership (TCO) and best return on investment (ROI) value for the City of Tucson and participating National IPA agencies. As an organization, we know that we offer many competitive advantages to our customers where product quality, customer service, and competitive costs are concerned. Further, as a manufacturer, we know that quality and reliability are of paramount importance for the class of products that we have proposed. We believe that in this area in particular, we offer significant advantages to the purchasers who use the National Intergovernmental Purchasing Alliance contract that results from this solicitation.

We have always been pleased to have the opportunity to consult directly with our customers during the process of executing our contracts. To that end, our team of professionals, who are dedicated to support Panasonic operations in support of the National Intergovernmental Purchasing Alliance, will always be available to ensure that this contract is effectively supported. The following key contacts are authorized to bind and/or negotiate on behalf of Panasonic System Communications Company of North America:

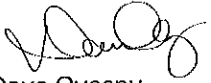
Contract Signing Authority	Negotiating Authority & Clarifications Point of Contact
Masa Nakayama - President Connected Solutions of North America Panasonic System Communications Company of North America (PSCNA) Panasonic Media & Entertainment Company (PMEC) Two Riverfront Plaza – 6th Floor Newark, NJ 07102	Michelle Chapin Senior Director of Government Acquisition, Capture & Bids Panasonic System Communications Company North America (PSCNA) Two Riverfront Plaza – 6th Floor Newark, NJ 07102 Email: <a href="mailto:Michelle.Chapin@us.panasonic.com">Michelle.Chapin@us.panasonic.com</a> Phone: 973-303-7787

As of this writing and submission, there have been two Amendments released pertaining to RFP #171725 that Panasonic has acknowledges and have signed which are enclosed within our response:

- Amendment #1, issued May 2, 2017
- Amendment #2, issued May 3, 2017

We sincerely look forward to an opportunity to continue to provide the City of Tucson and participating National IPA agencies with Panasonic technology innovations that will deliver unrivaled durability, reliability and performance.

Sincerely,



Dave Ovesny  
Government Bids Manager  
Panasonic System Communications Company of North America  
[Contracts@us.panasonic.com](mailto:Contracts@us.panasonic.com)

# OFFER AND ACCEPTANCE FORM - PANASONIC ACKNOWLEDGEMENT & SIGNATURE

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

REQUEST FOR PROPOSAL NO. 171725  
PAGE 27 OF 29  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE  
PH: (520) 837-4108 / FAX: (520) 791-4735

## OFFER AND ACCEPTANCE

### OFFER

#### TO THE CITY OF TUCSON:

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America

Company Name

Two Riverfront Plaza - 6th Floor

Address

Newark New Jersey 07102

City State Zip

Signature of Person Authorized to Sign

*Masaharu Nakayama*  
Printed Name

*President*  
Title

Name: Dave Ovesny

Title: PSCNA Government Bids & Capture Manager

Phone: 330-240-9982

Fax: 330-318-0546

E-mail: Contracts@us.panasonic.com

### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. \_\_\_\_\_.

Approved as to form this \_\_\_\_ day of \_\_\_\_\_, 2016.

CITY OF TUCSON, a municipal corporation

Awarded this \_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
As Tucson City Attorney and not personally

\_\_\_\_\_  
Marcheta Gillespie, CPPO, C.P.M., CPPB, CPM  
As Director of Procurement and not personally

**CITY OF TUCSON**  
**DEPARTMENT OF PROCUREMENT**

REQUEST FOR PROPOSAL NO. 171725

**MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. ONE (1)

DATE ISSUED: Tuesday, May 2, 2017

The referenced document has been modified as per the attached Amendment No. One (1).

**Please sign this Amendment where designated and return the executed copy with the submission of your proposal.** This amendment is hereby made part of the referenced proposal as though fully set forth therein. Any questions regarding this amendment should be addressed to Lloyd Windle, CPPB, Principal Contract Officer at (520) 837-4105 or [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

Department of Procurement, City Hall  
P.O. Box 27210  
Tucson, Arizona 85726-7210  
(520) 791-4704 Fax: (520) 791-4735

**CITY OF TUCSON**  
**DEPARTMENT OF PROCUREMENT**

REQUEST FOR PROPOSAL NO. 171725

**MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. ONE (1)

DATE ISSUED: Tuesday, May 2, 2017

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# REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4105/FAX: (520) 791-4735  
ISSUE DATE: Tuesday, May 2, 2017  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: One (1)  
PAGE 1 Of 5

RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE, CPPB

A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.  
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

## MOBILE COMPUTING SOLUTIONS

### ITEM ONE (1): RFP DUE DATE:

**REMAINS: May 11, 2017** at 4:00 pm Local AZ Time.

### ITEM TWO (2): OTHER MODIFICATIONS / CLARIFICATIONS / ADDITIONAL INFORMATION:

1. The due date of the bid is posted by the City of Tucson Department of Procurement indicating the bid opening date is 5/11/17, as well as page 1 of RFP # 171725 solicitation, which conflicts with the Schedule of Events that indicates the due date is May 12, 2017. Will the City please clarify and reconfirm the due date and time deadline?

ANSWER: The proposal due date is May 11, 2017. Replace "May 12, 2017" in the Schedule of Events table on Page 4 with "May 11, 2017".

2. Quantity of proposals to submit.

ANSWER: Instructions to Offerors, Paragraph 9. Proposal/Submittal Format. Replace the 1<sup>st</sup> and 2<sup>nd</sup> sentences with the following.

An original and 9 copies (10 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit two (2) electronic copies of the proposals on a cd or thumb-drive.

3. Can you please provide the list of attendees at the pre-bid conference?

ANSWER: Please see the attachment to this bid amendment. RFP #171725 – Pre-Proposal Attendance Sheet

4. What CAD is the Police Department using?

ANSWER: Intergraph. Now known as Hexagon S&I. We are on version 9.1.1 SP 11 that only works up to Windows 7. We are looking to upgrade to version 9.4 which will support Windows 10.

5. With respects to a vehicle based connection (gateways like Cradlepoint or Sierra), does the City have preferences for CAD by sending the GPS from the gateway via Ethernet/Wi-Fi (local forwarding) to the MDT vs. sending the GPS from the gateway via cellular, straight to the CAD server (remote forwarding)? Laptop behavior can impact the GPS updating to CAD when the laptop itself manages the communication to CAD.

ANSWER: Currently the GPS is being fed into the mobile device via a 3<sup>rd</sup> party puck (USB and Serial) the CAD application once it gets the GPS coordinates it acts as the middleware to send the GPS over to the CAD DB. Our Motors are getting the GPS directly from Cellular (Verizon) which the CAD application treats the coordinates the same as the data from the pucks. Currently the Fire Department is testing Mobile routers which would pass GPS through Ethernet.

6. Does the current design use Verizon (VZW) issued Static IPs? Static IPs are common as they allow the GPS info to have a unique identifier so that CAD can tell what unit (vehicle) is intended for each GPS update coming in from the field.

ANSWER: We use static IP addresses over a Verizon Private VPN.

7. Is the Police Department using NetMotion?

ANSWER: No. TPD and TFD use Verizon Private Network, for encryption TPD uses RadioIP's solution MultiIP.

8. If the private network requires Static IPs, does the next purchase of VZW connected laptops and/or gateways require being IPv6 capable?

ANSWER: Currently the availability of IPv4 addresses for our Private Network would not require us to be connected to IPv6 addresses, to the best of my knowledge.

9. Is the private network tunnel a full tunnel, piping all vehicle traffic to the City data center regardless of end point destination, ex. internet (Zoll Data Relay Service or other cloud based application server) OR does it allow a split tunnel to send non-sensitive and self-encrypting data (ePCR) straight to the cloud, bypassing the city network (reducing DMZ tonnage)?

ANSWER: All Verizon traffic is tunneled to the City edge and then routed appropriately.

10. Is the Police Department using 2 factor authentication?

ANSWER: Yes. VPN and RFID

11. What operating system is the city currently using?

ANSWER: Windows 7

12. Is the Police Department using E-Citation?

ANSWER: Yes

13. This connects up via USB; can we assume this will continue to be the requirement (at least one USB port for the e-Citation), are there other items in the patrol car that needs connectivity vis USB? Or via Ethernet (besides the MDT machine for CAD) or via Wi-Fi?

ANSWER: The police department also uses Morpho which uses USB to the best of my knowledge. As for Fire, they use Bluetooth to transfer 12Lead information to FireRMS and to the hospital on medical runs; this may change as many are moving over to Wi-Fi/cellular.

14. What printers are used currently in the vehicles?

ANSWER: Zebra in Police and Brother in Fire (both via USB)

15. What vehicle mounts and docks are currently in use?

ANSWER: Gamber Johnson and Havis

16. What EPCR software is used by EMS?

ANSWER: Zoll Rescuenet Suite

17. What are the specs of the current rugged laptops/tablets used by the City (processor, RAM, additional options)? This will be worked on?

ANSWER:

1. CF-31, 4GB Ram, 2300 i5, Intel Dual Band Wireless-N 7260, 156GB HDD
2. CF-19, 4GB Ram, 2300, 2700 i5, Intel Centrino Advanced-N 6235, 500GB HDD
3. CF-53, 4GB Ram, 2520M i5 Quadcore processor, Intel Wireless N Adapter, Hitachi 500GB 7200rpm HDD
4. FZ-G1, 4GB Ram, i5, Intel Centrino Advanced-N 6235, 120GB HDD
5. CF-54, 8GB Ram, Intel i5 Quadcore, AC Wireless Wifi, 1GB Ethernet NIC, 256GB SSD HDD

The above specs can vary within the different models. Some may have more memory, bigger/small HDD, etc.

We prefer to have hardware with specs equivalent, or better, to the CF-54s as far as memory, processor, wifi, hard drive, etc.

18. What model heart monitor is in use?

ANSWER: Phillips Heart monitors model HeartStart MRx Monitor/Defibrillators (HeartStart MRx)

19. BT connectivity was mentioned and we can present solution that continue to support that.

ANSWER: Currently the ePCR tablets have to get 12 lead information from heart monitors via Bluetooth. This may change depending on the outcome of the new monitors fire wants to purchase.

20. Wi-Fi radio of devices (laptops or gateways) be that as an AP or as a client: Does the city want proposals that assume 802.11ac may be present in city depots and stations, use ex. for Wi-Fi uploading of video?

ANSWER: Yes

21. Does the city want proposals to assume that devices such as tablet PCR machines are connecting via 802.11ac Wi-Fi or via 802.11n?

ANSWER: Currently the city PCR tablets are on solely cellular. Should the department move to a mobile router in car solution it would connect via Wi-Fi for either a/c/n

22. Cellular radio, we understand VZW as the carrier provider; the embedded radios today for most laptops and gateways will be one of two variants. Radios will either include VZW EV-DO (3G) connectivity with xLTE (4G) and exclude LTE-A (4.5G) or the radio will include VZW xLTE (4G) and LTE-A (4.5) and exclude EV-DO (3G). Does the City anticipate having any dead zones (EV-DO 3G coverage only), if the LTE-A enabled machines are chosen?

ANSWER: There are locations in the NE and SE of Tucson that do not have 4G coverage the recommendation is to go with the EV-DO and xLTE radio solution. As the one that incorporates the LTE-A will drop if the antenna is not powerful enough. (which it will be the case for build in air cards.)

23. Does the City want a solution partner/ application offering that can help provide actual empirical coverage quality data including differentiating between EV-DO (3G) and LTE (4G) coverage areas?

ANSWER: There is a free service that updates daily online that is fairly accurate that vendors use. I see no need of this solution they would want to present.

24. Does the City want a solution that affords for more than one carrier network, ex. Verizon and AT&T or Verizon and Band14?

ANSWER: Yes, but this is dependent on whether both Agencies are looking into FirstNet (backed by AT&T) as a secondary solution in the future once completed by the FEDS. This is also dependent on TFD moving over to a mobile router in car solution.

25. Does the City have a premise or cloud based application preference?

ANSWER: Not currently.

26. If premise based, is it a VMware environment or prefer rack space HW (should any applications arise that require such)?

ANSWER: If we did it would be a VMware environment.

27. Can you please advise if the Fire Dept. will open the testing to include other EOM solutions similar to the CradlePoint offering?

ANSWER: The City is open to evaluating other mobile routers that are available and their associated price point. Just to point out any mobile router in the market would work with any device with either an Ethernet port or wi-fi card.

28. What is the year, make and model for the current vehicles in which rugged computers are installed? Provide for TPD, TFD and other vehicles if known.

ANSWER: This information is not readily available to provide at this time.

29. Please further clarify the definition of "Ultra Rugged" vs "Fully Rugged" benchmark metrics per MIL STD 810G testing standards?

ANSWER: The reference to military grade is to provide a quality standard for submitting the "Ultra Rugged" devices. Fully Rugged devices do not meet all of the military grade specs.

30. From typical contracting terminology there is usually a disclaimer for consequential damages; can you please advise where that verbiage is in this bid or if City of Tucson Department of Procurement has omitted this for some reason?

ANSWER: Refer to Paragraph 31. Protection of Government Property of the Standard Terms and Conditions.

31. In order to insure that each offeror is fully authorized and will provide the best level of service and support to the customer(s), does the City require a letter of authorization for products to be offered be on the OEM manufacturer letterhead and signed by the respective manufacturer representative? This will insure that the offeror is authorized and can provide the products, service and support and the overall agreement and offering from the offeror is legal and legitimate.

ANSWER: The Offeror should submit documentation that provides proof of authorization for the products being offered. This documentation should be submitted in response to Proposal Evaluation Requirements, II.C. Qualifications & Experience, Question 2.

32. Does the City require the proposed A. Ultra rugged; b. Fully rugged; c. Semi or Business Rugged laptops, tablets or handheld devices to be Trade Agreement Act (TAA) compliant for federal grant funding awards to the City?


ANSWER: No. However, please advise if the proposed devices are compliant.

33. Can you please confirm on the National IPA document the exhibits you mentioned? I have Exhibit A, B and E for signature and acknowledgment.

ANSWER: The Offeror main focus are Exhibits A, B, and E. There are no signature fields for those pages, however it is a recommendation they respond:

- 1. Exhibit A – Rules and Regulations – should acknowledge and/or provide additional information
- 2. Exhibit B – Standard T's & C's should be reviewed by the Supplier and their Legal Team. Should exceptions be taken, it must be noted within the Offeror's response.
- 3. Exhibit E – Sales Report Template and should exceptions be taken to the format the Offeror must indicate within their response

ALL OTHER PROVISIONS OF THE REQUEST FOR PROPOSAL SHALL REMAIN IN THEIR ENTIRETY.  
VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

  
Signature \_\_\_\_\_ Date 5/3/2017  
Masaharu Nakayama, president  
Print Name and Title

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (PNA)  
\_\_\_\_\_  
Company Name  
Two Riverfront Plaza - 6th Floor  
\_\_\_\_\_  
Address  
Newark New Jersey 07102  
\_\_\_\_\_  
City State Zip



**ATTENDANCE  
PRE-PROPOSAL CONFERENCE**

This is to acknowledge that the undersigned were present at Information Technology Administrative Building, 1<sup>st</sup> Floor Old Pueblo Room, 480 S. Paseo Redondo, Tucson AZ 85701 at 8:30 A.M., on Monday, April 24, 2017 at the pre-proposal conference for Mobile Computing Solutions, RFP 171725.

NAME OF PERSON	NAME OF FIRM	PHONE NUMBER	E-MAIL ADDRESS
Bob Morrow	CDW G	910-698-2878	robemor@cdw.com
Brandon Winchester	Panasonic	72 408 8904	
Amy Lee		201 325 1181	amy.lee@us.panasonic.com
Steve Shainman	Group Mobile	480-717-1907	sshainman@groupmobile.com
GRANT KYLE	GETAC	949-533-6831	Grant.Kyle@GETAC.COM
NINA CRISS	IT	520-837-2156	Nina.Criss@tucsonaz.gov
Tim Gilder	Tucson PD	520-837-7700	timmy.gilder@tucsonaz.gov
BRANDON MUSGRAVE	TULSON PD	520-837-7650	BRANDON.MUSGRAVE@TULSON.AZ.GOV
CRAIG JID	GAMMA TECH	510-825-2105	CRAIG.JID@GAMMA-TECH.COM
Curtis Wescott	Transource Computers	602-314-0660	curtisw@transource.com
Sergio Samora	ABB	510-861-9277	Sergio.Samora@US.ABB.COM
Donna Blotkamp	Verizon	520-400-0398	donna.blotkamp@verizon.com
Tommye Thomas-McDaniel	Verizon	510-237-9583	tommye.thomas@verizon.com
Jana Morrison	Citrus	520-403-6665	TLWIS2011@NSA.COM
Daniel Burke	Tucson FD	520-911-9052	daniel.burke@tucsonaz.gov
Nick Grund	National IPA	520-203-4671	nick.grund@nationalipa.org

Signed: Lloyd Windle  
Lloyd Windle, Contract Officer

# REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4105/FAX: (520) 791-4735  
ISSUE DATE: Wednesday, May 3, 2017  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: Two (2)  
PAGE 1 Of 1  
RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE, C.P.M., CPPB

A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.  
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

## MOBILE COMPUTING SOLUTIONS

### ITEM ONE (1): RFP DUE DATE:

**REMAINS:** The proposal due date remains for **May 11, 2017** at 4:00 pm Local AZ Time.

### ITEM TWO (2): OTHER MODIFICATIONS / CLARIFICATIONS / ADDITIONAL INFORMATION:

1. Additional Instructions for Attachment 2 – Mobile Computing Solutions Excel Price Page

**INSTRUCTIONS:** For Group 1 and 2. Please insert rows in the respective category (ultra-rugged, fully-rugged and semi/business-rugged) to offer different models for TPD and TFD based on the current information provided in Exhibit A of the RFP. Please submit specifications sheets for the proposed models.

2. The RFP states Imaging and with that the City of Tucson will need to provide us with the Image Template on disk. Is the device Image available to provide to us?

**ANSWER:** In your written narrative, provide details of the imaging services your firm offers. If the City or any other agency elects to use imaging services, those details would be mutually agreed to by both parties, including providing an image template.


3. What Cradlepoint (or other peripherals), items do they currently have that they'd like to continue to use? What will need to be replaced? What type of Mounting Brackets and/ or other related hardware currently in place?

**ANSWER:** The intent is to engage in discussions with those Offerors who are short-listed or those who advance further in the evaluation process.

5. What is the Rollout Schedule once the decision has been made? Do you have a planned rollout by department or other?

**ANSWER:** The intent is to engage in discussions on a rollout schedule/implementation plan during the evaluation process with those Offerors who are either short-listed or advance to other stages of the evaluation process which could include revised offer, best and final offer and/or negotiations.

ALL OTHER PROVISIONS OF THE REQUEST FOR PROPOSAL SHALL REMAIN IN THEIR ENTIRETY.  
VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

 5/4/2017  
\_\_\_\_\_  
Signature Date  
Masaharu Nakayama  
\_\_\_\_\_  
Print Name and Title

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (PNA)

\_\_\_\_\_  
Company Name  
Two Riverfront Plaza - 6th Floor  
\_\_\_\_\_  
Address  
Newark New Jersey 07102  
\_\_\_\_\_  
City State Zip

**CITY OF TUCSON**  
**DEPARTMENT OF PROCUREMENT**

REQUEST FOR PROPOSAL NO. 171725

**MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. TWO (2)

DATE ISSUED: Wednesday, May 3, 2017

The referenced document has been modified as per the attached Amendment No. Two (2).

**Please sign this Amendment where designated and return the executed copy with the submission of your proposal.** This amendment is hereby made part of the referenced proposal as though fully set forth therein. Any questions regarding this amendment should be addressed to Lloyd Windle, CPPB, Principal Contract Officer at (520) 837-4105 or [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

## REQUEST FOR PROPOSAL AMENDMENT

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255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
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REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: One (1)  
PAGE 1 Of 5

RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
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### MOBILE COMPUTING SOLUTIONS

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ANSWER: The proposal due date is May 11, 2017. Replace "May 12, 2017" in the Schedule of Events table on Page 4 with "May 11, 2017".

2. Quantity of proposals to submit.

ANSWER: Instructions to Offerors, Paragraph 9. Proposal/Submittal Format. Replace the 1<sup>st</sup> and 2<sup>nd</sup> sentences with the following.

An original and 9 copies (10 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit two (2) electronic copies of the proposals on a cd or thumb-drive.

3. Can you please provide the list of attendees at the pre-bid conference?

ANSWER: Please see the attachment to this bid amendment. RFP #171725 – Pre-Proposal Attendance Sheet

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ANSWER: Intergraph. Now known as Hexagon S&I. We are on version 9.1.1 SP 11 that only works up to Windows 7. We are looking to upgrade to version 9.4 which will support Windows 10.

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ANSWER: We use static IP addresses over a Verizon Private VPN.

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ANSWER: No. TPD and TFD use Verizon Private Network, for encryption TPD uses RadiolP's solution MultIP.

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ANSWER: Yes. VPN and RFID

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ANSWER: Windows 7

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ANSWER: Yes

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ANSWER: Zoll Rescuenet Suite

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ANSWER: Phillips Heart monitors model HeartStart MRx Monitor/Defibrillators (HeartStart MRx)

19. BT connectivity was mentioned and we can present solution that continue to support that.

ANSWER: Currently the ePCR tablets have to get 12 lead information from heart monitors via Bluetooth. This may change depending on the outcome of the new monitors fire wants to purchase.

20. Wi-Fi radio of devices (laptops or gateways) be that as an AP or as a client: Does the city want proposals that assume 802.11ac may be present in city depots and stations, use ex. for Wi-Fi uploading of video?

ANSWER: Yes

21. Does the city want proposals to assume that devices such as tablet PCR machines are connecting via 802.11ac Wi-Fi or via 802.11n?

ANSWER: Currently the city PCR tablets are on solely cellular. Should the department move to a mobile router in car solution it would connect via Wi-Fi for either a/c/n

22. Cellular radio, we understand VZW as the carrier provider; the embedded radios today for most laptops and gateways will be one of two variants. Radios will either include VZW EV-DO (3G) connectivity with xLTE (4G) and exclude LTE-A (4.5G) or the radio will include VZW xLTE (4G) and LTE-A (4.5) and exclude EV-DO (3G). Does the City anticipate having any dead zones (EV-DO 3G coverage only), if the LTE-A enabled machines are chosen?

ANSWER: There are locations in the NE and SE of Tucson that do not have 4G coverage the recommendation is to go with the EV-DO and xLTE radio solution. As the one that incorporates the LTE-A will drop if the antenna is not powerful enough. (which it will be the case for build in air cards.)

23. Does the City want a solution partner/ application offering that can help provide actual empirical coverage quality data including differentiating between EV-DO (3G) and LTE (4G) coverage areas?

ANSWER: There is a free service that updates daily online that is fairly accurate that vendors use. I see no need of this solution they would want to present.

24. Does the City want a solution that affords for more than one carrier network, ex. Verizon and AT&T or Verizon and Band14?

ANSWER: Yes, but this is dependent on whether both Agencies are looking into FirstNet (backed by AT&T) as a secondary solution in the future once completed by the FEDS. This is also dependent on TFD moving over to a mobile router in car solution.

25. Does the City have a premise or cloud based application preference?

ANSWER: Not currently.

26. If premise based, is it a VMware environment or prefer rack space HW (should any applications arise that require such)?

ANSWER: If we did it would be a VMware environment.

27. Can you please advise if the Fire Dept. will open the testing to include other EOM solutions similar to the CradlePoint offering?

ANSWER: The City is open to evaluating other mobile routers that are available and their associated price point. Just to point out any mobile router in the market would work with any device with either an Ethernet port or wi-fi card.

28. What is the year, make and model for the current vehicles in which rugged computers are installed? Provide for TPD, TFD and other vehicles if known.

ANSWER: This information is not readily available to provide at this time.

29. Please further clarify the definition of "Ultra Rugged" vs "Fully Rugged" benchmark metrics per MIL STD 810G testing standards?

ANSWER: The reference to military grade is to provide a quality standard for submitting the "Ultra Rugged" devices. Fully Rugged devices do not meet all of the military grade specs.

30. From typical contracting terminology there is usually a disclaimer for consequential damages; can you please advise where that verbiage is in this bid or if City of Tucson Department of Procurement has omitted this for some reason?

ANSWER: Refer to Paragraph 31. Protection of Government Property of the Standard Terms and Conditions.

31. In order to insure that each offeror is fully authorized and will provide the best level of service and support to the customer(s), does the City require a letter of authorization for products to be offered be on the OEM manufacturer letterhead and signed by the respective manufacturer representative? This will insure that the offeror is authorized and can provide the products, service and support and the overall agreement and offering from the offeror is legal and legitimate.

ANSWER: The Offeror should submit documentation that provides proof of authorization for the products being offered. This documentation should be submitted in response to Proposal Evaluation Requirements, II.C. Qualifications & Experience, Question 2.

32. Does the City require the proposed A. Ultra rugged; b. Fully rugged; c. Semi or Business Rugged laptops, tablets or handheld devices to be Trade Agreement Act (TAA) compliant for federal grant funding awards to the City?


ANSWER: No. However, please advise if the proposed devices are compliant.

33. Can you please confirm on the National IPA document the exhibits you mentioned? I have Exhibit A, B and E for signature and acknowledgment.

ANSWER: The Offeror main focus are Exhibits A, B, and E. There are no signature fields for those pages, however it is a recommendation they respond:

- 1. Exhibit A – Rules and Regulations – should acknowledge and/or provide additional information
- 2. Exhibit B – Standard T's & C's should be reviewed by the Supplier and their Legal Team. Should exceptions be taken, it must be noted within the Offeror's response.
- 3. Exhibit E – Sales Report Template and should exceptions be taken to the format the Offeror must indicate within their response

ALL OTHER PROVISIONS OF THE REQUEST FOR PROPOSAL SHALL REMAIN IN THEIR ENTIRETY.  
VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

 5/3/2017  
Signature Date  
Masaharu Nakayama, president  
Print Name and Title

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (PCNA)  
Company Name  
Two Riverfront Plaza - 8th Floor  
Address  
Newark New Jersey 07102  
City State Zip



**ATTENDENCE  
PRE-PROPOSAL CONFERENCE**

This is to acknowledge that the undersigned were present at Information Technology Administrative Building, 1<sup>st</sup> Floor Old Pueblo Room, 480 S. Paseo Redondo, Tucson AZ 85701 at 8:30 A.M., on Monday, April 24, 2017 at the pre-proposal conference for Mobile Computing Solutions, RFP 171725.

NAME OF PERSON	NAME OF FIRM	PHONE NUMBER	E-MAIL ADDRESS
Bob Morrow	CDWO	910-698-2878	robemac@cdwo.com
Brandon Linch, Sr	Panasonic	22 468 8964	
Amy Lee		201 325 1181	amy.lee@us.panasonic.com
Steve Shainman	Group Mobile	480-717-1907	sshainman@groupmobile.com
GRANT KYLE	GETAC	949-533-6831	Grant.Kyle@GETAC.COM
NINA CRISS	IT	520-837-2156	Nina.Criss@tucsonaz.gov
Tim Gilder	Tucson PD	520-837-7780	tommy.gilder@tucsonaz.gov
Brandon Muxgrave	Tucson PD	520-837-7650	brandon.muxgrave@tucsonaz.gov
CRAIG JIO	GAMMA TECH	510-825-3105	CRAIG.JIO@GAMMA-TECH.COM
Curtis Wescott	Transource Computers	602-314-0660	curtisw@transource.com
Sergio Samora	ABB	515-861-9277	Sergio.Samora@US.ABB.COM
Dorina Blotkamp	Verizon	520-400-0398	dorina.blotkamp@verizon.com
Tommye Thomas-McDaniel	Verizon	610-237-9583	tommye.thomas@verizon.com
Tanya Morrison	Citizen	520-407-6665	TLEWIS2011@CITIZEN.COM
Daniel Burke	Tucson FD	520-911-9052	daniel.burke@tucsonaz.gov
Nick Grund	National IPA	520-203-4671	nick_grund@nationalipa.com

Signed: Lloyd Windle  
Lloyd Windle, Contract Officer

**CITY OF TUCSON**  
**DEPARTMENT OF PROCUREMENT**

REQUEST FOR PROPOSAL NO. 171725

**MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. TWO (2)

DATE ISSUED: Wednesday, May 3, 2017

The referenced document has been modified as per the attached Amendment No. Two (2).

**Please sign this Amendment where designated and return the executed copy with the submission of your proposal.** This amendment is hereby made part of the referenced proposal as though fully set forth therein. Any questions regarding this amendment should be addressed to Lloyd Windle, CPPB, Principal Contract Officer at (520) 837-4105 or [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

Department of Procurement, City Hall  
P.O. Box 27210  
Tucson, Arizona 85726-7210  
(520) 791-4704 Fax: (520) 791-4735

## REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4105/FAX: (520) 791-4735  
ISSUE DATE: Wednesday, May 3, 2017  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: Two (2)  
PAGE 1 Of 1

RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE, C.P.M., CPPB

A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.  
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

### MOBILE COMPUTING SOLUTIONS

#### ITEM ONE (1): RFP DUE DATE:

**REMAINS:** The proposal due date remains for **May 11, 2017** at 4:00 pm Local AZ Time.

#### ITEM TWO (2): OTHER MODIFICATIONS / CLARIFICATIONS / ADDITIONAL INFORMATION:

1. Additional Instructions for Attachment 2 – Mobile Computing Solutions Excel Price Page

**INSTRUCTIONS:** For Group 1 and 2. Please insert rows in the respective category (ultra-rugged, fully-rugged and semi/business-rugged) to offer different models for TPD and TFD based on the current information provided in Exhibit A of the RFP. Please submit specifications sheets for the proposed models.

2. The RFP states imaging and with that the City of Tucson will need to provide us with the Image Template on disk. Is the device image available to provide to us?

**ANSWER:** In your written narrative, provide details of the imaging services your firm offers. If the City or any other agency elects to use imaging services, those details would be mutually agreed to by both parties, including providing an image template.

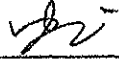
3. What Cradlepoint (or other peripherals), items do they currently have that they'd like to continue to use? What will need to be replaced? What type of Mounting Brackets and/ or other related hardware currently in place?

**ANSWER:** The intent is to engage in discussions with those Offerors who are short-listed or those who advance further in the evaluation process.

5. What is the Rollout Schedule once the decision has been made? Do you have a planned rollout by department or other?

**ANSWER:** The intent is to engage in discussions on a rollout schedule/implementation plan during the evaluation process with those Offerors who are either short-listed or advance to other stages of the evaluation process which could include revised offer, best and final offer and/or negotiations.

ALL OTHER PROVISIONS OF THE REQUEST FOR PROPOSAL SHALL REMAIN IN THEIR ENTIRETY.  
VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

  
\_\_\_\_\_  
Signature Date  
Masaharu Nakayama  
Print Name and Title

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (PNA)

\_\_\_\_\_  
Company Name  
Two Riverfront Plaza - 8th Floor  
\_\_\_\_\_  
Address  
Newark New Jersey 07102  
\_\_\_\_\_  
City State Zip

# City of Tucson RFP 171725 Solicitation

I hereby acknowledge the City of Tucson RFP #171725 Scope of Work and Technical Requirements, the Instructions to Offerors, the City's Special Terms and Conditions and the Standard Terms and Conditions.



Img\_171725171725  
Mobile Computing :

# CITY OF TUCSON

## REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NUMBER: 171725  
PROPOSAL DUE DATE: MAY 11, 2017 AT 4:00 P.M. LOCAL AZ TIME  
PROPOSAL SUBMITTAL LOCATION: Department of Procurement  
255 W. Alameda, 6<sup>th</sup> Floor, Tucson, AZ 85701

MATERIAL OR SERVICE: MOBILE COMPUTING SOLUTIONS INCLUDING  
RUGGEDIZED LAPTOPS, TABLETS, ACCESSORIES  
AND RELATED TECHNOLOGY PRODUCTS AND  
SERVICES

PRE-PROPOSAL CONFERENCE DATE: APRIL 24, 2017

TIME: 8:30 AM TO 10:30 AM

LOCATION: INFORMATION TECHNOLOGY ADMINISTRATIVE  
BUILDING  
1<sup>ST</sup> FLOOR OLD PUEBLO ROOM  
480 S. PASEO REDONDO

CONTRACT OFFICER: LLOYD B. WINDLE II  
TELEPHONE NUMBER: (520) 837-4105  
[Lloyd.Windle@tucsonaz.gov](mailto:Lloyd.Windle@tucsonaz.gov)

A copy of this solicitation and possible future amendments may be obtained from our Internet site at: <http://www.tucsonprocurement.com/> by selecting the Bid Opportunities link and the associated solicitation number. The City does not mail out Notices of available solicitations via the U.S. Postal Service. Email notifications are sent to those interested offerors who are registered with us and who have selected email as their preferred delivery method. To register, please visit [www.tucsonprocurement.com](http://www.tucsonprocurement.com), click on Vendors, then click on Vendor Registration. To update an existing record, click on Vendors, click on What's New?, and read the section titled "Notice of Solicitations." You may also call (520) 791-4217 if you have questions.

Competitive sealed proposals for the specified material or service shall be received by the Department of Procurement, 255 W. Alameda, 6th Floor, Tucson, Arizona 85701, until the date and time cited.

Proposals must be in the actual possession of the Department of Procurement at the location indicated, on or prior to the exact date and time indicated above. Late proposals shall not be considered. The prevailing clock shall be the City Department of Procurement clock.

Proposals must be submitted in a sealed envelope. The Request for Proposal number and the offeror's name and address should be clearly indicated on the outside of the envelope. All proposals must be completed in ink or typewritten. Questions must be addressed to the Contract Officer listed above.

\*\*\*\*ALERT\*\*\*\*

Effective July 1, 2014, the City of Tucson's Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) Program has moved to the Department of Procurement and has become the Business Enterprise and Compliance Program. To contact them, please call (520) 837-4000 or visit the website at [http://www.tucsonprocurement.com/Bidders\\_Page.aspx](http://www.tucsonprocurement.com/Bidders_Page.aspx) and click on SBE or DBE.

LW/hb

PUBLISH DATE: 04/12/2017

Revised 12/2016

## INTRODUCTION

The City of Tucson ("The City") is soliciting proposals from qualified firms to provide a **Mobile Computing Solution Including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services**, to be delivered to various locations throughout the City of Tucson. Public Safety solutions for Tucson Police Department and Tucson Fire Department is the primary focus for the eventual contract with potential participation by other City departments like Tucson Water and General Services. Therefore, a comprehensive and varied offering of products and services will be needed to meet the diverse operations of the City.

## BACKGROUND

The City of Tucson, as the Principal Procurement Agency, as defined in, Attachment 1, has partnered with the National Intergovernmental Purchasing Alliance Company ("National IPA") to make the resultant contract (also known as the "Master Agreement" in materials distributed by National IPA) from this solicitation available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies"), through National IPA's cooperative purchasing program. The City of Tucson is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with National IPA as a Participating Public Agency in National IPA's cooperative purchasing program. Attachment 1 contains additional information on National IPA and the cooperative purchasing agreement.

National IPA is a channel partner with, Vizient (formally, Novation). Together we leverage over \$100 billion in annual supply spend to command the best prices on products and services. With corporate, pricing and sales commitments from the Supplier, National IPA provides marketing and administrative support for the Supplier that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis. Public Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and competed. The Supplier benefits from a contract that allows Participating Public Agencies to directly purchase goods and services without the Supplier's need to respond to additional competitive solicitations. As such, the Supplier must be able to accommodate a nationwide demand for services and to fulfill obligations as a nationwide Supplier and respond to the National IPA documents Attachment 1

The City of Tucson anticipates spending approximately \$9,000,000 over the full potential Master Agreement term for Mobile Computing Solutions including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services. While no minimum volume is guaranteed to the Supplier, the estimated annual volume of Mobile Computing Solutions including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services purchased under the Master Agreement through National IPA is approximately \$50 million. This projection is based on the current annual volumes among the City of Tucson, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through National IPA, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and National IPA.

### SCHEDULE OF EVENTS

To the extent achievable, the following tentative schedule shall govern the review, evaluation and award of the contract. The dates are estimates only and the City reserves the right to modify the dates below as necessary.

<u>ACTIVITY</u>	<u>ESTIMATED DATE OF ACTIVITY</u>
Pre-proposal conference	April 24, 2017
Due Date for Written Questions	May 2, 2017
Responses to Written Questions published in an Amendment	May 3, 2017
Proposal due date	May 12, 2017
Review of Proposals by Evaluation Committee	May 15 – June 30, 2017
Interviews / product demonstrations & reference checks	30 Days between July 1, 2017 and August 14, 2017
Negotiations Conclude	October 10, 2017
Contract Award & Issuance of Purchase Order	October 31, 2017

### SCOPE OF WORK

#### A. GENERAL REQUIREMENTS

1. **QUALIFIED VENDORS:** Offerors should meet the minimum qualifications:
  - a. Be an authorized reseller or manufacturer.
  - b. Have a strong national presence in the computer industry.
  - c. Have a distribution model capable of delivering products nationwide.
  - d. Have a demonstrated national sales presence.
  - e. **Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.**
  - f. Be able to provide the full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.
  
2. **ORDERING:** Although the City is open to alternate ordering methods, the primary methods for customers placing orders with the Contractor is through the following:
  - a. Online
  - b. Telephone
  - c. Fax
  - d. Email
  
3. **DELIVERY REQUIREMENT:** Contractor agrees to deliver all products to the desktop of the ordering customer. In many cases within the City, the Contractor may be asked to deliver all goods to the front counter within a given department.
  
4. **USAGE REPORT:** The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report should list the manufacturer name, model number, part number, item description, quantity sold and total spend by department, division, ordering entity, etc.

5. **WAREHOUSING, DISTRIBUTION AND SALES FACILITIES:** The product specified in this solicitation is dependent upon an extensive manufacturer-to-customer supply chain distribution system. In order to be considered for award, each potential contractor is required to provide proof of an extensive distribution system.
6. **WARRANTY:** Offeror shall warrant that all equipment and parts furnished in their offer are newly manufactured and free from defects in material and workmanship for no less than (3) three year from the date the equipment is delivered or installed. Warranty shall also guarantee accepted trade standards of quality, fitness for the intended uses, and conformance to promises or specified specifications. No other express or implied warranty shall eliminate the vendor's liability as stated herein.

## **B. PRODUCT REQUIREMENTS**

### **1. RUGGED DEFINITIONS:**

- a. **Ultra-Rugged:** Designed to meet precise specifications for military use and are made to handle the harshest environmental conditions. An ultra-rugged laptop can be left out in a sandstorm, frozen in a blizzard or sent on a vibrating rocket into space without any detrimental effects. All products being offered shall meet or exceed the specifications defined in the most recent Department of Defense Test Method Standard as Military Grade. Most recent document is MIL-STD-810G 31 OCTOBER 2008.

In addition, equipment offered and tested by the City shall function in extreme heat temperature of 150 degrees and wet, rainy, humid environments.

- b. **Fully-Rugged:** Designed from the inside-out to work in extreme temperatures, to be resistant to being dropped, to resist shocks and vibrations and to be dustproof and waterproof. A fully-rugged laptop may have a solid state hard drive.
- c. **Semi or Business-Rugged:** Withstands harsh temperatures as well as extreme vibration such as in a vehicle riding over rough terrain. It can also handle some water on the keyboard. Semi-rugged laptops are typically regular laptops with better cases, rubber-mounted hard drives and spill-proof keyboards.

### **2. PRODUCT CATEGORIES:** A complete and comprehensive line of technical product and service solutions including, but not limited to, the following:

- a. **Ruggedized Laptops:** Components include touchscreens, solid state drives, vibration resistant/control, bezels, heat resistant, water resistant,
  1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged
- b. **Ruggedized Tablets:** Touchscreens must be useable with latex medical gloves and q-tips, keyboard film, sanitize resistant, stylus secured to tablet.
  1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged
- c. **Accessories including but not limited to the following categories**
  1. vehicle mounts
  2. desktop replicators
  3. batteries
  4. battery chargers

5. memory cards
6. external drives
7. extended warranties
8. keyboards
9. keyboard covers
10. backlit keyboards
11. stylus
12. solid state drives
13. cases
14. touchscreens
15. aircard
16. cooling devices
17. Peripherals
18. other

- d. **Ancillary Products (includes 3<sup>rd</sup> Party products including but not limited to the following**  
Ancillary products that complement and are associated with the proposed product lines.
1. cradlepoint
  2. antennas
  3. other

e. **Other Technology Product Categories (list each category with a brief description)**

2. **CURRENT PRODUCTS:** All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation.
3. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.
4. **PRODUCT/RECALL NOTICES:** In the event of any recall notice, technical service bulletin, or other important notification affecting product purchased from this contract, a notice shall be sent to the Contract Representative. It shall be the responsibility of the contractors to assure that all recall notices are sent directly to the agencies Contract Representative.
5. **PRICING:** Pricing shall be provided in the format of a discount off Suggested Retail Price (SRP) with the ability to provide discounts based on large quantity and large dollar spend. Because the "technology marketplace" is one of rapid change with new products and revisions coming into the marketplace on a regular basis, it is required that a verifiable pricing formula or guaranteed discount matrix be included with the response. This formula will provide a method of determining the price of future configuration. In the event a product is discontinued, Vendor will provide a product of the same or greater functionality, utilizing the proposed discount structure. In addition, Vendor must notify the City in writing within 60 days of End of Life on all models.
6. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.
7. **PRODUCT DEMONSTRATIONS:** The City will conduct product demonstrations with those Offerors who proceed to this phase of the evaluation process. The Offerors proposed products will be tested

during a minimum 30-day window between (approximately) July 1, 2017 and August 15, 2017. Offerors shall provide a specified quantity (to be determined later) of each proposed product for testing in the Tucson work environment. Demo products will be installed in law enforcement automobiles and motorcycles, in Fire and EMT vehicles, and field crew vehicles. The tests will document the performance of the proposed products in the actual work environments of staff, which includes inclement weather where extreme temperature changes exist. Temperatures inside vehicles can reach over 150 degrees, outdoor temperatures can reach 115 degrees and be very wet and humid due to the monsoon season. Staff shall document the functionality of the products and any issues that are experienced. Proposed products, including installation, shall be provided to City at no cost.

See Exhibit A of this RFP document for a list of the equipment currently in use in the City of Tucson. Demo products will not be limited to only these types of equipment, and this list is being provided solely to give offerors an indication of the type of equipment currently in use.

**C. SERVICE REQUIREMENTS:**

1. **SERVICE CATEGORIES:** Offerors shall provide as many of the following associated services that are available through its distribution and sales network:
  - a. **Financing or Leasing**
    1. Capital
    2. Operating
    3. Other
  - b. **Consulting**
    1. Public safety equipment needs assessment
    2. Grant assessment and writing
    3. Other
  - c. **Repairs**
    1. Onsite
    2. Repair Facility
    3. Certified City trained staff
    4. Other
  - d. **Installation:**
    1. Provide installation services.
  - e. **Imaging:**
    1. Provide image installation.
  - f. **Protection Plus**
    1. List products.
    2. Provide details.
  - g. **Extended Warranties**
    1. List products.
    2. Provide details.
  - h. **Training and Education**
    1. Onsite
    2. Online
    3. Offsite

4. Certified Repair

i. **Customer Support Services:** The policies and procedures for:

1. Replacements
2. Returns
3. Restocking charges
4. After hours service
5. After sales support
6. Out of stock
7. Order tracing
8. Technical feedback
9. Quality assurance for orders
10. Drop shipments
11. Online support
  - a. Customer
  - b. Technical
12. Phone support
  - a. Customer
  - b. Technical
13. Location, hours and staff quantity of call centers
14. other

j. **Implementation**

k. **Other Applicable Services.** Value-add services not included in above categories.

## INSTRUCTIONS TO OFFERORS

### 1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION:

For purposes of this solicitation and subsequent contract, the following definitions shall apply:

**City:** The City of Tucson, Arizona

**Contract:** The legal agreement executed between the City and the Contractor/Consultant. The Contract shall include this RFP document incorporated herein by reference, all terms, conditions, specifications, scope of work, Amendments, the Contractor's offer and negotiated items as accepted by the City.

**Contractor/Consultant:** The individual, partnership, or corporation who, as a result of the competitive solicitation process, is awarded a contract by the City.

**Contract Representative:** The City employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and is responsible for monitoring and overseeing the Contractor's performance under this Contract.

**Director of Procurement:** The contracting authority for the City, authorized to sign contracts and amendments thereto on behalf of the City.

**May:** Indicates something that is not mandatory but permissible.

**Offeror:** The individual, partnership, or corporation who submits a proposal in response to a solicitation.

**Shall, Will, Must:** Indicates a mandatory requirement. Failure to meet these mandatory requirements, if they constitute a substantive requirement, may, at the City's sole discretion, result in the rejection of a proposal as non-responsive.

**Should:** Indicates something that is recommended but not mandatory. If the Offeror fails to provide recommended information, the City may, at its sole option, ask the Offeror to provide the information or evaluate the proposal without the information.

2. **PRE-PROPOSAL CONFERENCE:** If scheduled, the date and time of a Pre-Proposal conference is indicated on the cover page of this document. Attendance at this conference is not mandatory. Written minutes and/or notes will not be available, therefore attendance is encouraged. If an Offeror is unable to attend the Pre-Proposal Conference questions may be submitted in writing. Offerors are encouraged to submit written questions, via electronic mail or facsimile, at least five days prior to the Request for Proposal due date to the Contract Officer listed above. The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this Request for Proposal or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and may issue a written amendment to the Request for Proposal. Oral statements or instructions will not constitute an amendment to this Request for Proposal.

3. **INQUIRIES:** Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, at least five days prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such, otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.

4. **AMENDMENT OF REQUEST FOR PROPOSAL:** The Offeror shall acknowledge receipt of a Request for Proposal Amendment by signing and returning the document by the specified due date and time.

5. **FAMILIARIZATION OF SCOPE OF WORK:** Before submitting a proposal, each offeror shall familiarize itself with the Scope of Work, laws, regulations and other factors affecting contract performance. The Offeror shall be responsible for fully understanding the requirements of the subsequent Contract and otherwise satisfy itself as to the expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the Offeror. There will be no subsequent financial adjustment, other than that provided by the subsequent Contract, for lack of such familiarization.

### 6. PREPARATION OF PROPOSAL:

A. All proposals shall be on the forms provided in this Request for Proposal package. It is permissible to copy these forms as required. Facsimiles or electronic mail proposals shall not be considered.

B. At a minimum, your proposal should include the signed Offer and Acceptance form, signed copies of any solicitation amendments, completed Price Page and your response to all evaluation criteria.

C. The Offer and Acceptance page shall be signed by a person authorized to submit an offer. An authorized signature on the Offer and Acceptance page, Proposal Amendment(s), or cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell the good and/or service specified herein. Offeror shall submit any additional requested documentation, signifying intent to be bound by the terms of the agreement.

- D. The authorized person signing the proposal shall initial erasure, interlineations or other modifications on the proposal.
  - E. In case of error in the extension of prices in the proposal, unit price shall govern when applicable.
  - F. Periods of time, stated as a number of days, shall be in calendar days.
  - G. It is the responsibility of all offerors to examine the entire Request for Proposal package and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.
  - H. The City shall not reimburse the cost of developing, presenting, submitting or providing any response to this solicitation.
  - I. Offeror must list any subcontractors to be utilized in the performance of the services specified herein. For each subcontractor, details on respective qualifications must be included.
7. **PAYMENT DISCOUNTS:** Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.
8. **TAXES:** The City of Tucson is exempt from federal excise tax, including the federal transportation tax.
9. **PROPOSAL/SUBMITTAL FORMAT:** An original and 4 copies (5 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit one electronic copy of the proposal on cd, disc or zip disc in MS Office 2003 or .pdf format. Any confidential information shall be submitted on a separate cd, disc or zip disc. The original copy of the proposal should be clearly labeled "Original" and shall be single-sided, three hole punched and in a binder. The material should be in sequence and related to the RFP. **The sections of the submittal should be tabbed, clearly identifiable and should include a minimum of the following sections: the completed Offer and Acceptance Form, all signed Amendments, a copy of this RFP document and the Offeror's response to the Evaluation Criteria including the completed Price Page.** Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal.
10. **EXCEPTIONS TO CONTRACT PROVISIONS:** A response to any Request for Proposal is an offer to contract with the City based upon the contract provisions contained in the City's Request for Proposal, including but not limited to, the specifications, scope of work and any terms and conditions. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. The provisions of the Request for Proposal cannot be modified without the express written approval of the Director or his designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Director or his designee, the contract provisions contained in the City's Request for Proposal shall prevail.
11. **PUBLIC RECORD:** All proposals submitted in response to this Request for Proposal shall become the property of the City and shall become a matter of public record available for review subsequent to the award notification.
12. **CONFIDENTIAL INFORMATION:** The City of Tucson is obligated to abide by all public information laws. If an Offeror believes that any portion of a proposal, offer, specification, protest or correspondence contains information that should be withheld, a statement advising the Contract Officer of this fact should accompany the submission and the information shall be so identified wherever it appears. The City shall review all requests for confidentiality and may provide a written determination to designate specified documents confidential or the request may be denied. Price is not confidential and will not be withheld. If the confidential request is denied, such information shall be disclosed as public information, unless the offeror submits a formal written objection.
13. **CERTIFICATION:** By signature on the Offer and Acceptance page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Offeror certifies:
- A. The submission of the offer did not involve collusion or other anti-competitive practices.
  - B. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
  - C. The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.
  - D. The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to bind the Offeror to the Contract.

14. **WHERE TO SUBMIT PROPOSALS:** In order to be considered, the Offeror must complete and submit its proposal to the City of Tucson Department of Procurement at the location indicated, prior to or at the exact date and time indicated on the Notice of Request for Proposal page. The Offeror's proposal shall be submitted in a sealed envelope. The words "SEALED PROPOSAL" with the REQUEST FOR PROPOSAL TITLE, REQUEST FOR PROPOSAL NUMBER, PROPOSAL DUE DATE AND TIME and OFFEROR'S NAME AND ADDRESS shall be written on the envelope.
15. **LATE PROPOSALS:** Late proposals will be rejected.
16. **OFFER AND ACCEPTANCE PERIOD:** In order to allow for an adequate evaluation, the City requires an offer in response to this solicitation to be valid and irrevocable for ninety (90) days after the proposal due date and time.
17. **WITHDRAWAL OF PROPOSAL:** At any time prior to the specified solicitation due date and time, an offeror may formally withdraw the proposal by a written letter, facsimile or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.
18. **DISCUSSIONS:** The City reserves the right to conduct discussions with offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal in order to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.
19. **CONTRACT NEGOTIATIONS:** Exclusive or concurrent negotiations may be conducted with responsible offeror(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Offerors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing offerors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful offeror. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified firm(s).
20. **VENDOR APPLICATION:** Prior to the award of a Contract, the successful offeror shall register with the City's Department of Procurement. Registration can be completed at <http://www.tucsonprocurement.com/> by clicking on Vendor Services. Please note that email notifications of newly published solicitations and amendments will be provided to those vendors that select email as their preferred delivery method in their vendor record.
21. **CITY OF TUCSON BUSINESS LICENSE:** It is the responsibility of the Contractor to have a City of Tucson Business License throughout the life of this contract or a written determination from the City's Business License Section that a license is not required. At any time during the contract, the City may request the Contractor to provide a valid copy of the business license or a written determination that a business license is not required. Application for a City Business License can be completed at <http://www.tucsonaz.gov/etax>. For questions contact the City's Business License Section at (520) 791-4566 or email at [tax-license@tucsonaz.gov](mailto:tax-license@tucsonaz.gov).
22. **UPON NOTICE OF INTENT TO AWARD:** The apparent successful offeror shall sign and file with the City, within five (5) days after Notice of Intent to Award, all documents necessary to the successful execution of the Contract.
23. **AWARD OF CONTRACT:** Notwithstanding any other provision of the Request for Proposal, the City reserves the right to:
  - (1) waive any immaterial defect or informality; or
  - (2) reject any or all proposals, or portions thereof; or
  - (3) reissue the Request for Proposal.

A response to this Request for Proposal is an offer to contract with the City based upon the terms, conditions and Scope of Work contained in the City's Request for Proposal. Proposals do not become contracts unless and until they are executed by the City's Director of Procurement and the City Attorney. A contract has its inception in the award, eliminating a formal signing of a separate contract. All of the terms and conditions of the contract are contained in the Request for Proposal, unless any of the terms and conditions are modified by a Request for Proposal amendment, a Contract Amendment, or by mutually agreed terms and conditions in the Contract documents.

24. **PROPOSAL RESULTS:** The name(s) of the successful offeror(s) will be posted on the Procurement Department's Internet site at <http://www.tucsonprocurement.com/> upon issuance of a Notice of Intent to Award or upon final contract execution.

- 25. PROTESTS:** A protest shall be in writing and shall be filed with the Director of Procurement. A protest of a Request for Proposal shall be received at the Department of Procurement not less than five (5) working days before the Request for Proposal due date. A protest of a proposed award or of an award shall be filed within ten (10) days after issuance of notification of award or issuance of a notice of intent to award, as applicable. A protest shall include:
- A. The name, address, and telephone number of the protestant;
  - B. The signature of the protestant or its representative;
  - C. Identification of the Request for Proposal or Contract number;
  - D. A detailed statement of the legal and factual grounds of protest including copies of relevant documents; and
  - E. The form of relief requested.

## PROPOSAL EVALUATION REQUIREMENTS

### I. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)

- A. Method of Approach
- B. Price Proposal
- C. Qualifications and Experience

### II. REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA: The narrative portion and the materials presented in response to this Request for Proposal should be submitted in the same order as requested and must contain, at a minimum, the following:

#### A. Method of Approach

##### 1. Provide a response to the national program.

- a. Include a detailed response to Attachment 1, Exhibit A, National IPA Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to National IPA.
- b. The successful offeror will be required to sign Attachment 1, Exhibit B, National IPA Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the National IPA Administration Agreement.

##### 2. General Requirements

- a. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.
- b. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:
  - 1. What is your fill rate guarantee?
  - 2. What are your delivery days?
  - 3. Do you offer next day delivery?
  - 4. How do you facilitate emergency orders?
  - 5. Are shipping charges exempt for ALL who use this contract?
  - 6. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. is resolved.
  - 7. Describe how products will be distributed to the City of Tucson and nationwide. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.
- c. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-

line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc. If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.

- d. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.
- e. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?
- f. State any return and restocking policy, and any fees, if applicable associated with returns.
- g. Submit additional information that will aid the City in evaluating your proposal.

### 3. Product Requirements

- a. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:
  - 1. Identification and description of product categories offered
  - 2. Identification and description of sub categories
  - 3. Identification and description of manufacturers within each sub category
- b. Describe how your firm will notify customers of new products.
- c. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.
- d. Submit additional information that will aid the City in evaluating your proposal.

### 4. Service Requirements

- a. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:
  - i. Policies and programs detailing your efforts in these areas.
  - ii. Literature explaining your capabilities.
- b. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.

- c. Describe the types of customer service available to agencies that use this contract:
1. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team? If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller. If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?
  2. How are problems resolved?
  3. What response time is guaranteed when a customer service request is made?
  4. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?
  5. Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.
  6. Submit additional information that will aid the City in evaluating your proposal.
  7. What is the turnaround time for repairs? Describe the process. Are loaner products available?
  8. Describe the warranty period of products. Submit information on your warranty programs.

## 5. Technology Requirements

- a. Describe your website and the ease-of-use for customers to perform the following types of tasks:
1. to search for products
  2. to find alternate products (if a certain product is not available)
  3. to perform side-by-side price comparison to products,
  4. to order products
  5. to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)
  6. to track order status, to include backordered items
  7. to determine when an item was received and who received it
  8. to restrict/block the ordering of certain line items and to restrict/block the ordering of groups
  9. to create approval paths/levels for orders, to include creating an approval path for restricted items
  10. to create a "favorites" list or other personalized list of frequently ordered items
  11. to create a "shared" list for an agency to use
  12. to obtain online customer service
  13. to receive online training
  14. to accept credit card payment (and describe the level of data

- offered; also describe your security measures for credit card orders)
15. to track their budget for purchases
  16. to generate reports
- b. Describe additional functionality offered by your website.
  - c. Describe the hours your website is applicable? What are your hours of downtime, such as for system maintenance?
  - d. Does your website offer real time product availability?
  - e. If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer?
  - f. Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?
  - g. Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self-registration, are you available to assist in the registration process?
  - h. Describe if your website can be customized for an agency's specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.
  - i. Describe the types of online reporting that are available. Is customized reporting available?
  - j. Describe your online return process (if available).
  - k. Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?
  - l. Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc.

**6. Reporting Requirements**

- a. Contractor shall provide and supply customized usage reports upon request from the City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date.

**B. Price Proposal**

1. Provide price proposal as requested on the Price Page attached herein.
2. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc.

3. Describe any government rebate programs that are offered.
4. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.
5. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.
6. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by \_\_\_\_\_%, if payment is made within \_\_\_\_\_ days.
7. Will payment be accepted via commercial credit card? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - a. If yes, can commercial payment(s) be made online? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - b. Will a third party be processing the commercial credit card payment(s)? \_\_\_\_\_ Yes \_\_\_\_\_ No
  - c. If yes, indicate the flat fee per transaction \$\_\_\_\_\_ (as allowable, per Section 5.2.E of Visa Operating Regulations).
  - d. If "no" to above, will consideration be given to accept the card? \_\_\_\_\_ Yes \_\_\_\_\_ No
9. Does your firm have a City of Tucson Business License? \_\_\_\_\_ Yes \_\_\_\_\_ No  
If yes, please provide a copy of your City of Tucson Business license.

**C. Qualifications & Experience**

1. Provide a brief history and description of your firm.
2. Offeror is a reseller, provide proof your firm is an authorized reseller.
3. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.
4. Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.

**III. GENERAL**

**A. Shortlist:**

The City reserves the right to shortlist the offerors on all of the stated criteria. However, the City may determine that shortlisting is not necessary.

**B. Interviews:**

The City reserves the right to conduct interviews with some or all of the offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview

process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the offeror for the costs associated with the interview process.

**C. Additional Investigations:**

The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any offeror submitting a proposal.

**D. Prior Experience:**

Experiences with the City and entities that evaluation committee members represent and that are not specifically mentioned in the solicitation response may be taken into consideration when evaluating offers.

**E. Multiple Awards:**

To provide adequate contract coverage, at the City's sole discretion, multiple awards may be made.

## SPECIAL TERMS AND CONDITIONS

1. **COOPERATIVE PURCHASING:** Any Contract resulting from this solicitation shall be for the use of the City of Tucson. In addition, public and nonprofit agencies that have entered into a Cooperative Purchasing Agreement with the City of Tucson's Department of Procurement or registered with National IPA are eligible to participate in any subsequent Contract. See [www.tucsonaz.gov/procure](http://www.tucsonaz.gov/procure) and click on Cooperatives for a list of the public and nonprofit agencies that have currently entered into Cooperative Purchasing Agreements with the City of Tucson. Additionally, this contract is eligible for use by the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See <http://www.maricopa.gov/Materials/SAVE/save-members.pdf> for a listing of participating agencies. The parties agree that these lists are subject to change.

Any orders placed to, or services required from, the successful Contractor(s) will be requested by each participating agency. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The Contractor may negotiate additional expenses incurred as a result of participating agencies' usage of this contract (i.e., freight charges, travel related expenses, etc.). Additionally, the Contractor may negotiate pricing adjustments (upwards or downwards) based upon the participating agency's usage/volume. The City shall not be responsible for any disputes arising out of transactions made by others.

The Contractor(s) will provide an electronic copy of the complete Contract to the City of Tucson Department of Procurement upon receipt of the Notice of Intent to Award. At the City's request, the successful Contractor(s) may also be requested to provide an electronic copy of the complete Contract to a participating agency.

2. **FOB DESTINATION FREIGHT PREPAID:** Prices shall be FOB Destination Freight Prepaid to the agency's delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.
3. **INSURANCE:**  
The Contractor agrees to:
  - A. Obtain insurance coverage of the types and amount required in this section and keep such insurance coverage in force throughout the life of this contract. All policies will contain an endorsement providing that written notice be given to the City at least 30 days prior to termination or cancellation in coverage in any policy, and 10 days notice for cancellation due to non-payment in premium.
  - B. The Commercial General Liability Insurance and Commercial Automobile Liability Insurance policies will include the City as an additional insured with respect to liability arising out of the performance of this contract. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract. The insurance hereunder will be primary and that any insurance carried by the City will be excess and not contributing.
  - C. Provide and maintain minimum insurance limits as applicable

COVERAGE	LIMITS OF LIABILITY
<b>I. Commercial General Liability:</b> Policy shall include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability Each Occurrence General Aggregate Per Project Products & Completed Operations Aggregate Personal and Advertising Injury Blanket Contractual Liability	  \$1,000,000 \$2,000,000 \$2,000,000 \$1,000,000 \$1,000,000
<b>II. Commercial Automobile Liability</b> Policy shall include Bodily Injury and Property Damage, for any owned, Hired, and/or Non-owned vehicles used in the operation, installation and maintenance of facilities under this agreement. Combined Single Limit	   \$1,000,000
<b>III. Workers' Compensation. (applicable to the State of Arizona)<sup>1</sup></b> Per Occurrence Employer's Liability Disease Each Employee Disease Policy Limit	 Statutory \$1,000,000 \$1,000,000 \$1,000,000
<b>IV. Professional Liability – Technology Errors &amp; Omissions - In addition to I, II, III</b>	
Each Claim Annual Aggregate  Such insurance shall cover any, and all errors, omissions, or negligent acts in the delivery of products, services, and/or licensed programs under this contract. Coverage shall include or shall not exclude settlement and/or defense of claims involving intellectual property, including but not limited to patent or copyright infringement. In the event that the Tech E&O insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years, beginning at the time work under this Contract is completed.	 \$1,000,000 \$2,000,000
<b>V. Network Security (Cyber) and Privacy Liability</b>	
Each Claim Annual Aggregate  Such insurance shall include, but not be limited to, coverage for third party claims and losses with respect to network risks (such as data breaches, unauthorized access or use, ID theft, theft of data) and invasion of privacy regardless of the type of media involved in the loss of private information, crisis management and identity theft response costs. This should also include loss of use, breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber	  \$1,000,000 \$2,000,000

extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.

In the event that the Network Security and Privacy Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

\*1 Sole Proprietor/Independent Contractor designation is given to those who desire to waive their rights for workers' compensation coverage and benefits as outlined in ARS§ 23-901 and specifically ARS § 23-961 (O). If applicable, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.

**D. ADDITIONAL INSURANCE REQUIREMENTS:** Policies shall be endorsed to include the following provisions:

1. A waiver of subrogation endorsement in favor of the City of Tucson, for losses arising from work performed by or on behalf of the Contractor (including Worker's Compensation).
2. The insurance afforded the contractor shall be primary insurance and that any insurance carried by the City of Tucson and its agents, officials or employees shall be excess and not contributory.
3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

**E. NOTICE OF COVERAGE MODIFICATIONS:** Any changes material to compliance with this contract in the insurance policies above shall require 10 days written notice from the Contractor to the City of Tucson. Such notice shall be sent directly to the Department of Procurement.

**F. ACCEPTABILITY OF INSURERS:** Contractors insurance shall have an "A.M. Best" rating of not less than A-VII. The City of Tucson in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**G. VERIFICATION OF COVERAGE:** Contractor shall furnish the City of Tucson with certificates of insurance (ACORD form or equivalent approved by the City of Tucson) as required by this Contract. The certificates for each insurance policy are to be signed by an authorized representative.

All certificates and endorsements are to be received and approved by the City of Tucson before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work and remain in effect for the duration of the contract and two (2) years after completion. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal upon the City's request, is a material breach of contract.

All certificates required by this Contract shall be sent directly to the Department of Procurement.

The City of Tucson project/contract number and project description shall be noted on the certificate of insurance. The City of Tucson reserves the right to require complete copies of all insurance policies required by this Contract at any time.

- H. **SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall furnish to the City of Tucson separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.
- I. **EXCEPTIONS:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance.
4. **PRICE ADJUSTMENT:** The City will review fully documented requests for price adjustment after any Contract has been in effect for one (1) year. Any price adjustment will only be made at the time of Contract renewal and/or extension and will be a factor in the extension review process. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the Contract extension.
5. **TERM AND RENEWAL:** The term of the Contract shall commence upon award and shall remain in effect for a period of two (2) year, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for three (3) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.

## STANDARD TERMS AND CONDITIONS

1. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract without prior written consent of the City's Director of Procurement.
2. **AFFIRMATIVE ACTION:** Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.
3. **AMERICANS WITH DISABILITIES ACT:** The Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
4. **APPLICABLE LAW:** This Contract shall be governed, and the City and Contractor shall have all remedies afforded to each, by the Tucson Procurement Code and the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
5. **ASSIGNMENT-DELEGATION:** No right or interest in this Contract shall be assigned by the Contractor without prior written permission of the City, and no delegation of any duty of the Contractor shall be made without prior written permission of the City's Director of Procurement. The City shall not unreasonably withhold approval and shall notify the Contractor of the City's position by written notice.
6. **CHILD/SWEAT-FREE LABOR POLICY:** The Contractor shall comply with all applicable provisions of the United States Federal and State Child Labor and Worker's Right laws and agrees if called upon to affirm in writing, that they, and any subcontractor involved in the provision of goods to the City, are in compliance.
7. **CLEAN UP:** The Contractor shall at all times keep the contract area, including storage areas used by the Contractor, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of the City. Upon completion of the repair, the Contractor shall leave the work and premises in clean, neat and workmanlike condition.
8. **COMMENCEMENT OF WORK:** The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order or is otherwise directed to do so, in writing, by the City.
9. **CONFIDENTIALITY OF RECORDS:** The Contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the City. Information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the City.
10. **CONTRACT AMENDMENTS:** The Procurement Department has the sole authority to:
  - A. Amend the contract or enter into supplemental verbal or written agreements;
  - B. Grant time extensions or contract renewals;
  - C. Otherwise modify the scope or terms and provisions of the contract.

This Contract shall only be modified with the approval of the Department of Procurement. Except in the case of a documented emergency, approval must be granted prior to performance. Any contract modification not explicitly approved by the Procurement Department through a written contract amendment or change order is performed at the sole risk of the Contractor and may not be eligible for payment by the City.

11. **CONTRACT:** The Contract shall be based upon the Request for Proposal issued by the City and the Offer submitted by the Contractor in response to the Request for Proposal. The offer shall substantially conform to the terms, conditions, specifications and other requirements set forth within the text of the Request for Proposal. The City reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the City's Director of Procurement, shall be deemed non-responsive and the offer rejected. The Contract shall contain the entire agreement between the City of Tucson and the Contractor relating to this requirement and shall prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

- 12. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment or lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials, or default of any nature, may constitute breach of the Contract. Noncompliance may be deemed a cause for possible Contract termination.
- 13. DUPLEXED/RECYCLED PAPER:** In accordance with efficient resource procurement and utilization policies adopted by the City of Tucson, the Contractor shall ensure that, whenever practicable, all printed materials produced by the Contractor in the performance of this Contract are duplexed (two-sided copies), printed on recycled paper and labeled as such.
- 14. EQUAL PAY:** The Contractor shall comply with the applicable provisions of the Equal Pay Act of 1963 (Pub.L. 88-38, 29 U.S.C. section 206(d)); Title VII of the Civil Rights Act of 1964 (Pub.L. 88-352, 42 U.S.C. 2000e *et seq.*; and, the Lily Ledbetter Fair Pay Act of 2009 (Pub.L. 111-2).
- 15. EXCLUSIVE POSSESSION:** All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City of Tucson and shall not be used or released by the Contractor or any other person except with prior written permission by the City.
- 16. FEDERAL IMMIGRATION LAWS AND REGULATIONS:** Contractor warrants that it complies with all Federal Immigration laws and regulations that relate to its employees and complies with A.R.S. § 23-214(A) and that it requires the same compliance of all subcontractors under this Contract. Contractor acknowledges that pursuant to A.R.S. § 41-4401 and effective September 30, 2008, a breach of this warranty is a material breach of this Contract subject to penalties up to and including termination of this Contract. The City retains the legal right to audit the records of the Contractor and inspect the papers of any employee who works for the Contractor to ensure compliance with this warranty and the Contractor shall assist in any such audit. The Contractor shall include the requirements of this paragraph in each contract with subcontractors under this Contract.

If the Contractor or subcontractor warrants that it has complied with the employment verification provisions prescribed by sections 274(a) and 274(b) of the Federal Immigration and Nationality Act and the E-verify requirements prescribed by A.R.S. § 23-214(A), the Contractor or subcontractor shall be deemed to be in compliance with this provision. The City may request proof of such compliance at any time during the term of this Contract by the Contractor and any subcontractor.

- 17. FORCE MAJEURE:** Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force Majeure shall not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence in accordance with this Force Majeure term and condition.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

- 18. GRATUITIES:** The City may, by written notice to the Contractor, terminate this Contract if it is found that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City amending, or the making of any determinations with respect to the performing of such Contract. In the event this Contract is terminated by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.

- 19. HUMAN RELATIONS:** Contractor shall abide by the provisions of the Tucson City Code Chapter 28, Article XII.

- 20. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and

employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractor agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

Contractor is responsible for compliance with the Patient Protection and Affordable Care Act (ACA), for its employees in accordance with 26 CFR §54. 4980H. Additionally, Contractor is responsible for all applicable IRS reporting requirements related to ACA. If Contractor or any of Contractor's employees is certified to the City as having received a premium tax credit or cost sharing reduction which contributes to or triggers an assessed penalty against the City, or Contractor fails to meet reporting requirements pursuant to section 6056 resulting in a penalty to City, Contractor indemnifies City from and shall pay any assessed tax penalty.

- 21. INDEPENDENT CONTRACTOR:** It is understood that each party shall act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other party for any purpose.

The Contractor shall not be entitled to compensation in the form of salaries, holidays, paid vacation, sick days, or pension contributions by the City. The City of Tucson will not provide any insurance coverage to the Contractor, including Worker's Compensation coverage. The Contractor is advised that taxes, social security payments, and other withholdings shall not be withheld from a City payment issued under this Contract and that Contractor should make arrangements to directly pay such expenses. Contractor is responsible for compliance with the Affordable Care Act for Contractor and any of Contractor's employees.

- 22. INSPECTION AND ACCEPTANCE:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract shall be held at the Contractor's risk and may be returned to the Contractor. If returned, all costs are the responsibility of the Contractor. Noncompliance may be deemed a cause for possible Contract termination.

- 23. INTERPRETATION-PAROLE EVIDENCE:** This Contract is intended by the parties to be a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in the Contract. Acceptance or consent in the course of performance under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or consenting party has knowledge of the nature of the performance and the opportunity to object.

- 24. ISRAEL BOYCOTT DIVESTMENTS:** Acceptance of the contract warrants that the vendor is in compliance with A.R.S. § 35-393 and does not participate in a boycott of Israel as that term is defined within A.R.S. § 35-393.

- 25. LICENSES:** Contractor shall maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

- 26. LIENS:** All materials, services, and other deliverables supplied to the City under this Contract shall be free of all liens other than the security interest. Security interest shall extinguish upon full payment made by the City. Upon the City's request, the Contractor shall provide a formal release of all liens.

- 27. NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials must fully comply with all provisions of this Contract. If a tender is made which does not fully comply, this shall conform to the termination clause set forth within this document.

- 28. NON-EXCLUSIVE CONTRACT:** Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Tucson. The City reserves the right to obtain like goods or services from another source when necessary.

**29. OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in actual practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the materials or services used to fulfill the Contract.

**30. PAYMENT:** The City's preferred method of payment is via credit card. The City will issue a Purchase Order and, in some cases, either provide a credit card for payment at the time of ordering or pay subsequent invoices by credit card upon receipt of goods or services in good order. However, not all City employees will possess a credit card and, therefore, the City reserves the right to make payment by check as it deems necessary.

Unless payment is made by credit card at time of order or point of sale, a separate invoice shall be issued for each shipment of material or service performed, and no payment shall be issued prior to receipt of material or service and correct invoice. The invoice shall not be dated prior to the receipt of goods or completion of services.

The City shall make every effort to process payment for the purchase of materials or services within twenty-one (21) calendar days after receipt of materials or services and a correct invoice.

The Contractor's payment terms shall apply to all purchases and to all payment methods.

**31. PROTECTION OF GOVERNMENT PROPERTY:** The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on City property. If the Contractor fails to do so and damages such property, the Contractor shall replace or repair the damage at no expense to the City, as determined and approved by the City's Director of Procurement. If the Contractor fails or refuses to make such repair or replacement, the City will determine a cost and the Contractor shall be liable for the cost thereof, which may be deducted from the Contract price.

**32. PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the Contract shall be amended to make such insertion or correction.

**33. RECORDS:** Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The City may, at reasonable times and places, audit the books and records of the Contractor and/or any subcontractors. Said audit shall be limited to this Contract.

**34. RIGHT TO ASSURANCE:** Whenever one party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as the other party's intent not to perform and as a cause for possible Contract termination.

**35. RIGHT TO INSPECT:** The City may, at reasonable times, and at the City's expense, inspect the place of business of a Contractor or subcontractor which is related to the performance of any Contract as awarded or to be awarded.

**36. RIGHTS AND REMEDIES:** No provision in this document or in the Contractor's proposal shall be construed, expressly or by implication, as a waiver by either party of any existing or future right and/or remedy available by law in the event of any claim, default or breach of contract. The failure of either party to insist upon the strict performance of any term or condition of the Contract, to exercise or delay the exercise of any right or remedy provided in the Contract or by law, or to accept materials or services required by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.

**37. SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the valid provision or application.

**38. SHIPMENT UNDER RESERVATION PROHIBITED:** No tender of a bill of lading shall operate as a tender of the materials. Non-compliance shall conform to the termination clause set forth within this document.

**39. SUBCONTRACTS:** No subcontract shall be entered into by the Contractor with any other party to furnish any of the material/service specified herein without the advance written approval of the City's Director of Procurement. All

subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not subcontractors are used.

**40. SUBSEQUENT EMPLOYMENT:** The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract, on behalf of the City, is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, any other party to this Contract with respect to the subject matter of the Contract. Termination shall be effective when written notice from the City's Director of Procurement is received by the parties to this Contract, unless the notice specifies a later time.

**41. TERMINATION OF CONTRACT:** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. The City will issue a written ten (10) day notice of default to the Contractor for acting or failing to act as specified in any of the following:

In the opinion of the City, the Contractor provides personnel that do not meet the requirements of the Contract;

In the opinion of the City, the Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;

In the opinion of the City, the Contractor attempts to impose personnel, materials, products or workmanship of an unacceptable quality;

The Contractor fails to furnish the required service and/or product within the time stipulated in the Contract;

In the opinion of the City, the Contractor fails to make progress in the performance of the requirements of the Contract;

The Contractor gives the City a positive indication that the Contractor will not or cannot perform to the requirements of the Contract.

Each payment obligation of the City created by this Contract is conditioned upon the availability of City, State and Federal funds that are appropriated or allocated for the payment of such an obligation. If funds are not allocated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify the Contractor in the event that continued service will or may be affected by non-appropriation. No penalty shall accrue to the City in the event this provision is exercised, and the City shall not be obligated or liable for any future payments due or for any damages as a result of termination under this paragraph.

**42. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

**43. WARRANTIES:** Contractor warrants that all material or service delivered under this Contract shall conform to the specifications of this Contract. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in this document.

## OFFER AND ACCEPTANCE

### OFFER

**TO THE CITY OF TUCSON:**

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

\_\_\_\_\_  
Company Name

Name: \_\_\_\_\_

\_\_\_\_\_  
Address

Title: \_\_\_\_\_

\_\_\_\_\_  
City State Zip

Phone: \_\_\_\_\_

\_\_\_\_\_  
Signature of Person Authorized to Sign

Fax: \_\_\_\_\_

\_\_\_\_\_  
Printed Name

E-mail: \_\_\_\_\_

\_\_\_\_\_  
Title

### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. \_\_\_\_\_.

**CITY OF TUCSON**, a municipal corporation

Approved as to form this \_\_\_\_ day of \_\_\_\_\_, 2016.

Awarded this \_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
As Tucson City Attorney and not personally

\_\_\_\_\_  
Marcheta Gillespie, CPPO, C.P.M., CPPB, CPM  
As Director of Procurement and not personally

**Exhibit A – Equipment Currently in Use by the City of Tucson**

<u>Department</u>	<u>Manufacturer</u>	<u>Model Number</u>	<u>Installed Quantity</u>	<u>Installed in Vehicle Type</u>
Tucson Fire	Panasonic	CF31	130	MDTs
Tucson Fire	Panasonic	CF19	74	ePCR
Tucson Fire	Panasonic	FZ-G1/CF20	30	Fire Inspector

**NOTES:**

CF31 - MDTs installed on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350

CF19 - Reporting software/ePCR for use on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350

FZ-G1 - Fire Inspector reporting tablet

DEMO UNITS: 3 MDTs, 3ePCRs and 3 Inspector units.

<u>Department</u>	<u>Manufacturer</u>	<u>Model Number</u>	<u>Quantity</u>	<u>Vehicle Type</u>
Tucson Police	Panasonic	CF19	45	Motorcycles
Tucson Police	Panasonic	CF53	835	Patrol & unmarked units (SUVs and sedans)/ Assigned to individual detectives
Tucson Police	Panasonic	CF54	25	Patrol & unmarked units (SUV's and sedans)

DEMO UNITS: 6 Patrol Units and 3 Motorcycles.

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

**REQUEST FOR PROPOSAL NO. 171725**  
PAGE 29 OF 29  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE  
PH: (520) 837-4105 / FAX: (520) 791-4735

## **ATTACHMENTS**

**Attachment 1 – National IPA Requirements**

**Attachment 2 – Price Page**

# PANASONIC RESPONSE - SCOPE OF WORK REQUIREMENTS

## A. General Requirements

**QUALIFIED VENDORS:** Offerors should meet the minimum qualifications:

- a. Be an authorized reseller or manufacturer.
- b. Have a strong national presence in the computer industry.
- c. Have a distribution model capable of delivering products nationwide.
- d. Have a demonstrated national sales presence.
- e. **Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.**
- f. Be able to provide the full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.

Panasonic System Communications Company of North America (PSCNA) is a Division of Panasonic Corporation of North America (Panasonic), based in Newark, NJ, is the principal North American subsidiary of Osaka, Japan-based Panasonic Corporation and the hub of its branding, marketing, sales, service, product development and R&D operations in the U.S. and Canada.

Panasonic Corporation, is a \$80 billion Global Fortune 100® company with worldwide research and development resources. Panasonic rugged mobile solutions are used by some of largest government organizations and most branches of the U.S. Military that utilize our expert deployment services, project management and long term asset management to streamline maintenance support operations and maximize IT resources. Panasonic is a proven leader in the deployment, installation and service of quality rugged mobile computing solutions around the world. Panasonic maintains dedicated National Sales and Field Engineering Teams that assist with the successful delivery and deployment of Panasonic products and services nationwide.

As an OEM technology manufacturer, Panasonic does not sell our products or services directly to our customers, rather through a distribution channel with Panasonic Authorized Reseller that offer the full range of products and services that will meet or exceed the requirements of the City of Tucson and any agencies that opt-in to participate in the cooperative purchasing program with the City if Tucson and National IPA. Our reseller partners that are noted in this proposal offering gives the national sales presence requested, as well as the small business, woman-owned business and also a small business in Arizona to offer a comprehensive offering for customers on this potential contract based on their unique needs and customized solutions.

Panasonic has been supporting cooperative purchasing agreements and contracts for over 15 years. Many of these agreements we work directly with the government entity and have offered the same fulfillment through all of these as outlined above for this proposed contract. In addition, Panasonic has been pleased to serve the National IPA cooperative contract community for approximately 9 years.

Panasonic brings a unique offering to this proposed contract as it is the full range of solutions that Public Sector agencies are using and are in need of today; these solutions include command center solutions, digital signage solutions, in-car video solutions with body worn technology and storage and customized wireless solutions.

Panasonic has been supporting Public Sector agencies for over 20 years with unique and customized solutions to meet the demands of that agencies' environment and exceed their expectations with technologies that make their job easier and keep our communities safe. A representative sampling of these customers is provided in this proposal, but more can be provided as Panasonic is utilized across the United States for decades in countless communities, police, fire stations, municipalities and utilities.

2. **ORDERING:** Although the City is open to alternate ordering methods, the primary methods for customers placing orders with the Contractor is through the following:

- a. Online
- b. Telephone
- c. Fax
- d. Email

For ordering processing, Panasonic will provide a list of Authorized Resellers who accept orders online, by telephone, through fax or via email. The enclosed list of Panasonic Resellers proposed represent a limited number of our strategic Authorized Resellers who have clearly demonstrated the capabilities and the capacity required to service a contract of this size and scope within their respective areas of operation. Each of our proposed resellers have comprehensively reviewed all contract requirements and have affirmed both their willingness and capability to participate, as well as their commitment to ensure that the terms and conditions of the contract, and also meet the expectations of the City of Tucson as well as all agencies participating in the cooperative purchasing program are met with enthusiasm and superlative sales support, marketing, and execution performance. The Panasonic designated resellers for this contract are:

<p>CDW-G  <a href="http://www.cdwg.com">www.cdwg.com</a>            Brandi Steckel            200 North Milwaukee Ave            Vernon Hills, IL 60061            FEIN: 36-3310735            Phone: 847.371.7104            Email: branste@cdwg.com            National coverage for Public sector business</p>	<p>Mobile Concept Technologies LLC (MCT)  <a href="http://www.mobileconceptstech.com">www.mobileconceptstech.com</a>            Aaron Bauer            Phoenix, Arizona Office:            13669 S. 37th Place            Phoenix, AZ 85044            Phone: 480-299-3166            Email: abauer@mobileconceptstech.com            Bill Duncan            Washington, D.C. Office:            7835 Royal Sydney Drive            Gainesville, VA 20155            Phone: 703-577-0780            bduncan@mobileconceptstech.com            Small business, AZ based</p>
<p>CompView  <a href="http://www.compview.com">www.compview.com</a>            Brad Thomas            General Manager Products and Services            PO Box 518 Beaverton, OR 97075            Phone: 503.601.5595            Corporate Customer Service: 800.448.8439            Email: Bthomas@compview.co            Specialized AV Solutions business</p>	<p>PCS – Portable Computer Solutions  <a href="http://www.portablecomputersystems.com">www.portablecomputersystems.com</a>            Kathy Pakkebie            PCS Denver Office            1200 W. Mississippi Avenue            Denver, CO 80223            FEIN: 84-1396969            Office: 303-346-2487            Email: kathyp@portablecomputersystems.com            Woman-owned, small business</p>
<p>Insight  <a href="http://www.insight.com">www.insight.com</a>            Erica Falchetti            SLED and Healthcare Capture Manager            6820 S Harl Ave.            Tempe, Az. 85283            Phone: 800.467.4448 ext. 3071            Direct: 480.333.3071            Email: erica.falchetti@insight.com            National coverage for Public sector business</p>	<p>Turnkey Mobile  <a href="http://www.turnkeymobile.com">www.turnkeymobile.com</a>            Mike Southard-Owner            Turn-Key Mobile, Inc.            210 Prodo Drive, Jefferson City, MO 65109            Phone: 573-893-9888            Email: mike@turnkeymobile.com            Small business</p>

3. **DELIVERY REQUIREMENT:** Contractor agrees to deliver all products to the desktop of the ordering customer. In many cases within the City, the Contractor may be asked to deliver all goods to the front counter within a given department.

Panasonic acknowledges and agrees to comply with this requirement through our authorized resellers and distribution channel.

4. **USAGE REPORT:** The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report should list the manufacturer name, model number, part number, item description, quantity sold and total spend by department, division, ordering entity, etc.

Panasonic acknowledges Attachment 1, Exhibit E National IPA Contract Sales Reporting Template and agrees to provide the Agency Department of Procurement with a copy of a usage report upon request through our authorized resellers and distribution channel.

5. **WAREHOUSING, DISTRIBUTION AND SALES FACILITIES:** The product specified in this solicitation is dependent upon an extensive manufacturer-to-customer supply chain distribution system. In order to be considered for award, each potential contractor is required to provide proof of an extensive distribution system.

Panasonic, as well as each of our designated Authorized Resellers offers an extensive set of facilities and resources that will be utilized to fulfill this contract. In designating Authorized Resellers, each requisite function related to pre-sales, order, order fulfillment, and customer support are redundantly covered within the scope of operations that will be required to successfully fulfill the terms and intent of this award. Note: Panasonic will not restrict the City of Tucson or agencies participating in the cooperative purchasing program with regards to which designated reseller participants prefer to utilize on the basis of features and/or service support programs offered to support their respective procurements.

Throughout the period of performance, Panasonic shall be ultimately responsible for adherence to all contract requirements and for the performance of our team of Authorized Resellers. The following table lists key contract activities and our recommended approach to work within the contract:

Contract / Work Element:	Performed by:
Product design and engineering	Panasonic
Product manufacturing	Panasonic
Centralized product distribution	Panasonic
Centralized (U.S. Based) Warranty Repair	Panasonic
Centralized (U.S. Based) Parts Stock	Panasonic
Centralized (U.S. Based) Technical Support	Panasonic
On-line Product Configurator (integrated to Authorized Reseller contract websites)	Panasonic
Panasonic On-line Resources <ul style="list-style-type: none"> <li>o Master Contract Landing Page</li> <li>o Product Data Sheets</li> <li>o Solution Data Sheets</li> <li>o Industry / Vertical Market Case Studies</li> <li>o Cost of Ownership Analysis</li> <li>o Product Statistics</li> <li>o Warranty information</li> <li>o Technical support contact directory</li> </ul>	Panasonic

<ul style="list-style-type: none"> <li>○ FAQ's</li> <li>○ Product Registration</li> <li>○ Downloads</li> <li>○ BIOS Updates</li> <li>○ Driver Updates</li> <li>○ Product Manuals <ul style="list-style-type: none"> <li>○ Utilities</li> </ul> </li> </ul>	
Pre-Sales Support	Panasonic / Authorized Resellers
Demo Unit Support	Panasonic / Authorized Resellers
Complaint Resolution	Panasonic / Authorized Resellers
Quality Assurance Plan (development / management / reseller surveillance)	Panasonic
Environmental Program Management	Panasonic
Recycling / Take back Program Management	Panasonic
Reporting	Panasonic / Authorized Resellers
Point of Sale Websites <ul style="list-style-type: none"> <li>○ Reseller's Contract Landing Page</li> <li>○ Complete PSS IAW requirements</li> <li>○ On-line ordering IAW requirements</li> <li>○ Invoice Reprint IAW requirements</li> <li>○ Service options / agreements IAW requirements</li> <li>○ Required contact information</li> <li>○ Designation of sales representatives</li> <li>○ Purchase order tracking</li> <li>○ Environmental program / certification links</li> <li>○ Links to recycle / take back programs</li> <li>○ Catalog browsing capability</li> </ul>	Authorized Resellers
Payment Acceptance / Electronic Payment Processing	Authorized Resellers
End User Shipments	Authorized Resellers
On-site Technical and Warranty Support	Panasonic & Authorized Resellers
Returns (Non-Warranty / RMA)	Authorized Resellers

6. **WARRANTY:** Offeror shall warrant that all equipment and parts furnished in their offer are newly manufactured and free from defects in material and workmanship for no less than (3) three year from the date the equipment is delivered or installed. Warranty shall also guarantee accepted trade standards of quality, fitness for the intended uses, and conformance to promises or specified specifications. No other express or implied warranty shall eliminate the vendor's liability as stated herein.

Panasonic acknowledges and will comply with this requirement.

## B. Panasonic Response – Product Requirements

### **RUGGED DEFINITIONS:**

- a. **Ultra-Rugged:** Designed to meet precise specifications for military use and are made to handle the harshest environmental conditions. An ultra-rugged laptop can be left out in a sandstorm, frozen in a blizzard or sent on a vibrating rocket into space without any detrimental effects. All products being offered shall meet or exceed the specifications defined in the most recent Department of Defense Test Method Standard as Military Grade. Most recent document is MIL- STD- 810G 31 OCTOBER 2008.

In addition, equipment offered and tested by the City shall function in extreme heat temperature of 150 degrees and wet, rainy, humid environments.

- b. **Fully-Rugged:** Designed from the inside-out to work in extreme temperatures, to be resistant to being dropped, to resist shocks and vibrations and to be dustproof and waterproof. A fully- rugged laptop may have a solid state hard drive.
- c. **Semi or Business-Rugged:** Withstands harsh temperatures as well as extreme vibration such as in a vehicle riding over rough terrain. It can also handle some water on the keyboard. Semi- rugged laptops are typically regular laptops with better cases, rubber-mounted hard drives and spill-proof keyboards.

Panasonic acknowledges Section B. Product Requirements and 1. Rugged Definitions (a. through c.).

2. **PRODUCT CATEGORIES:** A complete and comprehensive line of technical product and service solutions including, but not limited to, the following:

- a. **Ruggedized Laptops:** Components include touchscreens, solid state drives, vibration resistant/control, bezels, heat resistant, water resistant,
1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged

Panasonic is pleased to provide our entire line-up of fully rugged and semi rugged laptops that meet or exceed this requirement. Also can provide additional references on this beyond the ones noted in this proposal who utilize Panasonic for their mobile devices & solutions.

- b. **Ruggedized Tablets:** Touchscreens must be useable with latex medical gloves and q-tips, keyboard film, sanitize resistant, stylus secured to tablet.
1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged

Panasonic is pleased to provide our entire line-up of fully rugged and semi rugged tablets that meet or exceed this requirement. Also can provide additional references on this beyond the ones noted in this proposal who utilize Panasonic for their mobile devices & solutions.

- c. **Accessories including but not limited to the following categories**
1. vehicle mounts
  2. desktop replicators
  3. batteries
  4. battery chargers
  5. memory cards
  6. external drives

7. extended warranties
8. keyboards
9. keyboard covers
10. backlit keyboards
11. stylus
12. solid state drives
13. cases
14. touchscreens
15. aircard
16. cooling devices
17. Peripherals
18. other

Panasonic is pleased to provide our expansive line-up of accessories and customized Public Sector accessories for this requirement.

**d. Ancillary Products (includes 3rd Party products including but not limited to the following**

Ancillary products that complement and are associated with the proposed product lines.

1. cradlepoint
2. antennas
3. other

Panasonic is pleased to provide ancillary products and customized Public Sector accessories for this requirement including:

- Havis
- Gamber Johnson
- Lind Electronics
- CradlePoint
- Brother Mobile Printer
- NetMotion
- InfoCase -Toughmate
- Antenna Plus
- Sierra Wireless

**e. Other Technology Product Categories (list each category with a brief description)**

Panasonic is pleased to provide our entire line-up of other technology product categories for this requirement including:

- Panasonic Handhelds
- Panasonic Handheld Accessories
- Panasonic Arbitrator and Body Worn Camera
- Panasonic Arbitrator and Body Worn Camera Accessory
- Panasonic Displays
- Panasonic Display Accessories
- Panasonic Projectors
- Panasonic Projector Accessories
- Panasonic Professional Audio Visual
- Panasonic Professional Audio Visual Accessories
- Panasonic Physical Security Camera
- Panasonic Physical Security Camera Accessories

- Panasonic Scanners
- Panasonic Scanner Accessories

**CURRENT PRODUCTS:** All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation.

Panasonic has proposed products that are in current, ongoing production or soon to be formally announced that are commercially available and capable of meeting or exceeding the specifications and requirements in this solicitation. Panasonic also offers customers the option to customize their unique solution.

3. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.

Panasonic acknowledges this requirement. Panasonic also offers customers a legal document that notates their unique configuration and specific to them that documents Panasonic's commitment to reliability, failure rate and expedited repair time.

4. **PRODUCT/RECALL NOTICES:** In the event of any recall notice, technical service bulletin, or other important notification affecting product purchased from this contract, a notice shall be sent to the Contract Representative. It shall be the responsibility of the contractors to assure that all recall notices are sent directly to the agencies Contract Representative.

Panasonic acknowledges this requirement.

5. **PRICING:** Pricing shall be provided in the format of a discount off Suggested Retail Price (SRP) with the ability to provide discounts based on large quantity and large dollar spend. Because the "technology marketplace" is one of rapid change with new products and revisions coming into the marketplace on a regular basis, it is required that a verifiable pricing formula or guaranteed discount matrix be included with the response. This formula will provide a method of determining the price of future configuration. In the event a product is discontinued, Vendor will provide a product of the same or greater functionality, utilizing the proposed discount structure. In addition, Vendor must notify the City in writing within 60 days of End of Life on all models.

Panasonic acknowledges this requirement.

6. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.

Panasonic acknowledges this requirement. Panasonic is pleased to offer sales promotions, customized or unique offerings to the Public Sector agencies through this potential contract.

7. **PRODUCT DEMONSTRATIONS:** The City will conduct product demonstrations with those Offerors who proceed to this phase of the evaluation process. The Offerors proposed products will be tested during a minimum 30-day window between (approximately) July 1, 2017 and August 15, 2017. Offerors shall provide a specified quantity (to be determined later) of each proposed product for testing in the Tucson work environment. Demo products will be installed in law enforcement automobiles and motorcycles, in Fire and EMT vehicles, and field crew vehicles. The tests will document the performance of the proposed products in the actual work environments of staff, which includes inclement weather where extreme temperature changes exist. Temperatures inside vehicles can reach over 150 degrees, outdoor temperatures can reach 115 degrees and be very wet and humid

due to the monsoon season. Staff shall document the functionality of the products and any issues that are experienced. Proposed products, including installation, shall be provided to City at no cost.

See Exhibit A of this RFP document for a list of the equipment currently in use in the City of Tucson. Demo products will not be limited to only these types of equipment, and this list is being provided solely to give offerors an indication of the type of equipment currently in use.

Panasonic acknowledges this requirement. Panasonic is always pleased to offer product demonstrations and is always willing to support the customer on this in any way we can. In addition, we can also offer detailed additional testing documents to a customer notating extensive additional testing that we have done on our products.

## C. Panasonic Response – Service Requirements

1. **SERVICE CATEGORIES:** Offerors shall provide as many of the following associated services that are available through its distribution and sales network:

Panasonic is pleased to provide the items noted and required below; as well as to offer a customized or unique offering based on a customer's specific needs. We can offer Financial/Leasing Services as well as Onsite Technical Support or Certified Repair Training Programs and Professional Services that include IT Consulting, Project Management, Deployment Services, Enhanced Warranties, Installation and Training Programs which meet or exceed the C. Service Requirements 1. (a. through h.) as outlined above. Our extensive experience in this area can provide a customer a piece of mind knowing that their Panasonic solution will give them maximum uptime and a reliable solution to keep their communities safe.

- a. **Financing or Leasing**
  1. Capital
  2. Operating
  3. Other

To help government organizations fulfill their mission-critical technology needs, Panasonic offers a range of flexible and attractive financing options.

### Lease Back Financing

For customers who have used their budget on Toughbook computer purchases or purchased the equipment in cash, and require more equipment, Panasonic offers lease back financing. Through this program, customers can turn recently purchased equipment into working capital by putting their Toughbook computers back on a lease and receiving the purchase price back in cash. The cash can then be used to purchase more Toughbook computers or to pay for the lease payments of more Toughbook computers.

### Step Payments

For government organizations that need more Toughbook computers than their current budget will allow. This option structures payments for the remaining part of the year to match the current monthly budget amount.

### Flex Lease

This option is for organizations that have predictable but uneven cash flows and can only buy during peak cash flow months. This program allows lease payments to match cash flows, including skipping months, if necessary.

**b. Consulting**

1. Public safety equipment needs assessment
2. Grant assessment and writing
3. Other

Professional IT Consulting

Panasonic IT Consulting Services is designed to minimize deployment challenges and remove the burden of image development so that IT staff can focus on higher integration issues. Our expert team works with government organizations from start to finish to develop a custom business plan that assures your Toughbook laptop or Toughpad tablet deployment not only achieves all objectives, but future-proofs individual agency initiatives by providing upgrade options and system modification programs.

Grant Assistance

The Panasonic Grants Support Program provides public sector agencies, educational institutions, and hospitals with grants information, customized funder research reports, and consultative calls that will help develop project ideas, get technology-rich projects funded, and even expand initiatives that are already in the works. Generally, federal and state grants are part of the budget picture for nearly every public sector agency in the country, many agencies are understaffed for grants development or lack experience with grant programs that could dramatically increase their capacity to leverage technology to advance their missions and impact the safety of their communities. The Panasonic Grants Support Program has provided support and will continue to assist Local Governments, Public Safety Agencies, Courts and Correctional Institutions, K-12 Schools, Colleges and Universities, Hospitals and Regional Health Organizations with grant funded projects.

**c. Repairs**

1. Onsite
2. Repair Facility
3. Certified City trained staff
4. Other

Panasonic has deployed more rugged mobile computing products than all of our competitors combined. In order to support the world's largest deployment, we have personnel located across the world to service the U.S. Military whenever and wherever they need it. Customer assistance is available 24 hours a day, 365 days a year through our technical support hotline or our website. Our world-class Panasonic National Service Center advantages for post-deployment for this project include service level commitment to the City of Tucson and participating National IPA agencies:

- U.S.-based call centers (45-second average hold time)
- 24/7 technical support hotline 1.800.LAPTOP5 (1.800.527.8675) (US Based)
- In-warranty repair with no charge for shipping from our National Service Center
- Industry benchmark turnaround time on repairs

The Panasonic National Service Center at Heartland has been supporting Panasonic customers for over 28 years. They have numerous U.S.-based employees that specialize in IT and programming & servicing. This team offers the ability to assist customers on various technical & software related issues. The Panasonic National Service Center at Heartland has surpassed industry standards for their speed of repair and service performance. And they continue to work diligently to ensure that every unit received is serviced quickly. Currently, our National Service Center repairs and reships 95% of the units received for repair within a 48-hour period. And this is being done while providing the highest level of service for every unit. At our National Service Center, every unit that is repaired undergoes extensive quality control checks before it leaves our facility. As a result, our re-repair rate for units sent back for the same problem within 30 days is less than 1%. The Panasonic National Service Center at Heartland does not have voicemail; customers or partners will always receive a live person to consult with. This level of commitment and consistency is evident in the quality of support and customer service that the Panasonic National Service Center at Heartland delivers. We always welcome the opportunity for any customer to visit our Service Center.

Panasonic's optional On-Site Service reduces downtime and increases productivity by performing in-warranty service on Toughbook laptops and Toughpad tablets at your users' work locations. Panasonic-approved service partners provide service to corporate and government office workers, field service technicians, law enforcement personnel and other mobile professionals. The on-site response time in the top 50 major metropolitan areas in the United States is the next business day, Monday through Friday. Locations more than 50 miles outside the top 50 major metropolitan markets may require a slightly longer response time. On-Site Service is available in the United States and selected global areas for participating U.S. Territories.

**d. Installation:**

1. Provide installation services.

Going beyond the hardware sale to deliver innovative, safe and reliable product installations is just another way Panasonic provides customers with comprehensive business solutions. Understanding that no two organizations or departments are the same, our team of Panasonic ProServices experts will work with you to develop the ideal in-vehicle installation solutions that fit your unique requirements and goals. Panasonic's nationwide team of certified installers leverage their extensive product specialization and industry knowledge to deliver meticulous and timely service. With years of experience and thousands of deployments under their belt, our certified technicians can help build innovative ways to implement and use our products as part of an overall robust, supportable, serviceable solution. This helps to simplify installation planning and management, maximize worker productivity, and ensure easy serviceability. Customized installations solutions include:

- Mobile solution consulting
- Custom hardware solution designs
- Custom mounting solutions
- Project and site coordination management
- Installation design and engineering
- Vehicle certification
- Upgrades, de-installs and re-installs

**e. Imaging:**

1. Provide image installation.

Panasonic's Disk Image Management Service provides your organization with an easy way to centralize image management by maintaining your organization's disk image at our National Service Center. This service ensures that in-warranty Toughbook laptop or Toughpad tablet repairs that require re-imaging of the hard drive are done at the same time. Additionally, it simplifies the process for your internal IT department and minimizes the resources needed when hard drive replacements are required. As new applications become available, your organization will want to update your organization's master image. Panasonic will receive your updated images, install them on our servers, and re-image as necessary on future repairs. Your organization will be able to send image updates to our National Service Center quarterly. Panasonic will maintain multiple images for your organization based on the needs of your workforce. This means that your users' hard drive images can be specific to job duties, hardware or locations. Panasonic is able to support multiple images because each one of your organization's images is coded and managed separately. Panasonic has been supporting customer imaging services for over 15 years.

Deployment (Premier) (3/4/5 years) for Windows Based Devices

Panasonic's Deployment Services are an effective and efficient management solution for your organization. Deployment Services can place "ready to use" Toughbook® and Toughpad® computers in your hands right out of the box. Panasonic's Deployment Team will work directly with you to provide a deployment solution specific to your needs. Whether you need custom imaging, asset tagging, branding or kitting, with our selection of deployment options, we are sure to find a solution for your project. Services included are:

- Disk Image Management – Once the Gold Image has been confirmed and used for Deployment services, the NSC will retain the Customer Image on file. Our Image Server has several elements of redundancy and back up to ensure 100% availability, in addition to having no access outside of our company’s internal technical network to maximize Security. Customers may update their Gold Image on file as often as they see fit up to once per quarter. Once the new Gold Image has been updated, that image can be supplied via HDD, FTP or DVD to the NSC to replace the prior version. This Gold Image will be utilized for imaging all units arriving to the NSC for service that need a replacement HDD, a reimage to solve a software issue, or a Total Loss Replacement at no additional charge to the customer. This service ensures that all units returning to the field are not only ready for immediate field use from a hardware standpoint, but also the software as well. Minimizing the impact of a Toughbook repair on the customer’s internal IT resources.
- 48 Hour Burn in Testing – Most electronic components fail within the first 48 hours of usage. The National Service Center will stress test the units running them under heavy load for 48 straight hours. This ensures a zero percent failure rate at deployment.
- Initial Imaging of the Fleet – Burn in your gold image onto your fleet before they arrive. This allows your units to be deployment ready as soon as they arrive.
- Asset Tracking - Panasonic’s Asset Management system gives your organization’s administrators a flexible way to view all your computer assets. We will enter your organization’s information into our database as part of the deployment process. Our web-based tool makes it easy for your organization to print reports and quickly change user and asset information. Your administrators will have the ability to track and report on your organization’s Toughbook/Toughpad assets as well as other mobile deployment-related assets. The system’s reports are completely flexible and can be sorted by unit type, unit class, department, asset number and cost center. The most commonly used reports are Asset Detail, Asset Summary, Entitlement and Out-of-Warranty.
- Online Service Analysis - The Panasonic On-Line Customer Portal is a web based application that offers real-time 24/7 visibility into repair history, canned reports, repair status, and alerts. In addition it gives the ability for customers to generate their own RMAs with ease. There are several levels of permission allowing the Customer to assign and administrator, yet also have peripheral users that can only access specific areas of the site, data or process options. Set up and on-going training is included as well via the PNSCH.

#### Deployment Premier (3/4/5 years) for Android Based Devices

After receiving the same level of service as the listing above for Premier Deployment services Panasonic will work with the customer to create a connection to the MDM service in their environment for device registration and provisioning. Note: Customer hosted MDM environment and connection to that environment are a pre-requisite for this portion of the service.

#### Deployment Bronze Package

Panasonic’s Deployment Services are an effective and efficient management solution for your organization. Deployment Services can place “ready to use” Toughbook® and Toughpad® computers in your hands right out of the box. Panasonic’s Deployment Team will work directly with you to provide a deployment solution specific to your needs. Whether you need custom imaging, asset tagging, branding or kitting, with our selection of deployment options, we are sure to find a solution for your project. Services included are:

- Initial Fleet Imaging – The National Service Center will image the fleet with the initial image provided by the customer. The image creation process will be validated by the customer prior to the total deployment.
- Asset Tracking/Deployment Report – The National Service Center will provide a spreadsheet that lists all the relevant information about the units in the deployment. Serial number, MEID, and other information will be provided to the customer.
- Shipping to the customer – We will ship the location(s) specified by the customer.

#### Bronze MDM Deployment for Android Based Devices

With all of the entitlements listed above for Bronze deployments this SKU allows for a one time connection to the MDM environment of the customer for provisioning. Note: Customer hosted MDM environment and connection to that environment are a pre-requisite for this portion of the service.

- f. Protection Plus**
1. List products.
  2. Provide details.

Panasonic's Protection Plus enhances the proposed Toughbook laptops and Toughpad tablets or Handheld Devices 3-year Standard Warranty by offering an additional layer of protection against unintentional physical damage. This warranty is designed to complement the warranty on all Toughbook computers and Toughpad tablets or handheld devices. All system components, excluding consumable items, are covered under Protection Plus.

*"I wanted to let you know we had a great experience with Panasonic and their warranty service. They are outstanding! We had a laptop we thought would be unrepairable, but Panasonic repaired the laptop and with no questions or cost to us. This would have never happened with GETAC!! Just wanted to pass along good news and good service we experience." MINOT AFB, ND*

- g. Extended Warranties**
1. List products.
  2. Provide details.

Panasonic's Extended Warranty provides your Toughbook laptops and Toughpad tablets or handheld devices with up to an additional two years of Panasonic's excellent Standard Warranty coverage. All Panasonic computers and tablets come with our 3-Year Limited Standard Warranty. With our Extended Warranty, Panasonic offers coverage extensions for Toughbook computers and Toughpad tablets or Handheld Devices that will be in use past the expiration of the original Standard Warranty. This warranty makes it easy for your organization to keep units in the field longer. The Extended Warranty program covers all repair issues in the same manner as the Standard Warranty. All system components are covered under the Extended Warranty, except consumable items such as batteries, screen protectors, etc. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase. This warranty covers all repairs in the same manner as the Standard Warranty, covers failures due to defects in materials or workmanship that occur during normal use. Our National Service Center will diagnose and repair your unit. Your Toughbook/Toughpad computer will then be returned via next-business-day delivery from our National Service Center at no charge within the United States. In addition, Panasonic offers customers a unique, customized commitment that Panasonic will make parts available for repair for 7 years past the production discontinuation date

- h. Training and Education**
1. Onsite
  2. Online
  3. Offsite

Panasonic's ProServices offerings include Onsite Consulting Services when additional technical training, application support, after-deployment troubleshooting and problem resolution are needed to support your organization's computers. By using Panasonic ProServices Consulting Services, you get your Toughbook laptop or Toughpad tablet or Handheld Device deployment off to a good start by taking advantage of the years of experience our consulting engineers have in a wide range of deployments. Specific services include:

- System assessment. We evaluate your current IT setup—including imaging processes, networks, encryption, and endpoint security—and make recommendations to ensure a successful Toughbook or Toughpad computer deployment with low lifelong ownership costs.
- Worker ride-along. For deployments involving vehicle mounts, our mobility experts accompany your field workers to observe firsthand how the computers are used in a vehicle. They recommend business process improvements and mounting solutions that will result in maximum worker productivity and comfort with minimum interruption to the job at hand.
- Image creation and validation. Panasonic uses industry best practices to create your master software image, test it, and ensure that there are no operating system or driver issues.

- Training. We can train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications.
- On-site Service When you just can't send a computer in to our National Service Center, we can send Panasonic certified technicians to your door to perform repairs on site.

**i. Customer Support Services:** The policies and procedures for:

1. Replacements
2. Returns
3. Restocking charges
4. After hours service
5. After sales support
6. Out of stock
7. Order tracing
8. Technical feedback
9. Quality assurance for orders
10. Drop shipments
11. Online support
  - a. Customer
  - b. Technical
12. Phone support
  - a. Customer
  - b. Technical
13. Location, hours and staff quantity of call centers
14. other

Our Toughbook laptop computer and Toughpad tablet warranty repair and replacement services take place at Panasonic's U.S. based National Service Center that is centrally located in Leawood, Kansas. Technical assistance via the Panasonic Technical Support Hotline is available at no additional charge via 1-800-LAPTOP5 or 1-855-PSC-TECH (772-8324). This resource is available 7x24x365. Average time on hold has been reduced to less than 60 seconds. The Panasonic Priority Exchange Program provides for overnight replacement of customer installable modules (i.e. a/c adapter, hard disk drive, DVD drive, battery, etc.). This program is included for all units that are deemed "in warranty," and includes at no additional charge overnight shipping of the item to the customer. Panasonic average turnaround time on Toughbook repairs over the past (6) years has been 1.65 days. The 1.65 days does not include the one (1) day for overnight freight to the National Service Center (NSC) or the one (1) day for return overnight freight back to the client. Shipping charges for in-warranty repairs are paid for by Panasonic.

Panasonic Technical Field Support

To ensure the highest quality of technical service, Panasonic's management team continually monitors our technical support hotline and our technical support managers in the field. This helps to guarantee that our response guidelines are being met or exceeded. The Panasonic business goal is to ensure that every customer is receiving the assistance they need every time they contact Panasonic with an issue, whether by phone or email. Our policy is to respond to every contact within four business hours. This means that any issue the City of Tucson or National IPA participating agencies may encounter will be addressed no later than the next business day. In order to support the world's largest rugged mobile computing deployments, Panasonic has Technical Field Managers located across the United States to service our government customers whenever and wherever they need it. The Panasonic business goal is to ensure that every customer is receiving the assistance they need every time they contact Panasonic with an issue, whether by phone or email. Our policy is to respond to every contact within four business hours.

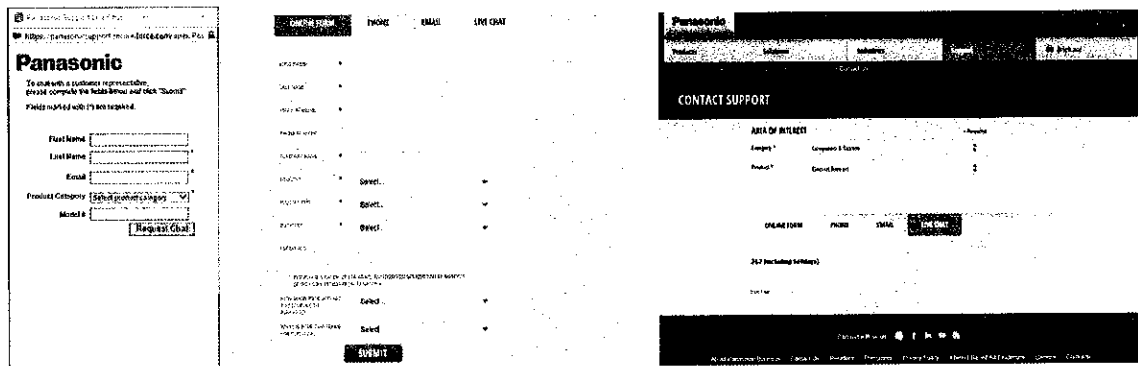
Return Policy & Support

Each Reseller Partner offers support to varying degrees; however, features of our support programs at the procurement level include both pre-sales and post-sales support that encompasses problem resolution, as well as the other forms of support which you address. This includes in most cases (Reseller dependent), online support, dedicated representative / service team phone support, and account management services. Times and availability

for support services also vary between the Authorized Resellers that we have designated. However, in addition to direct contracts and localized support, Panasonic offers a toll-free warranty service, technical support, and problem resolution help desk. This service is available 24/7 through the Panasonic National Support Center at Heartland. The toll-free number is (800) 527-8675. Panasonic has an internal goal of responding to any customer service request within 24 hours. Obviously the resolution is dependent upon the issue, but Panasonic has numerous expedited processes in place to facilitate the issue fix. Further, Panasonic holds quarterly meetings with customers to ascertain any issues and associated resolutions. Reports are also provided to customers as needed.

### 24/7 Online Contact

And Panasonic offers 24/7 Contact Support via live chat, email or online form submission.



### Panasonic Lifecycle Commitment

As part of our manufacturer's commitment to our customers, Panasonic will provide parts availability on all repairs for 7 years after a model is discontinued, as well as end-of-life recycling at no charge when your unit is sent to our designated recycling facility in accordance with Environmental Protection Agency (EPA) standards.

#### **j. Implementation**

Panasonic ProServices Deployment Services ensure that your Toughbook laptops and Toughpad tablets arrive in the field as soon as possible, ready to work. We design a deployment support package that is tailor-made for your environment. It begins with stress-testing systems for a rigorous 48 hours, loading your software image onto systems and extending it to integrating third-party accessories, asset-tagging every component, and producing reports filled with configuration and deployment details—data that you can feed into your asset management system. With our deployment services, you get far more than a fleet of computers. You get customized systems that are fully integrated into your organization the moment they land in workers' hands.

Panasonic deployment services include:

- Pre-Deployment Stress Testing - Our extra-thorough 48-hour stress testing is twice as long as the industry norm, ensuring that you take possession of computers that will work long and hard for you.
- Asset Tagging and Management - We affix asset tags that we create or that you provide and then we record the information in a deployment report for entry into your asset management system.
- Disk Image Management - We catalog your disk image(s) at our National Service Center and keep them up to date as you make changes. As units come in for repair, we apply the latest images and return them to your workers ready to roll.
- Online Service History Management - Panasonic can maintain complete service histories on all of your Toughbook laptop and Toughpad tablet that are sent in to our National Service Center. Your staff can monitor this history to identify service trends and identify potential user training needs.
- Deployment Report - Panasonic can create customized reports containing detailed documentation for each Toughbook laptop and Toughpad tablet. Use these reports for general asset tracking, as well as to track warranty renewals, manage wireless carrier contracts, and more. Our customers find our deployment reports invaluable.

Panasonic can also provide:

- Accessory Integration Services - We can integrate third-party accessories such as network adapters, barcode scanners, straps, and expansion modules. Our National Service Center accepts shipments from accessory manufacturers, enters all parts into your inventory database, integrates the third-party components with your Toughbook and Toughpad computers, performs testing, and distributes your final customized computers to your employees—wherever they're located.
- Custom BIOS - We work with your organization to create custom BIOS for your Toughbook and Toughpad devices that show your company name on the splash screen. We also customize the machine BIOS to any settings you specify.
- Customer Logo Badge - We affix your organization's logo to your devices for increased brand awareness with customers.
- Vehicle Installation Services - We do custom in-vehicle installations so you don't have to. This helps to simplify installation planning and management, maximize worker productivity, and ensure easy serviceability.

#### Mobility Application Services

Mobile computers operating in rugged environments bring their own set of access and security risks - unreliable wireless connectivity, device loss and theft, and unauthorized access to confidential data. Our Mobility Application Services address these challenges with third-party software solutions. We can deploy them on your computers before they're delivered, or you can deploy them later in the field.

- Data and Device Protection - With this software, you have greater control of your Toughbook laptops and Toughpad tablet computers, even if they are off the network or in the hands of an unauthorized user. It provides a persistent connection to all of your computers and the data they contain. If a device is lost or stolen, you can lock it, or remotely remove partial or all data. Plus, you can demonstrate compliance with software licensing and prove to regulatory bodies that data on the device has remained encrypted and uncompromised. And with built-in persistence, you will still have control of the device even if the hard drive or operating system is replaced.
- Dual-factor Authentication - This software lets you implement two levels of log-on authentication to strengthen defense against unauthorized access.
- Mobile VPN - This solution works with Toughbook and Toughpad computer hardware to provide high-strength, secure wireless connectivity persistence so connections aren't lost at critical moments.
- Mobile Device Management - Your IT staff uses this application to remotely monitor, manage, and update mobile systems that never physically come in for IT attention. Remotely apply security updates and software upgrades, remove unauthorized software, and keep devices well protected.
- Motion Screen Lock - This software locks device screens when vehicles are in motion to improve driver safety and ensure compliance with Federal Highway Administration regulations.

#### Other Panasonic Professional Services:

##### Modem Activation

- In conjunction with our deployments SKU's the National Service Center can activate your unit's cellular modem on the carrier of your choice. Once the activation is achieved a complete testing of the unit is done to ensure proper functionality before it ships.

##### Branding Badge (50/100/250/500/1K devices)

- Panasonic's Customer Branding Badge provides your organization with increased brand awareness every time a client sees your users' Toughbook® computers and Toughpad® tablets. Branding each unit with your logo also reduces the likelihood of theft. Your organization's logo will be applied to the outer case of your units. This service is available for all Toughbook laptop and Toughpad tablet models.
-

### Online Service Analysis (3/4/5 years)

The Panasonic On-Line Customer Portal is a web based application that offers real-time 24/7 visibility into repair history, canned reports, repair status, and alerts. In addition it gives the ability for customers to generate their own RMAs with ease. There are several levels of permission allowing the Customer to assign and administrator, yet also have peripheral users that can only access specific areas of the site, data or process options. Set up and on-going training is included as well via the NSC.

### Absolute DDS Activation

- The Panasonic NSC can activate your Absolute DDS purchase. After activation you will be able to view all your computers on the Absolute DDS web portal.

### Unit Storage at the PNSCH

- Your deployment can be stored at the PNSCH for 30 days at no charge. If you require us to hold it longer this service will allow for an additional 90 days of safe, insured storage of your units.

### Accessory Kitting

IF you have additional items for your deployment, printers, hand straps, chargers, etc. you can provide them to us and we will box up a complete kit for your end-users and ship it out as a whole kit.

### OEM To Volume License

- This conversion will allow the customer to create a master image and use that image to re-image the computers in the deployment within the boundaries created by the Microsoft licensing agreement. Re-use of the OEM operating system to create the master image is expressly forbidden by the Microsoft Licensing Agreement.

### Accessory Install

- Panasonic will install your upgraded RAM or your DVD unit and test for functionality before image installation.

### Solid State Drive Swap

- In addition to the Bronze level deployment service Panasonic will install you Solid State Drive in place of the Standard spinning drive.

### Accessory Install

- Panasonic will install your upgraded RAM or your DVD unit and test for functionality before image installation.

### Post Imaging Install Configuration

- Panasonic will follow any additional post install configuration tasks required by your deployment for up to 15 minutes. This SKU is sold in conjunction with Premier or Bronze Deployment services.

### Panasonic custom deployment services including:

- BIOS (See SKU guide for SKU's and detailed information)  
Panasonic can create custom configurations of the BIOS on your fleet. This custom BIOS can be deployed on your product prior to its arrival at your location saving you configuration time and the associated costs.
- Software Development (See SKU guide for SKU's and detailed information)  
Panasonic can provide custom software development services based on the needs and requirements of your project. The strength of this service is the depth of understand our programmers have as it relates to the Panasonic products in your deployment. Using agile project management methodology we will gather your requirements and develop an app to drive your business.

Panasonic's enhanced Value Added Services offerings include:

#### Hot Swap/Spare Management

With Panasonic's Hot Swap Management Service, the Panasonic ProServices team sends the user a fully functional Toughbook® computer from a reserve of customer-owned Toughbook computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement Toughbook and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's own inventory for future use. This service enables the organization's users to stay productive and experience maximum efficiency.

- For the Hot Swap Program the unit sent to end user by our National Service Center will remain with the end user.
- For the Hot Spare Program the unit sent out to the end user is a temporary and the unit sent into the service center will be returned to the end user once the repair is complete. This service should be considered when personal information is stored on the unit that is required to be returned to the end user.

#### Absolute DDS Enterprise

- Panasonic's Data Protection offers the ultimate data protection, computer theft recovery and asset tracking solution. Panasonic is a preferred provider of Absolute DDS® by Absolute Software. Using any type of Internet connection, Absolute DDS works behind the scenes on your Toughbook laptop and Toughpad tablet Windows®-based computers to silently and securely contact the Absolute Monitoring Center every 24 hours to report their location.
- If a Toughbook computer or Toughpad tablet is reported missing or stolen, the machine is flagged to call in every 15 minutes, and then the Absolute Recovery Team goes to work to retrieve your device.

#### VULOCK

- VuLock powered by DriveScreen reduces distraction-induced accidents by preventing the driver from reading the computer screen while they are driving the vehicle. Using GPS to detect motion and speed, VuLock blanks the screen and locks the keyboard when the vehicle is moving. This disabling occurs without interfering with normal processing or external communications. For example, work orders can still be downloaded and emergency alerts can still be heard and seen on the screen.
- Full capabilities are seamlessly restored once the vehicle is in a 'stop' position or shifted into 'Park'. A timeout delay is used to prevent the screen from disappearing/appearing in stop-and-go traffic.

#### 2FA

- 2FA ONE is a client-server-based authentication platform that can be deployed as a standalone client, in conjunction with 2FA ONE Server, or server only. 2FA ONE is licensed per user with an optional maintenance and support contract. 2FA ONE enables organizations with the ability to deploy risk-appropriate authentication and includes all the components that you would expect in an authentication solution. With 2FA ONE you can use one authentication method, all authentication methods, or mix and match which methods are appropriate for different users within your organization.

#### NetMotion Wireless

NetMotion software enables secure, always-on access to data and applications for Panasonic Toughbook® PCs and Toughpad® tablets, resulting in higher productivity, lower cost of ownership, better connectivity and, ultimately, very satisfied customers. Reliable, persistent access to data—NetMotion software keeps applications alive and stable through any disruption. In coverage gaps or when users suspend and resume their Toughbook PCs or Toughpad tablets, applications pause, then resume when the connection returns. Data transfers pick up where they left off, even after days of interruption.

- Performance—NetMotion software compresses and optimizes data sent through its secure tunnel, delivering up to 300 percent better performance than our nearest competitor. This ensures mobile users

experience the benefit of having stable and reliable access to real-time applications like VoIP and video streaming.

#### Cradle to Grave... Recycling and Repurposing

Panasonic is a manufacturer of electronic equipment and as such has programs in place to help our clients dispose of the Panasonic Toughbook and Toughpad computers at End of Life.

The following 3 Options are available to Toughbook and Toughpad clients for computer disposal.

- Option 1 Hardware Recycle (only) "Free": Panasonic offers responsible hardware disposal at two different locations in the US. Responsible disposal refers to disposing of the hardware in an environmentally safe and legal manner. To take advantage of this service clients must contact the center of choice to alert them the timing, type of equipment and quantities of units to be disposed. After confirmation with the center clients can send the equipment to either of the following locations:

#### Panurgy – Configuration Center

Attn: John Davis Re: (CLIENT NAME)  
Panurgy  
North Loading Dock  
701 Ford Road  
Rockaway, NJ 07866  
973-586-4065

Contact: John Davis  
jdavis@panurgyoem.com

#### Panasonic National Service Center

Attn: Brian Deveney Re: (CLIENT NAME)  
Panasonic National Service Center at Heartland  
14206 Overbrook  
Leawood, KS 66224  
913-685-8855

Contact: Brian Deveney  
bdeveney@heartlandsi.com

- Option 2 Hardware Disposal and Data Delete - Panurgy: Panasonic offers a hardware disposal service that also includes hard drive erase and destruction along with a certificate of destruction. The units must be shipped at the client's expense to the Panurgy address above. This service is provided when the following service SKU is ordered from a Panasonic Reseller:
  - Configuration Center - Hard Drive Destruction and Certificate provided at Integration Center. To take advantage of this service clients must contact Panurgy in advance of shipment to alert them the timing, type of equipment and quantities of units to be serviced with data delete.
- Option 3 Repurposing Old Units: Panasonic offers a service to assess Toughbook and Toughpad computers for any residual value. This service can include recycling/disposing of units with no residual value and confirmation of residual value for units that can be redeployed. Contact Chris Bizal at CBizal@heartlandsi.com to start the process for Repurposing.

#### Panasonic Extensive Repair Data Tracking

- Each repair detailed & logged by technician
- All data loaded into central database for analysis (AMOS)

#### Panasonic "Priority Exchange" program

- Overnight deployment of modular components (DVD, battery, etc...)

The Panasonic National Service Center has been supporting Panasonic customers for over 28 years. The staff includes 200 employees that specialize in IT, programming & servicing. The team offers the ability to assist customers on various technical & software related issues. DOA issues are kept to a minimum due to the NSC conducting further testing of any units that are sent in for repair. Technicians have been trained by the Panasonic Factory and support everything from Panasonic Security Cameras, POS Registers, Projectors, and Flat Panels to Toughbooks, Toughpads,

and Arbitrator. The PNSCH has deployed more than 500,000 units over the years and has managed more than 1,000 customer images. The average turnaround time for any service related unit is less than 2 days. The Panasonic National Service Center has surpassed industry standards for its speed of repair and service performance. And they continue to work diligently to ensure that every unit received is serviced quickly. Currently, our NSC repairs and reships 95% of the units received for repair within a 48-hour period. And this is being done while providing the highest level of service for every unit. Every unit that is repaired undergoes extensive quality control checks before it leaves our facility. As a result, our re-repair rate for units sent back for the same problem within 30 days is less than 1%.

And other proposed Panasonic services that support other Technology Product categories include and can be customized:

- Panasonic Handheld Services
- Panasonic Arbitrator and Body Worn Camera Services
- Panasonic Display Services
- Panasonic Projector Services
- Panasonic Professional Audio Visual Services
- Panasonic Physical Security Camera Services
- Panasonic Scanner Services

k. **Other Applicable Services.** Value-add services not included in above categories.

We are pleased to offer additional unique services that can be customized for other products offered that many of our current Public Sector customers utilize such as Storage Optical services, display signage services, and cloud storage services. Other value-added services that Panasonic can offer to the City of Tucson or participating National IPA agencies include:

- Panasonic Professional Services
- SOTI Mobile Device Management
- Storage Optical Archive Services
- Crestron Mounting Services for Audio Visual Products

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# PANASONIC RESPONSE - PROPOSAL EVALUATION REQUIREMENTS

## I. Proposal Evaluation Criteria – (listed in relative order of importance)

- A. Method of Approach
- B. Price Proposal
- C. Qualifications and Experience

## II. Requirements Specific to Evaluation Criteria

The narrative portion and the materials presented in response to this Request for Proposal should be submitted in the same order as requested and must contain, at a minimum, the following:

### A. Panasonic Method of Approach

#### **1. Provide a response to the national program.**

- a. Include a detailed response to Attachment 1, Exhibit A, National IPA Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to National IPA.

Panasonic has reviewed and confirms our willingness and ability to comply with the requirements contained in Attachment 1 – National IPA Requirements including Exhibit A, National IPA Response for National Cooperative requirements.

Panasonic has a worldwide reputation for the depth and diversity of our research capabilities, manufacturing expertise and product offerings. Our proposed products and services as outlined in this proposal feature the latest technological advancements while providing the City of Tucson and well as organizations that participate in the National IPA program supports with the best TCO values and world class support. The products that we have proposed for this solicitation have been previously approved for inclusion in past City of Tucson contracts awards in conjunction with the National IPA Cooperative Purchasing program, under which Panasonic remains in good standing with a proven history of compliance and satisfactory performance for approximately 9 years.

As such, Panasonic products are widely recognized as ideal for law enforcement agencies and public safety organizations from meeting the high demand for operational uptime vital to mission critical emergency first responders. To support our marketing efforts, measures that Panasonic will apply to the process of marketing our products to National IPA participating members include:

- General media exposure for law enforcement and public safety video evidence solutions through Panasonic's ongoing advertising efforts in many media formats, including television and printed publications.
- Online catalog sites through Panasonic and our Authorized Resellers along with online product specifications information.
- Printed product material and specifications available through the Authorized Resellers we have proposed.
- Authorized Reseller outreach activities to existing customers and participating agencies within their respective areas of operation or vertical focus.
- Reseller education programs designed to focus on National IPA operations and product alignment to the missions of participating members that National IPA supports.

- Manufacturer support to Authorized Resellers for both Pre-Sales and Post-Sales account management support.

And, Panasonic has developed its own internal team dedicated to ensuring that our government customers, such as the City of Tucson, get the highest level of pre- and post-sale support. Panasonic has proven that we outperform our competitors in the government sector, and that we will continue to do so in the future. Panasonic personnel assigned to this contract will execute upon our training and contract education program, as well as provide direct support to both our Authorized Resellers and end-user customers in the capacities of pre-sales, requirements definition, product application alignment, and delivery / manufacturing coordination.

During our ongoing deployment planning and contract implementation phases, we will develop specific training guidelines and schedules. Panasonic direct business development and sales managers, as well as executive account managers are fully briefed and educated on the specifics, requirements, and procedures for the National IPA contract held by the City of Tucson. This also includes additional requirements as may be stipulated by individual National IPA participating members. Contract planning and implementation activities related to sales force education will be overseen at the National level. Contract education will then be disseminated to Panasonic sales management personnel nationally. This will be facilitated through the following mechanisms; Contract support documentation; Briefings; One-on-One meetings; Teleconferences; and Group meetings / support planning sessions with regional sales management. Authorized Resellers will be incorporated into the overall sales force education program.

Throughout our development and management team will coordinate closely with our Authorized Reseller contract support and training teams in order to identify support and training requirements that are unique to this contract; identify collateral materials and electronic materials requirements for education; and provide assistance with training as may be required or requested from each of our Authorized Resellers for their locations and sales personnel nationally. Training resources that are currently available to our sales force and our Authorized Reseller are extensive. Our view of training for this contract is that training will be contract marketing and contract support specific. Educational materials and processes that are currently incorporated into our national sales and support programs currently include:

- Online catalog sites through Panasonic and our Authorized Resellers along with online product specification information.
- Printed product material and specifications available through the Authorized Resellers we have proposed.
- Manufacturer support to Authorized Resellers for both Pre-Sales and Post-Sales account management support.
- Demonstration and evaluation unit programs.
- On-line configuration support (available through Panasonic, Authorized Resellers, as well as the sites operated by our resellers to support.

#### Volume/Tracking and Reporting Capabilities

Panasonic and our Authorized Resellers have comprehensively reviewed reporting requirements for the contract that will result from this solicitation. Throughout the period of performance Panasonic and our Authorized Resellers will meet all reporting requirements, accurately and on time. We understand that the National IPA contract reporting format will be established between the period of Notification of Award and Contract Assumption.

We will note that Panasonic proposes that Authorized Resellers submit reports directly to National IPA. However, in lieu of this alternative (which we believe is most resource efficient for all parties), Panasonic can and will consolidate reports for submission based on National IPA in this regard.

Each of our Authorized Resellers offer comprehensive data-base driven report generation and customization capabilities. Representative samples of reports utilized in support of other contracts are provided within Binder 3 of our submission. Reporting capabilities as stated by our Authorized Resellers are described as follows:

### CDW-G Reporting Capabilities

CDW-G's reporting capabilities are extremely flexible and comprehensive. Your customized CDW-G extranet provides real-time information in a way that is convenient and easy to use. Authorized users have access to your extranet 24 hours per day, 7 days per week. Authorized users have the ability to generate a variety of reports via your extranet. Data fields include, but are not limited to:

- Product name
- Item description
- Part number
- Cost per unit
- Order quantity
- Delivery location
- Date ordered
- Date shipped
- Purchase Order#
- Purchased by

Customers can view standard reports and create and save custom reports. Reports can be generated for a variety of timeframes and differentiated by site, division, department, buyer, city, state, product, etc. Reports can be downloaded into Microsoft Excel, CSV and tab-delimited files. In the My Account section of the extranet, several features that facilitate flexible and comprehensive reporting include:

#### Order Center

The Order Center drop down menu offers a full breadth of tools to track order status, leasing information, order history, financing options and pending PAS orders. The system lets you automatically save this data in your spreadsheet or database applications. You can readily search your order, get your tracking number and check shipping status. By using the Order History feature, National IPA end users can view standard reports and create and save custom reports that provide you with a variety of information. Order history is maintained online for the past three years. These reports can be downloaded into Microsoft Excel, CSV and tab-delimited files.

#### Order Status

All authorized users will be able to access real-time order status updates directly from your extranet. You can access orders according to their status; open, closed, backordered and cancelled. You can also access orders for specific time periods, for example, previous day, last month, last quarter, 2006, etc. The Order Status feature will show orders for the last 45 days.

#### Account Linking

This feature of your customized CDW-G extranet lets you view, place and track orders, across multiple bill-to addresses. You can view all purchases via one extranet without having to log onto multiple extranets. Once linked, the administrators of both the parent and related accounts can view purchases for its location and, if granted, for all other locations.

#### Asset Management

Our asset management tool will allow members to keep track of their equipment efficiently. You can create and download detailed reports of your organization's equipment sorted by order number, asset tag ID, serial number, CDW number or location. The Asset Editor lets you modify records to reflect the transfer of equipment from one location to another.

#### Software License Tracker

The Software License Tracker (SLT) is an online tracking tool that provides a consolidated view of your complete software inventory and has all the relevant information needed to manage your licensing and reduce the risk of non-compliance. The SLT is accessible to all authorized users via your CDW-G extranet site 24 hours per day.

### Insight Reporting Capabilities

Insight offers our clients extensive order status and reporting capabilities. Insight can provide requested information to a client via several methodologies, including individual order acknowledgments (emailed or faxed) as well as the client being able to view this information on their individual web site. For agencies that would like rolled-up reporting, this can also be provided through Insight's website. Insight also provides clients with customized reporting as needed to ensure that their internal needs are met. Insight can provide real-time inventory status to clients at the time of quote, at the time of order, and at any time post-order. Information is available online through our electronic commerce site or clients can inquire through their sales team.

Reporting fields typically utilized by Insight are provided below:

Insight Public Sector Reporting Fields	
Field Name	Description
Sorg	IPS has two sales orgs - 2100 is for state/local/education business and 2200 is for Federal business
Soff	This indicates our sales regions
SIC Code	SIC code is assigned when the customer is set up in the system. It indicates the market type.
Supp	Supplement Code. Four character code assigned to each contract that we hold. Entered into an order during order entry.
Rep#	Sales Rep's number
Sold To	Customer number attached to the sold to party
Sold Name	Sold to party's name
Type	Indicates an order, credit, return, loc85, etc.
PO Date	Date of the customer's purchase order
Order No.	SAP order number
Ord Date	Date order was entered into SAP
Inv No	Invoice number
Item No	Item number on the invoice
Inv Date	Invoice date
Material #	Manufacturer's part number
Material Description	Description
Serial No	Serial number of item shipped (if applicable)
Quantity	Quantity of item shipped
Purchase Order No	Customer's purchase order number
Vendor No	Manufacturer's vendor number assigned in SAP
Vendor Name	Manufacturer's name
Ship Name	Ship to party's name
Ship Street	Street address of ship-to
Ship City	City of ship-to
Reg	State of ship-to
Lnd	Country of ship-to
Sh to Zip	Zip code of ship-to
District	County of ship-to
Ship Date	Date of shipment (currently if drop-shipped, this is not recorded and must be picked up from the "invoice date").
Unit Sell Price	Unit sell price
Extd Price (Total Sell Price)	Total sell price
Tax	Tax charged on order
Freight	Freight charged on order
Class	Class number assigned by Purchasing
Class Description	Standard class description (i.e., supply, display, notebook, etc.)
CC (Credit Card)	Last four digits of credit card number
Carrier	Freight company name
PO Agent First Name	Sold to customer contact first name
PO Agent Last Name	Sold to customer contact last name
PO Agent Phone #	Sold to customer contact phone number
Web Ref #	If ordered on web - web reference number
Sales Rep	Sales Rep Name
Item Category	Description code for shipment type (drop-ship, etc.)
Industry	SAP defined industry code
Industry Description	Description of industry code (local govt, k-12 education, etc.)
Software License #	If software order - software license #
Cost Adjustment	Cost adjustment description
Price List Type	Contract sale, standard Insight price, etc.
EWR Fee	Electronic Waste Fee (CA customers only)
Notes	Sales rep notes

- b. The successful offeror will be required to sign Attachment 1, Exhibit B, National IPA Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the National IPA Administration Agreement.

Panasonic acknowledges Attachment 1, Exhibit B, National IPA Administration Agreement and intends to comply these requirements.

## 2. General Requirements

- a. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.

Panasonic acknowledges the general requirements for the City of Tucson and the national program. We have worked with the City of Tucson and National IPA members through Panasonic's designated reseller partners to offer a unique experience of creating a customized solution that is cost-effective and provides the best overall TCO values. In addition, we have tailored the program to meet the customer's needs for government, healthcare and educational institutions. Panasonic has proven that we outperform our competitors in the public sector, and that we will continue to do so in the future. Panasonic has provided representative answers within our proposal derived from our designated Authorized Resellers. We have not listed representative answers to each question from every designated Authorized Reseller in the interest of efficiency and clarity of our proposal response. However, we believe that it is important to note that all of our designated Authorized Resellers, which includes CDW-G, CompView, Insight Public Sector, MCT, PCS Mobile and Turnkey Mobile who offer comprehensive services, capabilities and processes that enable each to meet the requirements of this contract. Specific and detailed information with respect to each of our designated Authorized Reseller's capabilities and services can be provided as well upon request. Panasonic has been pleased to serve the National IPA contract and its members & customers through this program for approximately 9 years.

- b. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:

1. What is your fill rate guarantee?
2. What are your delivery days?
3. Do you offer next day delivery?
4. How do you facilitate emergency orders?
5. Are shipping charges exempt for ALL who use this contract?
6. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. is resolved.
7. Describe how products will be distributed to the City of Tucson and nationwide.  
Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.

With regards to Panasonic's delivery commitment, while delivery times vary from project to project, delivery dates can be guaranteed with proper advanced project plans. Order fulfillment will be through our authorized reseller partners and distribution program. We will work together with the customer based on their specific needs. Standard configuration orders can be filled within 30 days for in-stock items. Our delivery days correspond to those available from major carriers (FedEx, UPS, DHL). Emergency orders are facilitated on a case-by-case basis and are coordinated by our account managers assigned to the participating agency by Panasonic and our designated Authorized Resellers. In emergency situations, every effort will be made to meet the needs of the specific situation. Panasonic's channel distribution maintains a small stock of our products for orders of a minimal quantity or for emergency orders. However, an accurate deployment plan and close coordination with the respective Panasonic Authorized Reseller would enhance the possibility of meeting more accelerated product deliveries. Panasonic has

worked steadfastly to meet emergency needs of government organizations during unplanned events and/or natural disasters. Standard shipping is included in the discounted price.

#### Product Returns & RMA's

When a customer experiences ordering a wrong product or on the rare occasion receives a defective product, Both Panasonic and our designated Authorized Resellers offer a number of important customer service support functions to ensure that problems are quickly resolved. Policies on other returns and/or value-added warranty services may vary with each Authorized Reseller we have designated.

Each Panasonic Authorized Reseller offers support to varying degrees; however, features of our support programs at the procurement level include both pre-sales and post-sales support that encompasses problem resolution. Defective Product Returns under this contract will be handled according to Panasonic's standard RMA process. Additional information with respect to RMA procedures is included within the Panasonic Warranty and RMA Return Policy information enclosed as supplemental documentation. There are no fees associated with covered repairs. Units that are DOA can be returned for replacement with no additional charge.

In addition to direct contracts and localized support, Panasonic offers a toll-free warranty service, technical support, and problem resolution help desk. This service is available 24/7 through the Panasonic National Support Center at Heartland. The toll free number is (800) LAPTOP .

#### Distribution Facilities, Warehouses and Authorized Reseller Network Information

Panasonic System Communications Company of North America (PSCNA) is a Division of Panasonic Corporation of North America (Panasonic), based in Newark, NJ, is the principal North American subsidiary of Osaka, Japan-based Panasonic Corporation. Panasonic System Communications Company of North America (PSCNA) operates facilities and offices throughout the United States, with our headquarters at Two Riverfront Plaza Newark, New Jersey 07102. Specifics with respect to the allocation and location of labor sources for the following activities are described follows:

- Accounting and customer service functions are performed from our headquarters location in Newark, NJ.
- Inside and outside sales, public sector sales support functions across the proposed Panasonic products are performed within the United States by the representatives we have designated within our bid.
- Implementation services and on-site repair are performed within the United States (as may be separately purchased) by PSCNA employees or our designated representatives.
- Technical call center services and warranty support for National IPA and its customers under this contract by the Panasonic National Service Center at Heartland located at 14206 Overbrook, Leawood, KS 66224.
- Product shipping activities in support of this contract for the City of Tucson and National IPA customers are performed by our configuration facility in Rockaway, NJ as well as our network of Authorized Resellers to include CDW-G, CompView, Insight, MCT, PCS Mobile and TurnKey among others.
- Product manufacturing operations is performed at our plants in Kobe, Japan, Osaka, Japan and Taiwan.
- The Panasonic National Service Center at Heartland center located in Leawood, Kansas is a third-party sub-contract facility exclusively dedicated to Panasonic technical and warranty support.

The Panasonic National Service Center at Heartland center located in Leawood, Kansas is a facility exclusively dedicated to Panasonic technical and warranty support and has been supporting Panasonic customers for over 20 years.

For representative example, Panasonic designated Authorized Reseller facilities infrastructure overviews are described below:

## CDW-G Overview

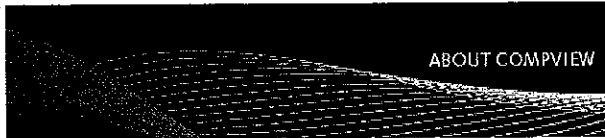
- CDW-G's same-day fill rate is between 97% and 99% for credit-approved orders and in-stock product depending on the complexity of the order. CDW-G shipment accuracy is 99.7% and our inventory accuracy is 98%.
- CDW-G ships most orders the same day they are placed. If an item is out of stock, we can usually secure and ship within 24-48 hours, dependent on the need. Our in house configuration center turnaround is typically 2-3 days to complete services, depending on the project.
- As one of the largest direct marketing resellers in the U.S., CDW-G has positioned itself very closely with major shipping companies and others for standard and expedited delivery. Carrier partners include AIT, CEVA, Dynamex, FedEx, Pilot Freight Services, UPS and Veterans Messenger. We can ship same day, overnight, 2nd day, 3rd day, including Saturday delivery and ground.
- The Shipping Calculator is part of each user's shopping cart of their CDW-G Extranet, so authorized users can determine shipping costs before they complete their order; they can choose the shipping options that are available in their area and that best fit their budget and timeframe. When the purchaser enters the shipment destination zip code, the system presents a wide selection of shipping options available.
- Whenever an order requires expediting, CDW-G treats it with priority. If an emergency situation arises, contact your Account Manager who will place the order and arrange for expedited delivery. Due to our very large inventory at our two distribution centers, it is very likely that we will have the product(s) you need for immediate shipping. The most economical option is to utilize FedEx or UPS for overnight delivery for arrival by 10:30 AM the next morning (to most areas). However, FedEx and UPS are not available options for heavy weight shipments. It may be possible to expedite heavy weight shipments depending on the weight.
- Standard shipping is included in the discounted price for all who utilize the contract.

### CDW-G Office and Facility Locations

Illinois	
Main Corporate Office/ Distribution Center/ Business Technology Ctr. 200 N. Milwaukee Avenue Vernon Hills, IL 60061	Corporate Office/ Marketing and Support 300 N. Milwaukee Avenue Vernon Hills, IL 60061
North Suburban Sales Office 26125 N Riverwoods Blvd. Mettawa, IL 60045	Chicago Sales Office 120 South Riverside Chicago, IL 60606
Chicago Regional Office 8725 West Higgins Road ,Suite 700 Chicago, IL 60631	
Wisconsin	
Milwaukee Regional Office N14 W23833 Stone Ridge Dr., Ste. 100 Waukesha, WI 53188-1136	Madison Regional Office 5520 Research Park Drive Madison, WI 53711-5377
Appleton Regional Office 4321 West College Avenue, Suite 400 Appleton, WI 54914	Wausau Regional Office 4601-C Camp Phillips Road Schofield, WI 54476
Michigan	
Detroit Regional Office 1000 Town Center, Suite 1800 Southfield, MI 48075	Grand Rapids Regional Office 4690 East Fulton Street, Suite 203 Ada, MI 49301-8404
Ohio	
Cleveland Regional Office 6650 West Snowville Road, Unit A Brecksville, OH 44141	Cincinnati Area Office 8600 Governor's Hill Drive, Suite 120 Cincinnati, OH 45249
Indiana	
Indianapolis Regional Office 11711 North Meridian St., Suite 225 Carmel, IN 46032	Minnesota Minneapolis Regional Office 7145 Boone Avenue North, Suite 140 Brooklyn Park, MN 55428-1511
Virginia	
CDW•G National Sales Office 13461 Sunrise Valley, Suite 350 Herndon, VA 20171	Connecticut Connecticut Sales Office 2 Enterprise Drive, Suite 404 Shelton, CT 06484
New Jersey	
Voorhees Sales Office 4 Echelon Plaza, 7th Floor	Eatontown Sales Office 260 Industrial Way West

201 Laurel Road Voorhees, NJ 08043	Eatontown, NJ 07724
Nevada	Arizona
Western Distribution Center 3201 E. Alexander Road North Las Vegas, NV 89030	Arizona Sales Office 1850 E. Northrop Boulevard Chandler, AZ 85249
California	Canada
CDW 6281 Beach Blvd. Suite 307 Buena Park, CA 90621	CDW Canada Corporate Sales Office 20 Carlson Court, Suite 300 Etobicoke, Ontario Canada M9W 7K6

## CompView Overview



### Recognition

- #15 AV Integrator In the U.S.\*
- Top 14 Corporate Market Integrator\*\*
- Top 5 Higher Education Market Integrator\*\*
- Top 5 Healthcare Market Integrator\*\*
- Integration Award - Ft. Irwin Warrior Zone - 2013\*\*
- Most Important Installations of the Year Award - Univ. of Oregon Football Complex - 2014\*

\*Systems Contractor News, \*\*Commercial Integrator magazine

CompView serves clients worldwide from headquarters in Beaverton, Oregon; offices located in Seattle, San Francisco, Los Angeles, San Diego, Salt Lake City, Minneapolis, Bentonville and through the Global AV Partnership.

CompView specializes in the sale, design, installation, programming and maintenance of audio, video, conferencing and collaboration technologies. We serve corporate, government, education and healthcare clients worldwide.

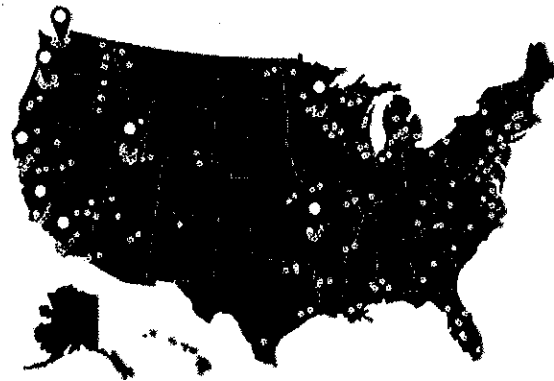
CompView's services include:

- System integration including audio-video consultation, design, project management and installation
- Design and implementation of AV standards
- National contracting for product and design/build services
- Consulting for architects and contractors through all stages of construction
- Eprocurement of AV equipment and services through online catalogs

Through performance metrics such as corporate growth and strategy, financial stability and geographic expansion, CompView is considered one of the leading integrators in the industry.

CompView makes training and certification a priority to ensure that our clients receive the best possible service and support. CompView team members train with industry associations and key manufacturers to earn numerous certifications.

CompView is a national leader in audio video system integration and product sales with over 25 years of experience providing solutions to fortune 500 companies, educational institutions and government agencies. We specialize in supplying, designing, integrating and supporting audio, video, conferencing, broadcast and digital signage systems. Clients appreciate our broad product offering, application-specific AV knowledge, and award-winning integration services. Established in 1987, CompView serves clients nationwide from 7 locations and through an expert network of AV partners and mobile integration teams.



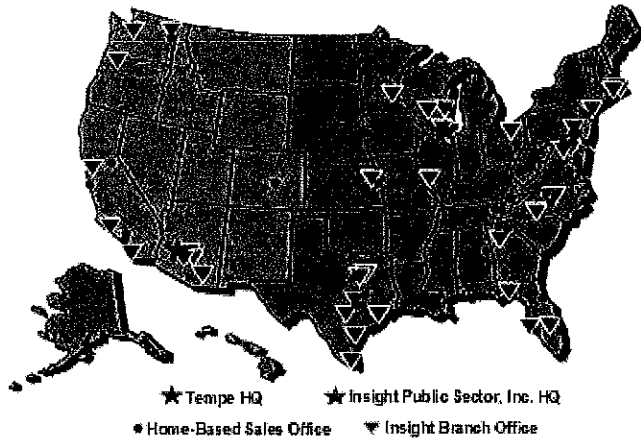
### LOCATIONS

- Seattle, WA
- Portland, OR
- San Francisco, CA
- Los Angeles, CA
- San Diego, CA
- Salt Lake City, UT
- Minneapolis, MN
- Bentonville, AR
- 147 Countries

- CUSTOMERS  
Integration Sites

# Insight Public Sector (IPS) Overview

Insight has over 100 SLED sales and sales support staff located throughout the United States. Insight Public Sector has 44 office locations and over 30 home-based offices. In addition, we support you with a national services team of 530 staff members, for a combined total of 660 sales and technical resources at your disposal.



Insight Public Sector, Inc.  
Number of SLED Salespeople By Region

# of Sales People	Region Name	# of Sales People	Region Name
22	<b>Eastern Region</b>	28	<b>Western Region</b>
	<b>Branch Location</b>		<b>Branch Location</b>
	Lake Wales, Florida		Austin, Texas
	Tallahassee, Florida		Corpus Christi, Texas
	Tampa, Florida		McAllen, Texas
	Atlanta, Georgia		Plano, Texas
	Natick, Massachusetts (Boston)		Richardson, Texas
	North Andover, Massachusetts		San Antonio, Texas
	Waltham, Massachusetts		Sugarland, Texas
	Rockville, Maryland		Tempe, Arizona (Auto Drive)
	Charlotte, North Carolina		Tempe, Arizona (Carver)
	Durham, North Carolina		Tempe, Arizona (Fountainhead)
	New York, New York		Tempe, Arizona (Fountainhead-2)
	New York, New York		Tempe, Arizona (Harl-IEI HQ)
	King of Prussia, Pennsylvania		Tucson, Arizona
	Charlottesville, Virginia		Costa Mesa, California
			Cupertino, California
			San Diego, California
			Lake Oswego, Oregon
			Bellingham, Washington
			Liberty Lake, Washington
15	<b>Central Region</b>	15	<b>Business Development / Com.</b>
	<b>Branch Location</b>		<b>Sales and BD Support</b>
	Bloomington, Illinois (IPS HQ)	23	
	Chicago, Illinois		
	Hanover Park, Illinois (Distribution Ctr.)		
	Hanover Park, Illinois (Returns Dept.)		
	Overland Park, Kansas		
	St. Paul, Minnesota		
	St. Louis, Missouri		
	Columbus, Ohio		
	Independence, Ohio		
	Milwaukee, Wisconsin		
	Wausau, Wisconsin (BStrauke)		
530		130	<b>Total SLED Public Sector Sales &amp; Sales Support Personnel</b>
			<b>Services Team</b>
660			<b>Combined Sales &amp; Technical Resources Available</b>

Insight Office Locations*				
Office Name	Street Address	City	State	Zip
Tempe, Arizona (Auto Drive)	1305 West Auto Drive	Tempe	AZ	85284
Tempe, Arizona (Carver)	910 West Carver Road	Tempe	AZ	85284
Tempe, Arizona (Fountainhead)	1560 W. Fountainhead Pkwy	Tempe	AZ	85282
Tempe, Arizona (Fountainhead-2)	1620 W. Fountainhead Pkwy	Tempe	AZ	85282
Tempe, Arizona (Harl-IEI HQ)	6820 South Harl Avenue	Tempe	AZ	85283
Tucson, Arizona	1717 N. Tucson Blvd.	Tucson	AZ	85716
Costa Mesa, California	600 Anton Blvd.	Costa Mesa	CA	92626
Cupertino, California	19925 Stevens Creek Blvd	Cupertino	CA	95014
San Diego, California	4445 Eastgate Mall	San Diego	CA	92121
Lake Wales, Florida	218 East Orange Avenue	Lake Wales	FL	33853
Tallahassee, Florida	105 West 5th Avenue	Tallahassee	FL	32303
Tampa, Florida	2701 N. Rocky Point Dr.	Tampa	FL	33607
Atlanta, Georgia	500 Northridge Road	Atlanta	GA	30350
Bloomington, Illinois (IPS HQ)	444 Scott Drive	Bloomington	IL	60108
Chicago, Illinois	30 South Wacker	Chicago	IL	60606
Hanover Park, Illinois (Distribution Ctr.)	1600 Hunter Court	Hanover Park	IL	60133
Hanover Park, Illinois (Returns Dept.)	1560 Hunter Court	Hanover Park	IL	60133
Overland Park, Kansas	7500 College Blvd	Overland Park	KS	66210
Natick, Massachusetts (Boston)	2 Vision Drive	Natick	MA	01760
North Andover, Massachusetts	800 Turnpike St.	North Andover	MA	01845
Waltham, Massachusetts	1432 Main Street	Waltham	MA	02451
Rockville, Maryland	1901 Research Blvd.	Rockville	MD	20850
St. Paul, Minnesota	1295 N. Bandana Blvd.	Saint Paul	MN	55108
St. Louis, Missouri	Two City Place	St. Louis	MO	63141
Charlotte, North Carolina	525 N. Tyron	Charlotte	NC	28202
Durham, North Carolina	4819 Emperor Blvd.	Durham	NC	27703
New York, New York	Five Penn Plaza	New York	NY	10001
New York, New York	80 Broad Street	New York	NY	10004
Columbus, Ohio	375 North Front Street	Columbus	OH	44131

Independence, Ohio	4511 Rockside Road	Independence	OH	44131
Lake Oswego, Oregon	4800 SW Meadows Road	Lake Oswego	OR	97035
King of Prussia, Pennsylvania	630 Freedom Business Center	King of Prussia	PA	19406
Austin, Texas	1130 Rutherford Lane	Austin	TX	78753
Corpus Christi, Texas	226 Enterprise Parkway	Corpus Christi	TX	78753
McAllen, Texas	2712 N. McColl Road	McAllen	TX	78501
Plano, Texas	3480 Lotus Drive	Plano	TX	75075
Richardson, Texas	1200 E. Campbell Road	Richardson	TX	75081
San Antonio, Texas	218 East Ramsey	San Antonio	TX	78216
Sugarland, Texas	12808 W. Airport Road	Sugarland	TX	77478
Chantilly, Virginia	4510 Daly Drive	Chantilly	VA	20151
Bellevue, Washington	601 108th Avenue NE	Bellevue	WA	98004
Liberty Lake, Washington	22721 East Mission Avenue	Liberty Lake	WA	99019
Madison, Wisconsin	16 North Carroll Street	Madison	WI	53703
Waukesha, Wisconsin (Milwaukee)	20935 Swenson Drive	Waukesha	WI	53186

\* As with any company, employees may come and go on a daily basis and are subject to change without notice.

- c. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc. If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.

Panasonic is responding as a manufacturer with ordering through our designated Authorized Resellers. As manufacturer Panasonic maintains a dedicated Government Contracts website that provides procurement/ordering details for the City of Tucson and National IPA Cooperative Purchasing Program including Panasonic's Product Offering, Award Highlights, Tucson/National IPA Award, Contract & Documentation, Pricing as well as quick links to our designated Authorized Resellers who accept orders online, by telephone, through fax or via email. The Panasonic Mobility Solutions home website is located <http://business.panasonic.com/toughpad/us/best-rugged-tablet.html>. And for the expanded Panasonic product offerings Panasonic Business Solution offerings please visit <http://business.panasonic.com> or the Panasonic Government Contracts dedicated website located at <http://business.panasonic.com/howtobuy-governmentcontracts-stateeducationcontracts>.

The screenshot shows the Panasonic website's 'STATE & EDUCATION CONTRACTS' page. At the top, there is a navigation bar with 'Products', 'Solutions', 'Industries', 'Support', and 'Partners'. Below this, the main heading is 'STATE & EDUCATION CONTRACTS'. A prominent feature is a map of the United States with the text 'Select a State' overlaid on it. To the right of the map, there are buttons for 'State & Education Contracts' and 'All US States'. Below the map, there is a section titled 'ARIZONA CONTRACTS' with a sub-heading 'National Intergovernmental Purchasing Alliance Company (National IPA)'. The text below states: 'The City of Tucson, AZ has publicly selected and awarded through RFP process a contract to Panasonic for Panasonic Solutions. This agreement is available to public agencies, educational institutions, nonprofits and agencies for public benefit nationwide through National IPA a national cooperative purchasing program.'

The screenshot shows the 'ARIZONA CONTRACTS' details page. It includes the following sections:

- CONTRACT DESCRIPTION:**
  - National Intergovernmental Purchasing Alliance Company (National IPA)
  - The City of Tucson, AZ has publicly selected and awarded through RFP process a contract to Panasonic for Panasonic Solutions. This agreement is available to public agencies, educational institutions, nonprofits and agencies for public benefit nationwide through National IPA a national cooperative purchasing program.
- CONTRACT DESCRIPTION:**
  - Panasonic Solutions
  - Tablets
  - Smartphones
  - Public Computers
  - Cloud Storage
  - Software
  - Services
  - Mobile
  - Training
  - Localized Support
  - Website
- AWARD INFORMATION:**
  - Date of Award
  - Competitive awarded to the City of Tucson, AZ
  - Available for other agencies nationwide through National IPA
  - Any agency may wish to purchase through National IPA
  - This contract is awarded through the National IPA
  - Not of applicability through State Contracts
  - Some agencies may wish to purchase through National IPA
- CONTRACT DURATION:**
  - August 1, 2013 - January 31, 2015
- CONTACT INFORMATION:**
  - Project Director of Panasonic USA
- PROJECT/CLIENT/STAKEHOLDER INFORMATION:**
  - Available for other agencies nationwide through National IPA
  - Some agencies may wish to purchase through National IPA
  - Contact at 27-28th Street, Suite 200

Again, as an OEM manufacturer, Panasonic does not sell our products or services directly to our customers, rather through a distribution channel with Panasonic Authorized Reseller that offer the full range of products and services that will meet or exceed the requirements of the City of Tucson and any agencies that opt-in to participate in the cooperative purchasing program with the City of Tucson and National IPA.

As previously notated, the Panasonic designated resellers for this contract are as follows which includes small business, small AZ based business, woman-owned business, and national coverage:



<p>CDW-G  <a href="http://www.cdwg.com">www.cdwg.com</a>                  Brandi Steckel                  200 North Milwaukee Ave                  Vernon Hills, IL 60061                  FEIN: 36-3310735                  Phone: 847.371.7104                  Email: <a href="mailto:branste@cdwg.com">branste@cdwg.com</a>                  National coverage for Public sector business</p>	<p>Mobile Concept Technologies LLC (MCT)  <a href="http://www.mobileconceptstech.com">www.mobileconceptstech.com</a>                  Aaron Bauer                  Phoenix, Arizona Office:                  13669 S. 37th Place                  Phoenix, AZ 85044                  Phone: 480-299-3166                  Email: <a href="mailto:abauer@mobileconceptstech.com">abauer@mobileconceptstech.com</a></p> <p>Bill Duncan                  Washington, D.C. Office:                  7835 Royal Sydney Drive                  Gainesville, VA 20155                  Phone: 703-577-0780  <a href="mailto:bduncan@mobileconceptstech.com">bduncan@mobileconceptstech.com</a>                  Small business, AZ based</p>
<p>CompView  <a href="http://www.compview.com">www.compview.com</a>                  Brad Thomas                  General Manager Products and Services                  PO Box 518 Beaverton, OR 97075                  Phone: 503.601.5595                  Corporate Customer Service: 800.448.8439                  Email: <a href="mailto:Bthomas@compview.com">Bthomas@compview.com</a>                  Specialized AV Solutions business</p>	<p>PCS – Portable Computer Solutions  <a href="http://www.portablecomputersystems.com">www.portablecomputersystems.com</a>                  Kathy Pakkebier                  PCS Denver Office                  1200 W. Mississippi Avenue                  Denver, CO 80223                  FEIN: 84-1396969                  Office: 303-346-2487                  Email: <a href="mailto:kathyp@portablecomputersystems.com">kathyp@portablecomputersystems.com</a>                  Woman-owned, small business</p>
<p>Insight  <a href="http://www.insight.com">www.insight.com</a>                  Erica Falchetti                  SLED and Healthcare Capture Manager                  6820 S Harl Ave.                  Tempe, Az. 85283                  Phone: 800.467.4448 ext. 3071                  Direct: 480.333.3071                  Email: <a href="mailto:erica.falchetti@insight.com">erica.falchetti@insight.com</a>                  National coverage for Public sector business</p>	<p>Turnkey Mobile  <a href="http://www.turnkeymobile.com">www.turnkeymobile.com</a>                  Mike Southard-Owner                  Turn-Key Mobile, Inc.                  210 Prodo Drive, Jefferson City, MO 65109                  Phone: 573-893-9888                  Email: <a href="mailto:mike@turnkeymobile.com">mike@turnkeymobile.com</a>                  Small business</p>

## Representative Authorized Reseller Procurement Website Overview

Panasonic enjoys a strong relationship with its Authorized Resellers through our reseller exclusive distribution model. In addition to Panasonic's online resources, our Authorized Resellers offer comprehensive state-of-the-art online sales support, tracking, and reporting systems to support the contract that results from this solicitation. designated Authorized Reseller capabilities include the following e-commerce capabilities pursuant to streamline agency purchasing and provide end-users with an easy-to-use experience:

- The complete pre-sales support that easily identifies the Panasonic product category, specification, and price for every product included in the City of Tucson Contract and the National IPA Agreement.
- Product specifications, pricing, and configuration aids for the major product categories proposed that can be used to obtain an on-line quote.
- Online ordering capability with the ability to remember multiple ship to locations.
- Capability of reprinting invoices for orders placed online.
- Service options, service agreement(s).
- Contact information for order placement, service concerns (warranty and maintenance), problem reporting, and billing concerns.
- Sales representatives for participating entities.
- Purchase order tracking
- Links to Panasonic environmental programs, including but not limited to take-back/recycling programs, EPEAT, Energy Star, etc.
- The ability to browse contract products and compare different models.

Representative examples of Authorized Reseller's online procurement sites are provided below that depict their individual e-commerce tools that will be of great benefit the City of Tucson as well as participating National IPA agencies.

## Insight Public Sector Online Tools

United States | 1.800.INSIGHT

Account Login | Track Order | Cart \$0.00

**Insight.**  
PUBLIC SECTOR

Learn  
about trending topics

Solve  
your challenges

Buy  
new products

Manage  
your customized purchasing

Get a better purchasing  
experience with insight.com.

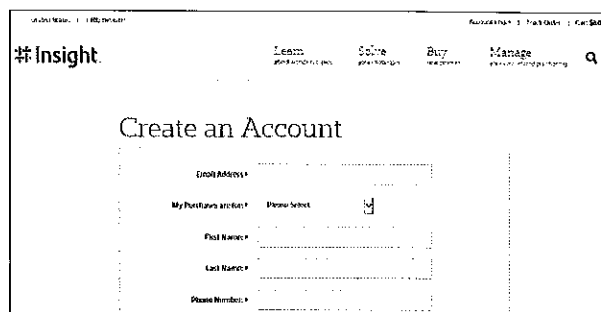
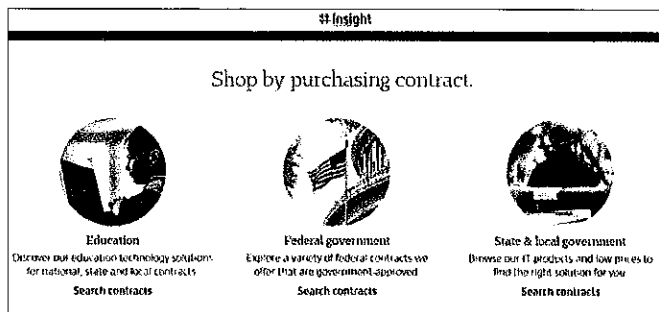
Create an account to control everything from procurement to reporting,  
ongoing software management and the cloud — in one portal.

Learn more

Create an account

All

What can we help you find?



Insight currently has our own on-line procurement system that has been developed in-house. Insight places products and information at the end-user's fingertips with our Valued Insight Partner website, Insight's eProcurement system that is both comprehensive and easy to use. The City of Tucson and participating National IPA agency end-users will have unlimited access 24 hours a day, 365 days per year. Our eProcurement solution is integrated with SAP, our backend order management system. Insight implements a major functionality update every quarter. The new enhancements are based upon Insight Public Sector business and market requirements.

Insight's Valued Insight Partner (VIP) website currently supports most customer requirements, offering the following features:

- Customer-specific Catalogs
- Advanced / Speed and Browse Search (can be specific to custom catalogs)
- On-line Ordering
- Real-time Pricing
- On-line / Work Flow Approval Process
- Electronic Invoicing and Payment
- On-line Reporting
- Order Tracking
- Customizable Checkout
- Customer Quick Forms / Bundles

Insight's system architecture enables us to give the City of Tucson and participating National IP agencies customizable rights and restrictions at the user ID / password level. This means the City as well as any other participating agency can control the information available to each user. Insight's Valued Insight Partner (VIP) website will provide City of Tucson and participating National IPA agencies the tools that automate procurement processes. Through a VIP website, agencies will receive real-time access to specific information pertaining to products, pricing, orders, shipment status, invoices, quotes, technology standards, sales teams, sales reports, downloadable documents and much more. Insight's Valued Insight Partner (V.I.P.) website is equipped with the following tracking tools:

- Order Tracking/History
- Invoice history
- Account balance
- Software licensing information

Utilizing these tools, clients can view and retrieve real-time data feeds ranging from order status, shipping and tracking information, invoice detail and history, as well as account balance information. Below is an overview of Insight's Order Tracking/History, Invoice History and Account Balance tools. Each tool is managed at log-in level and can be turned "on" or "off" per user. Insight can limit Order Tracking/History to either order number search or customer-specific "web order only" search.

## Order Tracking/History - Search Page

### Overview

With the Order Tracking/History search page, end-users can locate orders using the following search methods.

**Invoice** - a sales and distribution document used to charge a customer for a delivery of goods or for services rendered.

**Invoice number** - the number that uniquely identifies the document used to charge a customer for delivery of goods or for services rendered.

**Invoiced order** - a sales order which has been shipped and billed. It may contain multiple invoices.

**Open order** - an order that has not shipped.

**Order** - a request by a customer for the delivery of goods.

**Order number** - the number that uniquely identifies the request for delivery of goods.

**Purchase order** - a uniquely identified purchase document.

**Purchase order number** - number used by the customer for unique identification of the purchasing document. The number is a link between a customer's purchase order and sales documents such as invoices and orders. A customer can use this number for finding certain document information.

## Order Number Search]

Account Management: Order Tracking/History

**Quick Search**

If you know the *complete* number, you can use the searches below to access information quickly.

Number:

Order #  Web Reference #  Purchase Order #

**Full Search**

If the entire number is not known, use the searches below. [Help](#)

Type of Information to Search:  Orders |  Purchase Orders

Note: Maximum order search range is 1 year.

Limit Searches to:  All Orders  Open Orders  Invoiced Orders  My Orders  Customer Owned Inventory

Date Range:  to

Sort/Limit Results by:   Ascending  Descending  Rows

## [Purchase Order Number Search]

Account Management: Order Tracking/History

**Quick Search**

If you know the *complete* number, you can use the searches below to access information quickly.

Number:

Order #  Web Reference #  Purchase Order #

**Full Search**

If the entire number is not known, use the searches below. [Help](#)

Type of Information to Search:  Orders |  Purchase Orders

Search purchase orders by full or partial PO Number.  
Note: If you enter a full PO Number then Date Range and Starting is not used.

Note: Maximum order search range is 1 year.

Purchase Order #: (full or partial):

Date Range:  to

Sort/Limit Results by:   Ascending  Descending  Rows

Order Tracking/History - Search Results Page

Overview

When a search result is loaded, the end-user drills down to an order's detail or export a list of orders into Excel.

Export To Excel – a tool that lets customers download a list of orders into a Microsoft Excel document.

Order number - the number that uniquely identifies the request for delivery of goods.

Purchase order - a uniquely identified purchase document.

Purchase order number - number used by the customer for unique identification of the purchasing document (e.g. inquiry or purchase order). The number is a link between a customer's purchase order and sales documents such as invoices and orders. A customer can use this number for finding certain document information.

Reference number - a number that uniquely identifies the sales document as originating from the web.

Type - a description that denotes whether the document is an order, credit or return.

Date Shipped – the delivery schedule of the order.

Date Entered – the date the order was processed and entered into Insight's system.

Shipped To – city where the order is shipping.

Print Order – a tool that lets customers view and print a specific sales order document.

Item/Invoices - a tool that lets customers view tracking information and send transit/tracking reports.

[Search Results]

View All Orders


Here is a list of selected orders you have placed at Insight Public Sector. To view the delivery status of a specific order, click its Order Number.


[Export To Excel](#)

Export search results to Excel.

Note: additional information not displayed on screen included in export.

Instructions:

- To view printable order click on the  image for that order
- To view order details click on Order Number

Order #	P.O. #	Reference Number	Type	Date Shipped (or expected)	Date Entered	Shipped To	Print Order	Item/ Invoices
4004937	409661	WR1146836	Order	October 13, 2004	October 13, 2004	Minneapolis		<a href="#">Track</a>
4002026	467305	WR1147138	Order	October 13, 2004	October 13, 2004	Minneapolis		<a href="#">Track</a>
4003043	409660	WR1146912	Order	October 12, 2004	October 12, 2004	Minneapolis		<a href="#">Track</a>
4003051	409659	WR1145954	Order	October 12, 2004	October 12, 2004	Minneapolis		<a href="#">Track</a>
392664E	409657	WR1144140	Order	October 11, 2004	October 11, 2004	Minneapolis		<a href="#">Track</a>
4003051	409653	WR1141850	Order	October 8, 2004	October 8, 2004	Minneapolis		<a href="#">Track</a>
208146	409652	WR1141892	Order	October 11, 2004	October 9, 2004	Minneapolis		<a href="#">Track</a>
392664E	467304	WR1141905	Order	October 14, 2004	October 8, 2004	Minneapolis		<a href="#">Track</a>
3921155	409650	WR1142238	Order	October 8, 2004	October 8, 2004	Minneapolis		<a href="#">Track</a>
3921150	409655	WR1142205	Order	October 8, 2004	October 8, 2004	Minneapolis		<a href="#">Track</a>

Page 1 of 5 Results >>

[Invoice Tracking Detail]

Invoice Tracking Detail: 0110198424

[Track/Export](#)

Items Shipped - Tracking Information Available

UPS Tracking

Tracking #  UPSGT  Track

Tracking # 12378E440310500590  Track

Tracking # 12378E440310500591  Track

Tracking # 12378E440310500572  Track

Tracking # 12378E440310500593  Track

Invoice # 0110198424

15542800440310500593.DOC

Tracking Reports

The more reliable method of tracking shipment is to have the carrier email you a status report on your shipments. You may make this request by completing the information in the form below. Response time is usually five minutes or less.

• Enter at least one email address and choose all the tracking numbers for shipments you wish to track. Click "Submit"

eMail report to:

Tracking (airbill) number(s)  
(or to select multiple)

## Order Tracking/History – Order Detail Page

### Overview

When an end-user selects a particular order, Order Tracking/History loads that order's detail.

Below are the various parts of an order detail page.

**Order Detail** – a section that contains a summary of the sales order document.

**Order Summary** – a section that contains the item part numbers, product description, quantity ordered, quantity shipped, unit price, sub-total amount, shipping charges, tax amount and order's total value.

**Track** – a tool that lets customers view tracking information and send transit/tracking reports.

**View Printable Page** - a tool that lets customers view and print a specific sales order document.

**Send to Colleague** – a tool that lets customers email the order in HTML or text format.

**View All Item Detail** - a tool that lets customers view item specific information.

**Description** – a piece of information that provides an item's product title. Clicking on the description will take a customer to the product's presentation page.

**Details/View** – a tool that lets customers view individual item detail.

**Add To Cart**– a tool that lets a customer add the order into his/her shopping cart.

**Reorder** – a tool that lets customers re-order products within an existing sales order.

## [Order Detail Page]

<b>Order 398111M</b> Order Number: 398111M Account Number: 123456 Date Entered: 10/1/04 PO #: 12345 Order Status: Complete	Overall Delivery Status: Complete Ship To: 4170 BARR MILE RD ALLEN, MISSOURI 64806 Order Shipping From: 300 S. 6th Street Independence, MO 64650 Alternate Warehouse: HENNEPIN COUNTY Item Part: A-015 Net To: 300 SOUTH 6TH STREET INDEPENDENCE, MO 64601 Date: 10/1/04 Bill To: Track Approved: Track																														
Payment Type: Credit Status: Purchase Order Number: 489556 Purchase Invoice Number: 398555 Send ADDITIONAL Order Confirmation To: 4401 S. Brentwood Blvd., Suite 200, Springfield, MO 65809 Cost Number: 42-43350-5179 Additional Sales Notes: Internal notes. Flag for Shabby Ship Date: Ordered by E. 06/06/04 Quantity: 10000 Vendor Number: 00000011-01 Location: State of Missouri-0001 Billing To: Contact: Jennifer Wang 5 Jay DeGuzman 1.800.233.6429 ext. 6873 or 1.800.806.7316 ext. 1134 For Technical & Web Site Questions: Email us at: HPS@hps.com	View Printable Page Send to Colleague																														
<b>Order Summary</b> <table border="1"> <thead> <tr> <th>Item Part</th> <th>Description</th> <th>Quantity</th> <th>Unit Price</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>4170 BARR MILE RD</td> <td>ALLEN, MISSOURI 64806</td> <td>1</td> <td>\$1,876.28</td> <td>\$1,876.28</td> </tr> <tr> <td colspan="2">Subtotal:</td> <td></td> <td></td> <td>\$1,876.28</td> </tr> <tr> <td colspan="2">Shipping:</td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Tax:</td> <td></td> <td></td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Total:</td> <td></td> <td></td> <td>\$1,876.28</td> </tr> </tbody> </table>		Item Part	Description	Quantity	Unit Price	Total	4170 BARR MILE RD	ALLEN, MISSOURI 64806	1	\$1,876.28	\$1,876.28	Subtotal:				\$1,876.28	Shipping:				\$0.00	Tax:				\$0.00	Total:				\$1,876.28
Item Part	Description	Quantity	Unit Price	Total																											
4170 BARR MILE RD	ALLEN, MISSOURI 64806	1	\$1,876.28	\$1,876.28																											
Subtotal:				\$1,876.28																											
Shipping:				\$0.00																											
Tax:				\$0.00																											
Total:				\$1,876.28																											

## [Send to a Colleague]

**Send to a Colleague**

Your e-mail address will not be sold or used for promotional purposes. It is simply used so the recipient knows who is in need. If you wish to send this e-mail to more than one recipient, put a comma between separate e-mail addresses in recipient1@mywebsite.com, recipient2@mywebsite.com

Your Name:

Your E-mail:

To:

Your Comments:

E-mail Format:  HTML  Text

## [View All Item Detail]

<b>Order Item Details</b> Order Number: 5993466 Date Order: October 1, 2004 Account Number: 123456 PO #: 432541 Order Status: Complete Payment Type: Net 30 Days Credit Status: Released		Overall Delivery Status: Complete Ship To: 4170 BARR MILE RD ALLEN, MISSOURI 64806 Order Shipping From: 300 S. 6th Street Independence, MO 64650 Alternate Warehouse: HENNEPIN COUNTY Item Part: A-015 Net To: 300 SOUTH 6TH STREET INDEPENDENCE, MO 64601 Date: 10/1/04 Bill To: Track Approved: Track	
X X RESPONSIBLE DELIVERY RISK ORDER TO PAY PAR/USE - 815448			
Item Status	Item Rejection Status	Item Delivery Status	Carrier/Method
Complete	Nothing rejected	Fully delivered	UNITED PARCEL SERVICE
Date Shipped	Invoice #10	Serial #10	Asset Tag10
N/A	011X15817	514432889	
X X TAXABLE NON-COMMERCIAL TO PAY PAR/USE - 8375			
Item Status	Item Rejection Status	Item Delivery Status	Carrier/Method
Complete	Nothing rejected	Fully delivered	UNITED PARCEL SERVICE
Date Shipped	Invoice #10	Serial #10	Asset Tag10
N/A	011X15817	514432889	

## Invoice History - Search Results

### Overview

Using the Invoice History search page, end-users locate invoices using the following search methods.

Invoice - a sales and distribution document used to charge a customer for a delivery of goods or for services rendered.

Invoice number - the number that uniquely identifies the document used to charge a customer for delivery of goods or for services rendered.

Invoiced order - a sales order which has been shipped and billed. It may contain multiple invoices.

Open order - an order that has not shipped.

Order - it is a request by a customer for the delivery of goods.

Order number - the number that uniquely identifies the request for delivery of goods.

Purchase order - a uniquely identified purchase document.

Purchase order number - number used by the customer for unique identification of the purchasing document (e.g. inquiry or purchase order). The number is a link between a customer's purchase order and sales documents such as invoices and orders. A customer can use this number for finding certain document information.

Web reference number - a number that uniquely identifies the sales document as originating from the web.

## [Invoice History Search]

Account Management: Invoice History

Information Tracking

Quick Search

If you know the complete number, you can use the searches below to access information quickly.

Number:   Purchase Order #  Invoice #  Order #  Web Reference #

Full Search

If the entire number is not known, use the searches below.

Note: Maximum order search range is 60 days.

Date Range:  to

Sort/View Results By:   Ascending  Descending  Rows



## Invoice History – Invoice Detail Page

### Overview

When an end-user selects a particular invoice, Invoice History will load the invoice's detail.

Below are the various parts of an invoice detail page.

Invoice Detail – a section that contains a summary of an invoice.

Order number - the number that uniquely identifies the order associated to the invoice.

Track – a tool that lets customers view tracking information and send transit/tracking reports.

Printable Invoice - a tool that lets customers view and print the invoice document.

Item Summary – a section that contains the item part numbers, product description, quantity ordered, unit price, shipping price, tax amount and total price.

## [Invoice Detail Page]

**Account Management: Invoice History**

**Invoice Details: 0110135447**

Invoice Number: 0110135447	Ship To: HENNEPIN COUNTY IT OPERATIONS
Invoice Date: 10/26/2004	ATTN: BARR BENSON
Order Number: 00000000000000000000	A-04
PO #: 48944	300 S. 6th Street
Account Number: 278235	MINNEAPOLIS MN 55407
Payment Terms: 30 Days	Bill To: HENNEPIN COUNTY
Sales Rep: HENNER WING	300 S. 6th Street
Rep Phone:	A-04
Track Support #: 800 INSIGHT	300 SOUTH 6TH STREET
Printable Invoice:	MINNEAPOLIS MN 55407
	Track: Track

Qty Shipped	Part Number	Product Description	Unit Price	Total
1	C8540AAZL	DESKEY 6122 BUCKET 20 PPH PARALISE	\$154.00	\$154.00
Serial/Asset Tag #: S1045220977				
1	C6518A	USB CABLE, A TO D, 2 PETER	\$3.75	\$3.75
				\$157.75
Remit Payment to:				
Insight Public Sector				\$10.28
PO Box 713096				
Columbus, OH 43271-3096				\$168.03

All past due accounts will be charged 1.5% per month.  
By accepting this order you agree to our standard credit terms. Copy of terms are available upon request.  
For returns, refer to the Product Return Form. Shipping/handling charges are non-refundable.

## [Printable Invoice]

**Insight PUBLIC SECTOR** 800-467-4448

**Invoice**

<b>CALL TO:</b>	<b>SHIPPED TO:</b>
HENNEPIN COUNTY Jean Byrns 300 SOUTH 6TH STREET MINNEAPOLIS MN 55407 REMIT PAYMENT TO:	HENNEPIN COUNTY IT OPERATIONS ATTN: BARR BENSON 300 S. 6th Street MINNEAPOLIS MN 55407
Insight Public Sector PO Box 713096 Columbus, OH 43271-3096	Account Number: 278235 Invoice Date: 10/26/2004 Invoice Number: 0110135447

To ensure proper credit, please return this portion with your payment.

**Insight** 6020 South Hart Avenue Tampa, Arizona 85283 **insight.com**  
Thank You For Shopping with Insight! **800.467.4448**

Account # 292135	Invoice # 0110135447	Order # 0000000000
Payment Terms 30 Days	Purchase Order # 48944	SHIP 30-63310-61022
30 Days 48944	UNITED PARCEL SERVICE/Ground	Technical Support # 800-467-4448
Sales Representative HENNER WING	See Below	Invoice Date 10/26/2004
Qty Shipped: 1	Part Number: C-1102K	Product Desc: ULTRA PRECISE MAX CAPACITY TONER CRTRDB
	Unit Price: \$147.88	Total: \$147.88

\*\*\*\*\* Insight Returns Policy \*\*\*\*\*  
On the occurrence of any of the following conditions, the customer shall be responsible for the return of the goods to the manufacturer at the customer's expense.  
By accepting this order you agree to our standard credit terms. Copy of terms are available upon request.  
For returns, refer to the Product Return Form. Shipping/handling charges are non-refundable.

## [Order Detail Page]

**Order 292135**

Order Numbers: 292135	Overall Delivery Status: On Shipments
Account Number: 278235	Warehouse: MINNEAPOLIS, MN - 55407
Order Date: 10/26/2004	Ship To: HENNEPIN COUNTY IT OPERATIONS
Order Status: 48944	ATTN: BARR BENSON
	300 S. 6th Street
	MINNEAPOLIS, MN 55407
	Track: Track

Payment Type:   
Credit Status:   
Purchase Order Number: 48944   
Remit Address: Insight Public Sector   
PO Box 713096   
Columbus, OH 43271-3096

Item Summary

Part #	Description	Quantity	Unit Price	Total Price
C-1102K	ULTRA PRECISE MAX CAPACITY TONER CRTRDB	1	\$147.88	\$147.88
Subtotal:				\$147.88
Shipping:				\$0.00
Tax:				\$20.15
Total:				\$168.03

## Account Balance - Summary Page

### Overview

Using Account Balance, end-users can view his/her accounts receivable information.

Below are the various parts of an account balance summary page.

Account Summary Aging – a section that describes the account's current balance.

Past Due - a section that describes the account's breakdown of past due invoices. Each past due category can be loaded using the view button.

Export To Excel – a tool that lets customers download a balance summary into Excel.

## [Account Balance Summary]

### Account Balance

**Customer Name:** HENNEPIN COUNTY  
**Customer Number:** 124162  
**Address:** 300 SOUTH 6TH STREET  
MINNEAPOLIS , MN 55487  
**Year To Date Sales:\*\*** \$2,050,662.42

\*Please note: Credits are not reflected in your Account Balance below. Please contact your credit representative for more information.

### Account Summary Aging

Current	\$152,330.91 USD	<a href="#">View</a>
<b>Past Due</b>		
1-30 Days	\$34,662.20 USD	<a href="#">View</a>
31-60 Days	\$0.00 USD	<a href="#">View</a>
61-90 Days	\$0.00 USD	<a href="#">View</a>
Over 90 Days	\$1,131.29 USD	<a href="#">View</a>
<b>Total*</b>	<b>\$188,124.40 USD</b>	

\*As of October 13, 2004

[Export to Excel](#)

## CDW-G Online Tools

The City of Tucson and participating National IPA agency end users will purchase Panasonic products via the customized Extranet (online purchasing and reporting site) that CD-G will set up and maintain. Please follow this link for a demo version of this site, showing recent improvements:

**CDW-G**

Put CDW-G@work to Work for You!

From accessing order history to viewing recent quotes, the new CDW-G@work home page has been designed to make finding relevant information a quick and easy process.

Click on the found throughout this page to rediscover the many ways the new CDW-G@work home page can work for you.

Don't already have CDW-G@work set up for your business? Sign up today for 24-hour-a-day access.

[Sign up now](#)

**Welcome,**  
Dan Boys is Logged On

**Quick Cart**  
Enter CDW Part #  
[View saved carts](#)

**Current Promotions**  
Keys to Success. For Less. Take advantage of exclusive, limited time offers.

**Your Account Manager**  
Jenny Skinner is: Out  
P (847)465-6000  
F (847)465-3444  
E [YouAN@cdw.com](mailto:YouAN@cdw.com)  
[View your account team](#)

**Recent Quotes**

Quote #	Quote Date	Description
<a href="#">DWC2289</a>	01/05/2007	Microsoft Student Select Quote
<a href="#">DWC2288</a>	01/03/2007	Adobe Photoshop Quote
<a href="#">DWC1742</a>	12/29/2006	Sony Vaio Laptop Quote
<a href="#">DWC4253</a>	12/28/2006	Acer Monitor Quote
<a href="#">DWA1234</a>	12/27/2006	HP Deskjet Printer Quote

[View All Quotes](#)

**Lenovo ThinkPad T60 Notebook**  
Small, versatile and light tablet.  
**\$2,349.00**

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[http://www.cdw.com/webcontent/extranet/eximprovements\\_g.htm?cm\\_mmc=email--ITComm--\\_012907--\\_ExtLaunch-S2](http://www.cdw.com/webcontent/extranet/eximprovements_g.htm?cm_mmc=email--ITComm--_012907--_ExtLaunch-S2)

CDW-G's Extranet will also allow for easy identification of brands, specifications, and prices of the Panasonic products on this contract for the City of Tucson and participating National IPA agencies.

**CDW-G**

Shop CDW-G | My Account | Print This Page

Search for... | All Products | Find It | Browse All Categories

Products | Services | Solutions Center | What CDW Of

All Categories > Computers > Notebook Computers

**Panasonic Toughbook 19 Touchscreen PC version - Core 2 Duo U7500 1.06 GHz**  
Mfg. Part: CF-19FHGAXAM | CDW Part: 1340273 | UNSPSC: 43211509

Core 2 Duo U7500 / 1.06 GHz - Centrino Duo - RAM 1 GB - HDD 80 GB - wireless ready - WLAN: 802.11 a/b/g, Bluetooth 2.0 EDR - TPM - Win XP Pro - 10.4" TFT (824 x 768) (XGA)

**\$3,026.21**

National Joint Powers Alliance: \$3,026.21

Lease Option (\$91.66 /month)

CDW's Lowest Online Price

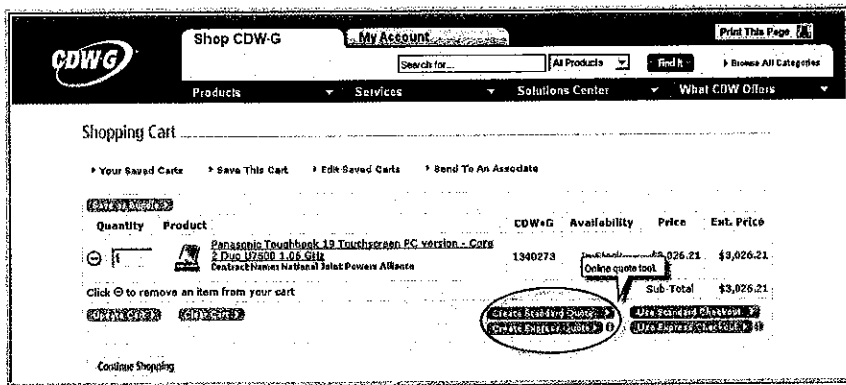
Availability: In Stock

Product Overview | Technical Specifications | Accessories | Warranties and Services

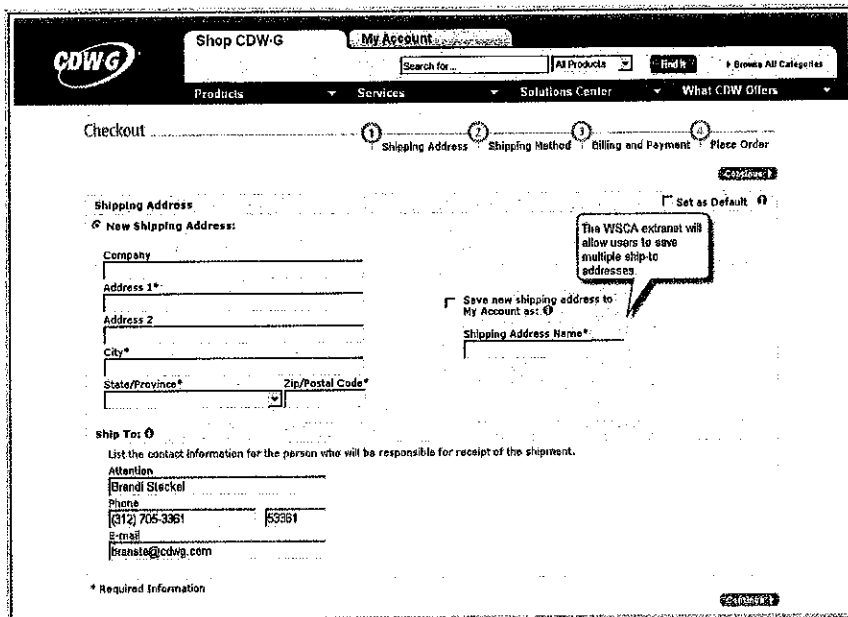
Expand for a full list of product specifications.

- Product Overview
- Technical Specifications
- Accessories (10 Categories)
- Warranties and Services

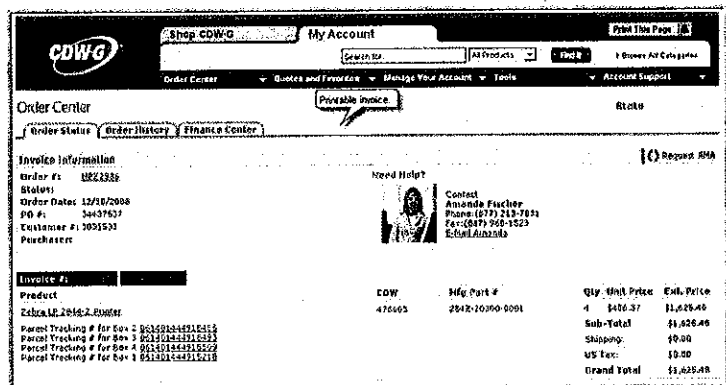
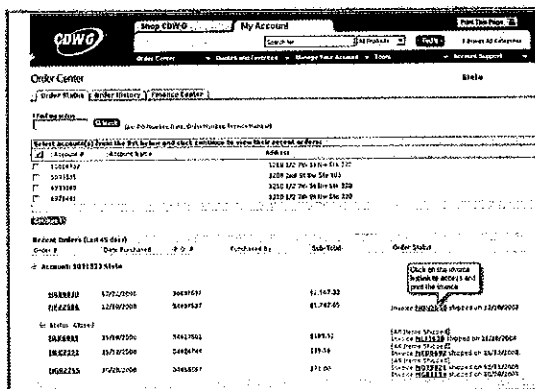
CDW-G Extranets provide pricing and specifications, as shown in the screen shot above. The City of Tucson and participating National IPA agencies will also find it simple to generate an online quote via their Extranet.













The CDW-G Extranet also provides online ordering capability, with the ability to remember multiple ship-to locations.



The City of Tucson and participating National IPA agency end users can access and reprint invoices via the Order Center feature of the CDW-G Extranet.




Service options and existing Contracts will be housed in the "Organization Favorites" section of the end-user Extranet.

Individual Products		Edit Organization Solutions		
Product Name	CDW#	Availability	Price	
 <u>Acer AL1706 Ab</u>	1000052	In Stock	\$159.99	
 <u>Epson PowerLite 6100i Projector</u>	1001667	In Stock	\$2,999.99	
 <u>HP Compaq Business Desktop dc5100</u>	1009238	In Stock	\$779.99	
 <u>HP Photosmart D5160 Printer</u>	1055446	In Stock	\$99.99	
 <u>Lenovo ThinkPad T60</u>	1025376	In Stock	\$1,199.99	

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The CDW-G Extranet also has a menu feature whereby end users can obtain account information for their account team, in addition to ascertaining their presence (in or out of the office). The Account Manager, who is the primary contact for orders and billing concerns, Service Specialist, who is the primary contact for service concerns, and Sales Manager, who is the primary contact for problem reporting are all shown on this page.



Shop CDW-G    My Account

All Products    Find It    Browse All Categories


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Order Center
Quotes and Favorites
Manage Your Account
Tools
Account Support


---

State
Account Team
State Of Minnesota

**Account Managers**  
 In addition to serving your order, your Account Managers can assist you with questions and product advice. Their knowledge of your needs, your current systems and your past purchase history enables them to make the best possible product recommendations for you and your organization.




**Amanda Fischer - In**  
 Sr. Account Manager  
 (Your Primary Contact)  
 Phone: (877) 213-7831  
 Fax: (847) 969-1529  
[E-Mail](#)




**Rob Wohman - In**  
 Sales Manager  
 Phone: (866) 399-7397  
 Fax: (312) 705-9178  
[E-Mail](#)


**Account Team Specialists**  
 These individuals have been specifically assigned to your account. They have specialized training and certifications, and are available to assist you with any advanced or technical questions you might have.




**Ernie Wong - In**  
 CDW-G Telephony Specialist  
 Phone: (800) 505-4239 Ext. 30504  
 Fax: (732) 360-6504  
[E-Mail](#)




**Ken Vignane - In**  
 Service Specialist  
 Phone: (877) 765-2928  
 Fax: (312) 705-6501  
[E-Mail](#)




**Matt Rezhon - In**  
 Voice & Data Specialist  
 Phone: (866) 868-4062  
 Fax: (847) 419-8449  
[E-Mail](#)




**Patrick Todd - In**  
 Document Mgmt Software Specialist  
 Phone: (866) 889-0935  
[E-Mail](#)




**Jeremy Dison - In**  
 PDS and Digital Signage  
 Phone: (800) 505-4239 Ext. 75680  
[E-Mail](#)




**Katie Mroczka - In**  
 Power Specialist  
 Phone: (800) 505-4239 Ext. 79429  
 Fax: (847) 969-1429  
[E-Mail](#)




**Aris Ventura - Out**  
 Storage Specialist  
 Phone: (800) 505-4239 Ext. 50272  
 Fax: (312) 705-0672  
[E-Mail](#)




**Ryan Kelly - In**  
 CDW-G Microsoft Licensing Specialist  
 Phone: (866) 769-8469  
 Fax: (847) 990-8047  
[E-Mail](#)



**Paul Zindoff - In**  
 Network Security Specialist  
 Phone: (800) 505-4239 Ext. 58942  
 Fax: (312) 705-8242  
[E-Mail](#)

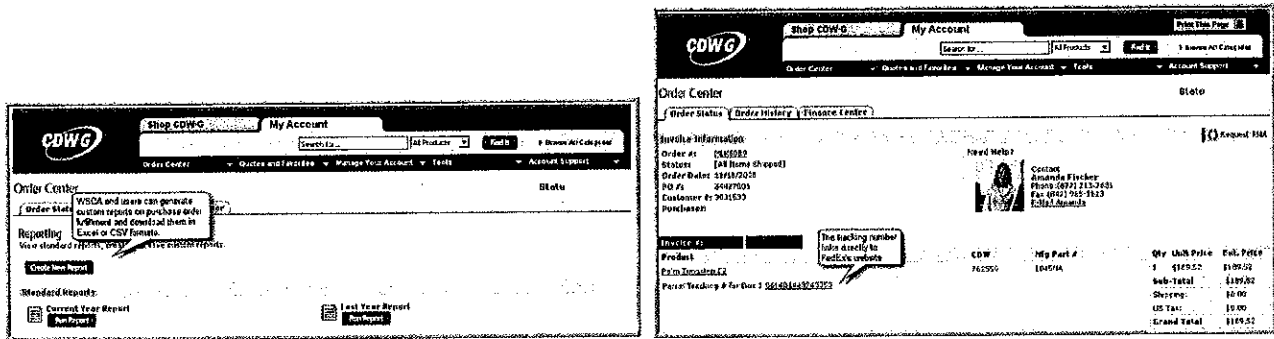


**Phillip Brown - Out**  
 CDW-G Software Licensing Specialist  
 Phone: (866) 776-7405  
 Fax: (847) 990-8014  
[E-Mail](#)



**Chris Andrews - In**  
 CDW-G Mobile Wireless  
 Phone: (866) 295-3520  
 Fax: (312) 705-0437  
[E-Mail](#)

An instant “fast” view of recent orders is available via the “Order Status” tab within the Extranet Order Center. For more advanced purchase order tracking, end users can use the “Create New Report” tool in the “Order History” section of the Order Center. When a purchase order is shipped, customers will also be able to view order tracking information via a hotlink to the carrier’s website.



d. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.

This submission is a manufacturer’s submission. Panasonic does not directly manage payments for products that will be provided under this contract. Designated Authorized Resellers will manage invoicing and accounts receivable process for each procurement that they support under this contract. Depending on which reseller a specific participating agency chooses to use, a number of invoicing and spend management services are offered, including summary invoicing, electronic invoicing and other commonly offered invoicing procedures.

Note: Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and business process outsourcing (BPO) support programs offered to support their respective procurements.

#### Invoice Processing & Electronic Invoicing

Panasonic affirms that many of our designated Authorized Resellers offer the capability to manage and process electronic orders and payments. We have provided representative answers within our proposal derived from our designated Authorized Resellers. We have not listed representative answers to each question from each designated Authorized Reseller in the interest of efficiency and clarity of Panasonic’s proposal response. One of the many benefits of doing business with Panasonic’s designated Authorized Resellers is the flexibility they offer our government customers regarding order placement and they all take pride in offering a variety of procurement methods to suit their customers’ varied needs and preferences. Details of these capabilities are provided as follows:

### Insight Public Sector – Invoice & Electronic Processing

Insight provides end-users several different ways to place a product order:

- Over the Internet, via a secure, custom VIP website
- By toll-free fax
- By toll-free phone
- By email
- By regular mail or other carrier
- Via EDI

Clients can pay by credit or procurement cards through all of these ordering methodologies. Cards accepted are: Visa, MasterCard, American Express, Discover and agency procurement cards.

All orders are secured using SSL 128-bit certificates and have unique sessions that are encrypted online and within the procurement database. We will not include credit card numbers on email confirmations and the website will not allow end-users to store credit card information for future ordering. We also ask that end users do not transmit sensitive credit card data when placing an order by email. Our back-end system encrypts credit card numbers on all orders so no one can read or obtain the credit card number when an order is loaded.

### CDW-G Invoice & Electronic Processing

CDW-G has been committed to the electronic interchange of business documents as a means of automating processes for more than fifteen years. We have trading partnerships with thousands of customers, the majority of our vendors and freight carriers, multiple banks, and credit card processing companies.

Our electronic capabilities are extensive; we follow the ANSI X12 and cXML standards and can support most versions. CDW-G offers the City of Tucson and participating National IPA agencies the option to use EDI for catalog, purchase order and invoice integration. If the City of Tucson or any of the participating National IPA agencies are interested in utilizing EDI, visit our website at [www.cdw.com/edi](http://www.cdw.com/edi).

CDW-G supports the following EDI transactions:

Form Transaction

(850) Purchase Order to [CDWCompany]

(855) Purchase Order acknowledgement to Customer

(856) Advance Ship Notice to Customer

(810) Invoice to Customer

(824) Invoice reject notification to [CDWCompany] and also for (855)

(820) Customer remit advice to Bidder

(997) Functional acknowledgement to Customer

(214) Proof of Delivery

Customer contract pricing is available in XML and CSV formats. CDW-G supports all of these transactions in cXML formats as well.

### PCS Mobile Invoice & Electronic Processing

PCS Mobile will be able to accept and process purchase orders electronically. The capability to make an online payment via a purchase card is currently available. Electronic funds transfer (EFT) is currently in use at PCS. The vast majority of EFT transfers are handled through the Automated Clearing House (ACH) electronic network for financial transactions in the United States.

- e. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?

Our representative response example is CDW-G's same-day fill rate is between 97% and 99% for credit-approved orders and in-stock product depending on the complexity of the order and their shipment accuracy is 99.7% and our inventory accuracy is 98%. Backorder information is available 24-hours a day on the CDW-G Extranet. When ordering through your CDW-G Extranet, Panasonic customers will see if product is able to ship the same day or if the product is on backorder. If product is currently out of stock, the end user will be able to see the length of time estimated to ship the product. For tracking and reporting measurement representation response, the Order Center of the CDW-G Extranet offers a full breadth of tools to track your order status, leases, purchasing history and financing options. Original invoices can be printed and you can view outstanding balances and invoices, credits, adjustments and/or payments. You can download your purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats. The system lets you automatically save

this data in your spreadsheet or database applications. You can readily search your order, get your tracking number, check shipping status and request a Return Merchandise Authorization (RMA).

- f. State any return and restocking policy, and any fees, if applicable associated with returns.

As previously stated under Returns under this contract will be handled according to Panasonic's standard RMA process. Additional information with respect to RMA procedures is included within the Panasonic Warranty and Service Agreement information under our response to Section C. Services Requirements i.3. Restocking charges. There are no fees associated with covered repairs. Units that are DOA can be returned for replacement with no additional charge. Panasonic Product Warranties and RMA Policy for the proposed products have been enclosed in this response as appendices. Policies on other returns and/or value-added warranty services may vary with each Authorized Reseller we have designated. For representative response, CDW-G offers a 30-day return policy on most products sold. Of the returns we accept, a minimum 15% restocking fee applies for non-defective product returns. Customers may also obtain additional information by contacting their Account Manager or CDW customer relations at 866.SVC.4CDW, returns@cdw.com .

- g. Submit additional information that will aid the City in evaluating your proposal.

Panasonic offers a breadth of technology and solution offerings that give the customer a way to do a one-stop purchase through the National IPA contract. A customer may need a command center, digital signage solution for a University, an in-car video solution that incorporates new body-worn technology to keep the community safe, an optical storage solution for their video & mobility data needs and the mobile data computer terminal solution---all of which can be offered by Panasonic and potentially purchased off of the potential National IPA contract.

In addition, Panasonic offers our customers unique support through our Grants program, Wireless program, customized Service program, and specified name support team members. All of this with Panasonic's commitment to reliability and durability in our products, and with countless reference customers that have come to rely on Panasonic in the Public Sector arena for over 20 years.

Panasonic has a rich history of industry award recognition for innovative products, technology achievements and corporate leadership. These mobility awards recognize the diligence, perseverance, and dedication required to develop successful products, services, technologies, and solutions that have demonstrated unparalleled excellence in the increasingly competitive global marketplace. With Panasonic's research for new technology and new product development, awards & notations include:

#### Panasonic Award Wins

- 2017 AOTMP Mobility Awards (January 2017)
  - Best Industrial, Rugged Laptops – Toughbook
  - Best Industrial, Rugged Tablets– Toughpad® FZ-G1
- CRN's 2016 Tech Innovator Awards – Toughbook 20 (November 2016)
- CRN Test Center's 2014 Products Of The Year – Toughpad FZ-M1 (December 2014)
- Mobile Village's Mobile Star Awards (2014)
  - Enterprise Business-Ready Laptop — Toughbook 53
  - Enterprise Business-Ready Tablet or Hybrid — Toughpad 4K
  - Enterprise Industrial Rugged Tablet — Toughpad FZ-G1
  - Enterprise Industrial Rugged Phone or Handheld — Toughpad FZ-E1
- Frost & Sullivan's 2008 North American Mobility Award – Toughbook 30 (March 2008)

### 3. Product Requirements

- a. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:
  1. Identification and description of product categories offered
  2. Identification and description of sub categories
  3. Identification and description of manufacturers within each sub category b. Describe how your firm will notify customers of new products.

For more than 20 years, Panasonic has been producing true COTS rugged computer platforms longer than any other rugged mobile computing manufacturer, and we continue to innovate our solutions based on new and emerging technology advances for the better of public safety and government organizations to help them meet their mission. Panasonic's full line of rugged mobile computers keep public safety agencies efficient with unmatched reliability, durability and long term performance, because failure isn't an option. Engineered to withstand drips, drops, dust and grime, Toughbook laptops, Toughpad tablets and purpose-build Handheld Devices thrive and survive in the harshest of environments. Panasonic is committed to delivering mobile computing solutions that help government organizations get the job done, wherever it takes you. Panasonic is pleased to offer the City of Tucson and participating National IPA members the full breadth of Panasonic's Toughbook Laptops and Toughpad Tablets or 2-in-1 Devices as well as accessories, compatible 3<sup>rd</sup> party solutions and expert professional services. Pursuant to Panasonic's proposed Section 2. Product Categories includes a comprehensive line of technical product and service solutions including, but not limited to, the following:

#### a. Ruggedized Laptops

##### a.2. Fully Rugged

Toughbook 31 (CF-31 models) 13.1" Fully Rugged Laptop

Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages

##### a.3. Semi Rugged

Toughbook 53 (CF-53 models)

Toughbook 54 (CF-54 models) 14" Semi Rugged Laptop

Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages

#### b. Ruggedized Tablets

##### b.2. Fully Rugged

Toughbook 19 10.1" Fully Rugged Convertible Notebook & Accessories

Toughbook 20 (CF-20 models) 10.1" 2-in-1 Fully Rugged Tablet with Detachable keyboard & Accessories

Toughbook 33 (CF-33 models) 12.0" 2-in-1 Fully Rugged Tablet with Detachable keyboard & Accessories

Toughpad FZ-G1 10.1" Fully Rugged Tablet (Windows OS) & Accessories

Toughpad FZ-M1 7" Fully Rugged Tablet (Windows OS) & Accessories

Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages

##### b.3. Semi Rugged

Toughpad FZ-Q2 2-in-1 Semi Rugged Tablet with Detachable Keyboard & Accessories

Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages

c. Accessories

Panasonic has also offered a complete line of accessories that are compatible with the proposed Toughbook Laptops and Toughpad Tablets.

Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages

d. Ancillary Products

Panasonic has included ancillary products that complement the proposed Toughbook Laptops and Toughpad Tablets, which also includes Panasonic Professional Service as listed on Attachment 2 - Group 6 of the enclosed Price Pages for:

- Havis
- Gamber Johnson
- Lind Electronics
- CradlePoint
- Brother Mobile Printers
- NetMotion
- InfoCase – ToughMate
- Antenna Plus
- Sierra Wireless

e. Other Panasonic Technology Product Categories that includes comprehensive line of technical product and service solutions including, but not limited to, the following:

- Panasonic Handhelds
- Panasonic Handheld Accessories
- Panasonic Handheld Services
- Panasonic Arbitrator and Body Worn Camera
- Panasonic Arbitrator and Body Worn Camera Accessory
- Panasonic Arbitrator and Body Worn Camera Services
- Panasonic Displays
- Panasonic Display Accessories
- Panasonic Display Services
- Panasonic Projectors
- Panasonic Projector Accessories
- Panasonic Projector Services
- Panasonic Professional Audio Visual
- Panasonic Professional Audio Visual Accessories
- Panasonic Professional Audio Visual Services
- Panasonic Physical Security Camera
- Panasonic Physical Security Camera Accessories
- Panasonic Physical Security Camera Services
- Panasonic Scanners
- Panasonic Scanner Accessories
- Panasonic Scanner Services

c. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.

Panasonic Toughbook laptops, Toughpad tablets and our Handheld Devices are designed to handle almost any situation-from business-rugged computers that withstand bangs, bumps and spillage, to fully-rugged that can survive extreme conditions, such as drops up to six feet, rain, oil, pressure, dust and extraordinary swings in

temperature. Our fully rugged and semi rugged Toughbook laptops, Toughpad tablets and Handheld devices are designed to meet rugged military MIL-STD-810G standards. Panasonic has a long track record of investing heavily in research and development of high quality materials, innovative technologies and highly sophisticated, vertically integrated manufacturing facilities. By coupling these investments with a rigorous testing process, Panasonic continues to achieve legendary status for durable, reliable mobile computing solutions. To assure that Toughbook fully-rugged mobile computers and Toughpad fully-rugged tablets or Handheld devices can handle wild temperature swings, Panasonic subjects them to a battery of rigorous tests. High Temperature and Low Temperature tests are conducted in accordance with MIL-STD-810G, Method 501.5 and Method 502.5, Procedures I (Storage) and Procedure II (Operation). In addition, Panasonic also tests in accordance with MIL-STD-810G, High Temperature Method 501.5 Procedure III (Tactical - Standby to Operational). To pass both series of tests, our computers and tablets must continue to operate during the operational test and to boot and operate following the non-operational test. The Thermal Shock test is performed in accordance with MIL-STD-810G, Method 503.5, Procedure I. A new test that was created with MIL-STD-810G, Panasonic also tests its fully-rugged computers for freeze/thaw tests in accordance with MIL-STD-810G, Method 524, Procedure III (Rapid Temperature Change). And Panasonic's internal tests go beyond MIL-STD tests by testing the units at even higher and lower temperatures. Furthermore, Highly Accelerated Life Tests (HALT), a stress testing methodology used to obtain product reliability information, are conducted during this stage. By subjecting Toughbook computers through hot and cold temperature cycles over a several week period, Panasonic engineers can observe the units' performance over its projected, full life cycle. If any of the units' components fail, the problems can be addressed before manufacturing begins.

d. Submit additional information that will aid the City in evaluating your proposal.

While many manufactures claim to meet MIL-STD-810G standards, all rugged devices are simply not created equal. Panasonic can offer a customer in a legal document that commits to our reliability, low failure rates and service & support based on the specific customer and the product(s) that they are using in their Panasonic solution. We stand behind our 50+ years of research, design and innovation.

Panasonic introduced its first Toughbook® platforms in 1996. Panasonic introduced its first Toughbook® platforms in 1996. Since then, we've deployed millions of Toughbooks all over the United States. We are the longest serving Commercial off the Shelf (COTS) rugged computing platform manufacturer, and our innovative methodologies have resulted in many first generations of leading rugged technology, such as embedded wireless modems, convertible laptop/tablets, and rugged tablets. A key benefit in choosing Panasonic, is the assurance of deploying Toughbook laptop computers and Toughpad tablets or handhelds with the highest manufacturing quality assurance, lowest failure rates, and least amount of repair costs/downtime.

The proven reliability and low failure rate of Panasonic computers and tablets begin in the factory. Panasonic is the only major manufacturer that designs, builds and tests its laptops and most components in its own factory. This allows Panasonic to control quality, consistency and parts availability every step of the way. Unlike most computer manufacturers, Panasonic builds many of the critical components in its products and assembles them at its own facilities using Panasonic-built robotics and internally developed processes. By producing most of the components in-house, Panasonic is able to assure quality, consistency and parts availability throughout the manufacturing process and during the warranty period that follows. Toughbook mobile computers, Toughpad tablets and Handheld devices are designed completely in-house and are manufactured at Panasonic's ISO-9001 and ISO-14001 certified facility in Kobe, Japan and Panasonic's ISO-14001 certified AVC facility in Taiwan. By retaining control of design, sourcing, manufacturing and fabrication, Panasonic obtains the highest level of quality, reliability and performance. This in turn results in lower total cost of ownership and greater return on investment. Panasonic's Kobe factory illustrates the precision involved in manufacturing our computers and tablets:

- Everything is engineered to maximize quality and efficiency and to respond rapidly to market needs. All critical operations—from mounting components on circuit boards to assembly, testing, packaging and shipping—are performed under one roof.
- Some of the world's fastest robotic equipment (also built by Panasonic) is used to mount more than 1,000 electronic components with high-precision onto circuit boards.

- Each component is optically inspected using image recognition technology prior to its placement on the circuit board.
- Each individual circuit board is tested multiple times during the manufacturing process to ensure that every component is operating perfectly.
- Flexible manufacturing processes efficiently integrate GPS, fingerprint scanners, mobile broadband (WWAN), backlit keyboards and other options into appropriate models.
- Sophisticated production information systems provide full traceability of every part in every computer, enabling fast resolution of any problems that arise.

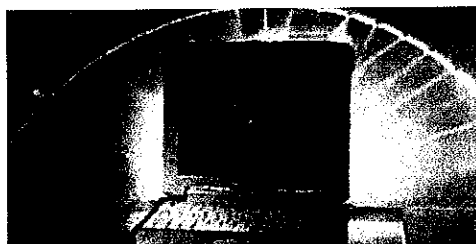
Panasonic actually builds many of the machines and robotics used to automate the motherboard production process, using them for our Toughbook mobile computer and Toughpad tablet product line. A robotic arm takes the motherboards and checks they are working as expected, while different machines use lasers to ensure all components are properly attached to the boards. Boards are scanned by a high-resolution camera and compared to a master copy, which picks out the tiniest variation and separates it from the production line. Panasonic's commitment to quality is unrivaled, with more than 500 checks and tests conducted on every unit throughout the manufacturing process. Panasonic Toughbook mobile computers and Toughpad tablets must endure torturous tests at Panasonic R&D and quality assurance facilities on a daily basis. These rigorous tests have been ongoing for more than a decade as Panasonic technicians continue their quest for even higher levels of computer reliability and performance under the harshest conditions. The technicians are so demanding that more than 1,000 Toughbook mobile computers are deliberately damaged every year, just to determine how tough they really are. The quality assurance testing program helps ensure that all newly manufactured Toughbook mobile computers and Toughpad tablets meet Panasonic's high quality standards. In addition, testing seeks to reveal any product weaknesses so that engineers can then design even greater durability and reliability into future Toughbook mobile computer or Toughpad tablet models.

Examples of the various tests that Toughbook laptops and Toughpad tablets undergo includes:



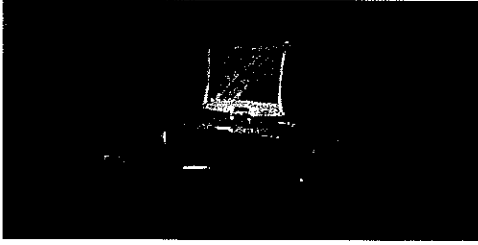
#### **Drop and Shock Resistance**

To ensure they withstand repeated high impacts, Panasonic mobile computers are repeatedly drop-tested.



#### **Liquid Resistance**

Panasonic mobile computers are extensively tested for the ability to withstand varying degrees of liquid exposure.



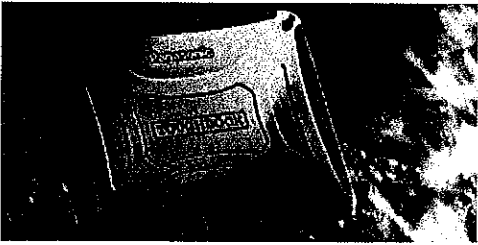
### **Vibration Resistance**

Rugged Panasonic mobile computers are designed to function even after enduring constant, high-level vibrations.



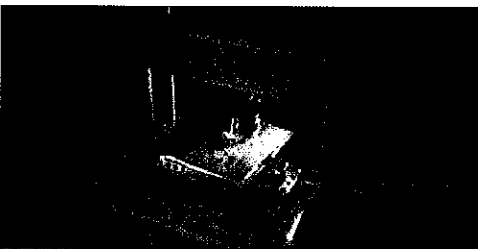
### **Particle Resistance**

Fully-rugged computers are tested to resist dust and other harmful particles.



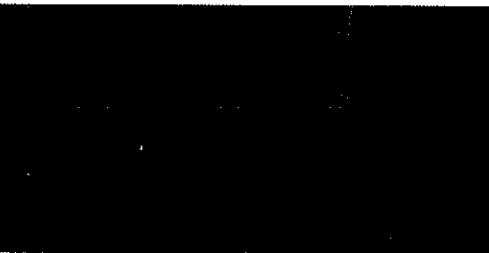
### **Temperature Resistance**

Panasonic mobile computers undergo extensive testing to ensure they withstand extreme high and low temperatures.



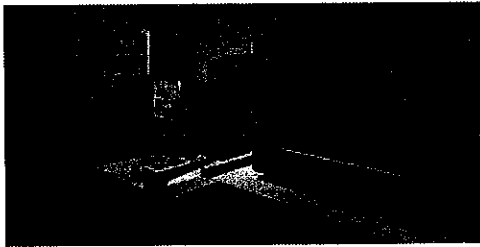
### **Pressure Resistance**

Rugged, reliable Panasonic mobile computers are built to take the pressure — physical as well as atmospheric.



### **Humidity Resistance**

Panasonic mobile computers are thoroughly tested to operate after long exposure to highly humid conditions.



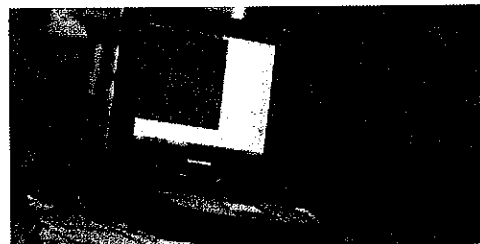
### **EMI and EMC Testing**

Panasonic computers are tested to ensure they do not emit or experience interference from unwanted electromagnetic energy.



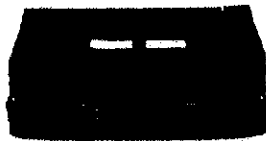
### **IP65 Testing**

For protection against dust and water ingress, few laptops equal the IP65 certified rating of Panasonic mobile computers.



### **Wireless Testing**

Rugged Panasonic mobile computers undergo extensive real world testing to assure a superior wireless experience for users.



### **Haz Loc Testing**

Panasonic mobile computers go beyond UL60950 testing to achieve ANSI 12.12.01-2000 Hazardous Locations certification which assures safe operation in areas where potentially explosive or flammable substances may be present.

## Case Study: Eaton County first-responders depend on Toughpad: Upgrading to Panasonic Toughpad FZ-G1 tablets results in countywide cost savings, efficiency gains

Eaton County, Michigan

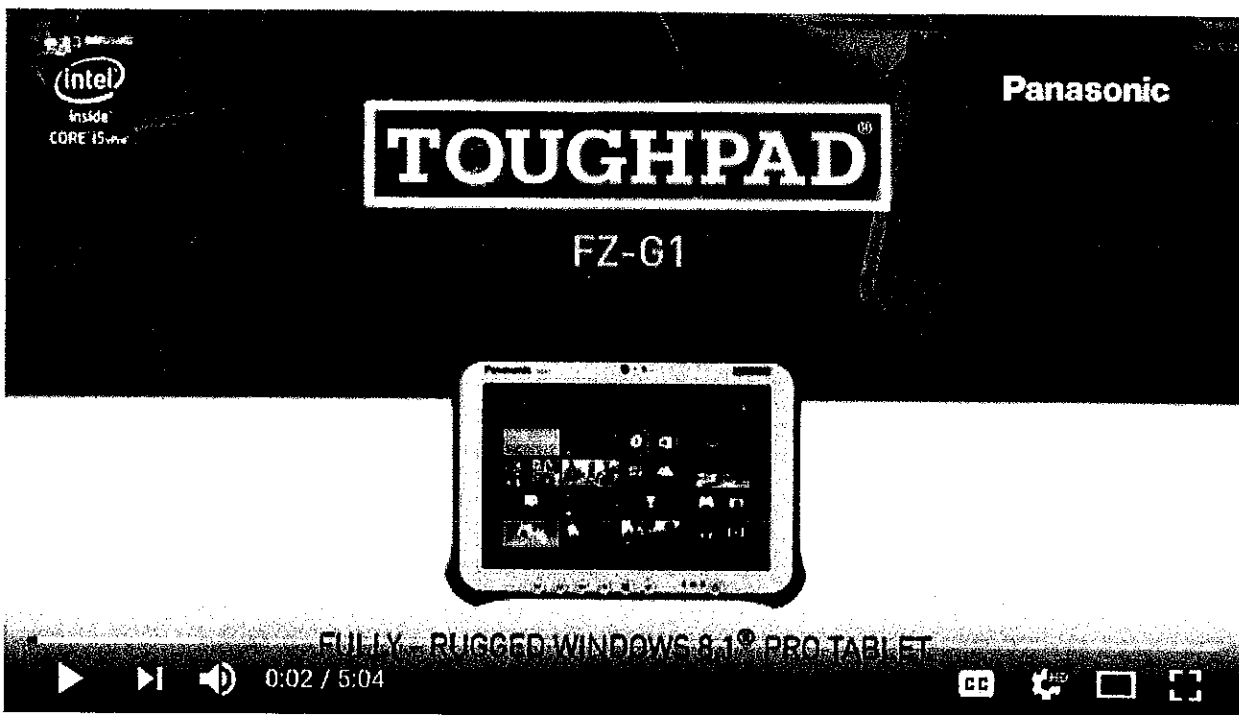
<http://business.panasonic.com/toughpad/US/eaton-county.html>

In 2011, the government of Eaton County, Michigan, faced a dilemma. The rugged mobile computers used by law enforcement personnel throughout the county were aging and needed to be replaced. As with local governments across the country, funds to upgrade to new technology were tight. Despite a long history of relying on Toughbook® laptops, administrators decided to make the switch to a consumer-grade device for its first-responders. "The idea was, they could buy five of them for the cost of one Panasonic," said Nathan Nighbert, network administrator, Eaton County Information Systems.

Soon, the true cost of the new consumer-grade technology became clear. Devices frequently broke down, overheated or suffered damage in the field. Functionality and connectivity were limited, requiring personnel to return to the office to complete reports and perform other tasks. The county's small IT team spent substantial time repairing and replacing devices. Most important, the breakdowns kept officers off the road when they could have been in the field serving the community.

"In the end, we weren't saving the taxpayers any money," Nighbert said.

Two years later, the county decided again to try something new — with a familiar partner. After spotting a Panasonic Toughpad FZ-G1 rugged tablet at a tradeshow, Nighbert and his team, led by Eaton County Information Systems Director Robert J. Sobie, tested and deployed the tablet to law enforcement personnel, as well as the county's fire and EMS workers. Today, all of Eaton County's 16 law enforcement, fire and EMS agencies use Toughpad FZ-G1 tablets. Not only are they proving to be ideal for first-responders in the field, but the Information Systems department now spends less time and money to support a greater number of devices across more county agencies.



[https://youtu.be/A\\_D\\_7ZbbhsY](https://youtu.be/A_D_7ZbbhsY)

# Case Study: Houston Fire Department Emergency TeleHealth and Navigation (ETHAN) Project

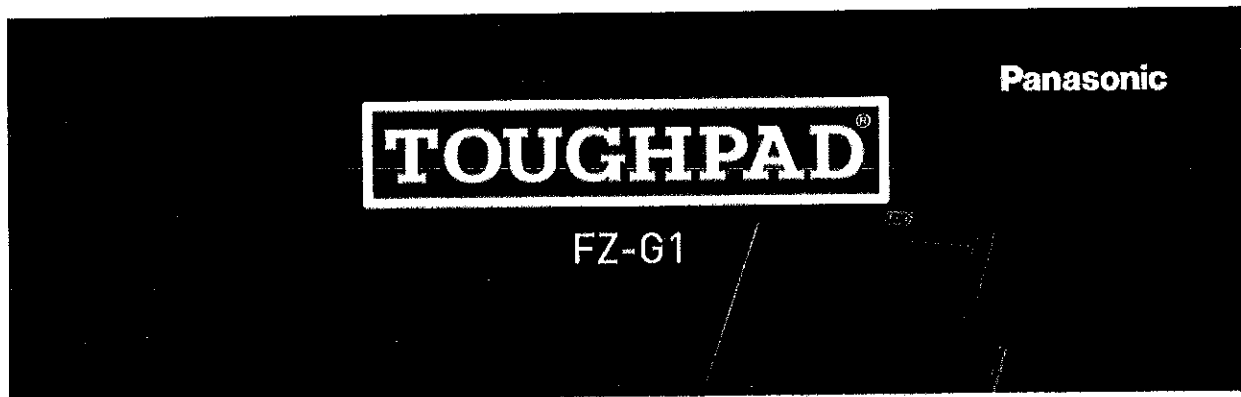
Houston Fire Department

<http://business.panasonic.com/toughpad/houston-fire-ethan-project.html>

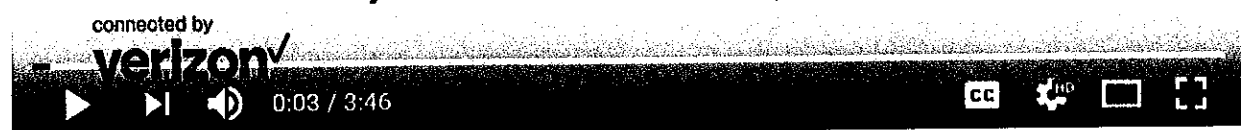
Houston, Texas is the fourth largest city in the USA, and its emergency services respond to more than 800,000 x 911 calls every year. Historically though, the problem has been that a large percentage of these calls are not emergencies, and can be dealt with other healthcare providers within a longer frame time. It was this challenge that prompted the Houston Fire Department in collaboration with the Department of Health & Human Services to implement a new, highly innovative system utilizing rugged Panasonic Toughpad FZ-G1 tablets on a wireless network. What this enables the paramedics to do is to consult with physicians in a virtual world, to get a professional evaluation before deciding that emergency care is actually not required. The results of the Houston experiment have been hugely successful. The case history found that in 80 percent of the cases in which it had been utilized, unnecessary, costly ambulance trips and ER visits were avoided.

Previously every 911 call in Houston resulted in EMS personnel, paramedics and firefighters responding by getting to the patient's location as quickly as possible. A preliminary evaluation would be done before the patient was taken in the ambulance to an ER doctor. This took, on average, about an hour, excluding the time spent in ER and completing records. While this isn't a problem if the person really does need emergency treatment, but when a patient could safely wait to see a healthcare provider either later on or the following day, they were essentially taking an ambulance out of the system for an hour.

The Houston Fire Department has embraced the challenge, using a rugged Panasonic Toughpad FZ-G1 to come up with an innovative solution to the problem. In 80 percent of the cases where it was first utilized, the fire and EMS Toughpads were successful in totally avoiding costly ambulance trips and emergency room visits that were unnecessary. Now Houston Fire Department's first responders set up a videoconference between a trained emergency medical physician and the patient, using a Toughpad FZ-G1. The doctor reviews the patient's vital signs remotely by asking questions that will enable him or her to make an informed decision of whether the ambulance needs to be sent out or not. If it isn't necessary, the physician can assist the patient to make an appointment to see a doctor as soon as possible.



## ETHAN Project Emergency TeleHealth and Navigation City Of Houston, TX Fire Department



<https://youtu.be/5uXX8sQX214>

# MOBILE COMPUTERS IN LAW ENFORCEMENT:

## Fit the Mobile Solution to the Task



Police departments have installed computers in patrol cars for many years. Ruggedized laptops mounted in vehicles enable officers to interact with computer-aided dispatch (CAD) systems, issue traffic citations, access criminal databases and perform other mission-critical functions.

Of course, much police work takes place outside the vehicle. When an officer responds to a domestic disturbance, a detective interviews witnesses or first responders arrive at an incident, these personnel need computing power in their hands — not back in their vehicles.

Police departments are under tremendous pressure to keep communities safe and remain accountable to the public, all while contending with budget constraints. To work as effectively as possible, a police department must equip each staff member with the technology best suited to his or her role.

### VARIETY PROVIDES FLEXIBILITY

Like their counterparts in other fields, police have discovered the tremendous potential of handheld computing. Portable devices such as rugged tablets and handhelds act as force multipliers, increasing law enforcement officers' productivity. These devices make it easy for officers to take notes while in the field, without writing down information and then retyping it in the car. They also enable officers to retrieve mug shots and driver's license information, view crime databases and capture videos, at any time from anywhere.

Some departments have turned to the consumer market to equip personnel with smartphones or tablets. But devices developed for consumers fail at a higher rate than rugged devices, which are designed specifically for challenging environments. One study found that small-form,

non-ruggedized devices failed at a rate of 12.9 percent, compared with 7.9 percent for similar ruggedized devices.<sup>1</sup>

The higher failure rate of non-ruggedized devices can increase the total cost of ownership. Repairing or replacing a failed device — or bringing replacements to personnel in the field — consumes precious resources. When a failed device leaves an officer without access to essential data or an important communication channel, that officer becomes less efficient — and potentially less safe.

The best mobile computing choice for law enforcement is ruggedized devices, which come in a variety of form factors to meet different needs.

**Ruggedized, vehicle-mounted laptop.** The traditional choice for police departments is the ruggedized laptop mounted in a docking station at the front of a vehicle. Designed to withstand shocks, vibration, drops and extreme temperatures, this type of computer provides the same performance found in a desktop system. Usually running in a Windows environment, a vehicle-mounted laptop might integrate features such as a webcam, and can connect with printers and other peripherals.

Vehicle-mounted laptops have a variety of advantages. For example, personnel who share a car on different shifts can also share the computer, saving department resources.

Additionally, departments that purchase vehicles with in-dash display screens and controls can install the laptop in the trunk and connect it to the onboard system, conserving real estate in the front seat.

**12.9%** of small-form, non-ruggedized devices fail

—vs.—

**7.9%** of ruggedized devices fail



#### FEATURES TO LOOK FOR:

- ✓ glove-sensitive touchscreens
- ✓ multiple communication options (Wi-Fi/Bluetooth/4G)
- ✓ GPS capabilities
- ✓ long battery life
- ✓ ability to withstand drops, shocks, water, heat and cold

Ruggedized, vehicle-mounted laptops are well-suited for interacting with a CAD system, running license plates, accessing databases and writing reports.

**Ruggedized tablet.** Like their non-ruggedized cousins, ruggedized tablets come in different sizes; typical tablets might feature a 10.1-inch screen or a 7-inch screen. Many devices run either a Windows or Android operating system. Features to look for include glove-sensitive touchscreens; a variety of communications options (Wi-Fi, Bluetooth and 4G, for example); GPS capabilities; front and rear cameras; long battery life; and the ability to withstand drops, shocks, water, dust, heat and cold.

With ruggedized tablets, police personnel gain access to the data and functionality they need to protect the public wherever their work sends them. This level of mobility is especially important in police departments that use smart policing, where law enforcement officers base their strategies and tactics on knowledge extracted from data. A ruggedized handheld device can give field officers access to a host of software solutions to support smart policing. These solutions can take advantage of cameras, GPS and other capabilities built into the device to make policing more efficient.

Ruggedized tablets are well-suited for taking notes during interviews, writing reports, issuing parking citations, capturing photos at a crime scene, accessing criminal databases and other functions an officer needs to perform while on foot in the community.

**Ruggedized two-in-one.** Some of the newest products for law enforcement computing offer the best of both worlds — a laptop computer built to perform in the toughest environments, with a detachable screen that doubles as a ruggedized tablet. A two-in-one device offers the features and functions available in both vehicle-mounted and handheld computers, including a full-sized keyboard, giving officers the most suitable tool for every aspect of the job.

#### ADVICE FOR CHOOSING AND IMPLEMENTING MOBILE DEVICES

When choosing computers for law enforcement officers to use in the field, it's important to consider the price tag attached to a device, as well as the total cost of ownership. That includes the cost of maintaining the department's devices, fixing or replacing them when they fail, and supporting officers in the field while their devices are out of service. Given how heavily law enforcement agencies depend on data access, reliability is crucial.

As you plan your purchase, work with a partner that offers hardware, product and service bundles. You might want a service contract that includes imaging, maintenance and repair. Or you might want help choosing from among the many mobile applications available to law enforcement, implementing those solutions or supporting your end users.

If you're replacing older vehicle-mounted systems, consider buying a product that is compatible with the mounting hardware currently installed in the cars. You've already paid for that equipment; it makes sense to get even more mileage out of your investment.

#### CONCLUSION

Police officers need reliable tools with enough flexibility to support them in every challenge that comes their way and help them stay accountable to their communities. Working with an expert partner, your department can choose and implement the right mobile solution for every officer you send into the field.

**Endnote**  
 1. Cost of Ownership: Total Cost of Ownership, Trends For Mobile Computing and Communication Platforms, Third Edition (VDI) Report, by the Gartner Research Group, <http://www.gartner.com/doc/3166259/>

*This piece was developed and written by the Emergency Management Content Studio, with information and input from Panasonic.*

Produced by: **EMERGENCY**  
MANAGEMENT

Emergency Management brings together leaders who drive the nation's prevention, protection, response and recovery operations. Emergency Management is a division of e.Republic, the nation's only media and research company focused exclusively on state and local government and education. [emergencygmt.com](http://emergencygmt.com)

For: **Panasonic**

Panasonic delivers game-changing technology solutions that empower professionals throughout the public sector to drive better outcomes. Panasonic engineers reliable, rugged mobility solutions that help create, capture and deliver data of all types, where, when and how it is needed. [toughbookterritory.com/em](http://toughbookterritory.com/em)

# When Rapid, Reliable Access to Information CAN BE A MATTER OF LIFE AND DEATH

Mobilizing Laptops, Tablets and 2-in-1  
Devices for Fire/EMS Agencies



**M**obile computing devices have become an essential tool for public safety personnel. They provide critical information when responding to emergencies and they aid in keeping the public safe. Thanks to the growing availability of mobile apps and services, these devices — when connected to a reliable mobile network — can help firefighters, first responders, emergency medical technicians (EMTs) and other personnel make informed split-second decisions that save lives and property.

Agencies have many options when it comes to choosing mobile devices. Although vehicle-mounted laptops have become a standard part of the working day, agencies can now consider replacing or augmenting existing laptops with tablets and 2-in-1 detachable laptop devices.

This paper offers information and advice on how to choose the right mobile computer to support your department's mission.

## TACTICAL REINFORCEMENT

Fire departments and emergency management services (EMS) are increasingly using mobile devices and mobile connectivity to collect, access and share data in the field. The most important benefit of doing so is faster, more informed decision-making.

Using connected laptops or tablets to access a person's incident history, allergies and medications; monitor vital signs; and document information on electronic patient care recording (EPCR) forms, EMS teams can more accurately assess and treat patients as well as quickly share information with emergency rooms and other agencies as situations evolve.

Firefighters and other first responders can use computer-aided dispatch (CAD) and other services to manage resources across agencies and jurisdictions; communicate their status; and access maps, building plans, occupant data, hazardous materials (hazmat) info and hydrant locations — without interfering with other radio communications. As Michael Nunn, deputy chief of Morris Township Fire Department, says, "In situations where there's a lot going on, we can communicate directly with the dispatcher via chat, so it eliminates radio communications."

## DEVICE CHECKLIST

- ✓ Provides live access to records, databases and updates
- ✓ Allows agency collaboration and data analysis
- ✓ Improves situational awareness
- ✓ Enables real-time documentation of events
- ✓ Streamlines reporting

## SAVING LIVES WITH REAL-TIME INFORMATION

The Morris Township Fire Department in New Jersey serves 24,000 residents over 15.8 square miles. The department's engines and other vehicles feature rugged laptops and mobile network connections that allow firefighters, dispatchers, neighboring departments and other personnel to access and share real-time information during emergencies.

Details about an incident location, such as the nearest hydrants, the presence of hazardous materials, whether oxygen is used at a home, or whether disabled residents live there, is displayed on the device screen as soon as the fire company is dispatched to a call.

"The most vital part of the system is, as we are responding to calls, that all the updates are coming live, right to the computers, right to the apparatus," says Chief Jesse Kaar. Devices can feature a built-in long-term evolution (LTE) modem, which provides a secure connection and eliminates the need for an external modem. This option also means that the entire solution — including the wireless connectivity — is within one device and is rugged. Another option is to connect to a portable mobile hotspot. All of these capabilities allow personnel to focus on their core tasks.

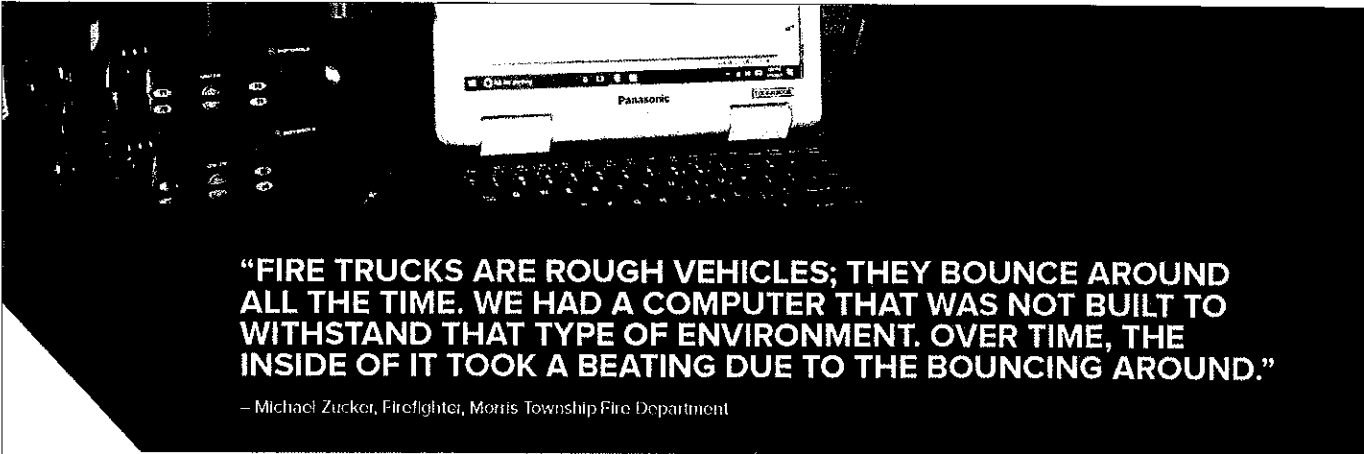
As Morris Township Firefighter Michael Zucker explains, "When you get a call, the goal is to get into a fire truck and go — not turn on the modem and have a computer connect to it." When the modem is built into the device, it requires less support and the wireless connection is better protected. In addition, the LTE modem allows the user to connect via both voice and data at the same time.

Besides receiving life-saving data, the device on the apparatus can share information with dispatchers and other agencies. This capability is essential to keep everyone informed about the status of an emergency and enlist (or provide) mutual aid if needed.

Being able to share information from the field has other advantages. "When we get done with a call, we can go into the reporting system and file incident reports right away, while people easily remember what happened on the call," says Chief Kaar.

In the past, the department would start its reports at the scene, using paper forms to fill in the property owner's information and names of people involved. Then, personnel would go back to the station to write the narrative. The process was inefficient and wasteful, and information was difficult to share.

"These devices just make our life a little easier all the way around," says Chief Kaar.



**“FIRE TRUCKS ARE ROUGH VEHICLES; THEY BOUNCE AROUND ALL THE TIME. WE HAD A COMPUTER THAT WAS NOT BUILT TO WITHSTAND THAT TYPE OF ENVIRONMENT. OVER TIME, THE INSIDE OF IT TOOK A BEATING DUE TO THE BOUNCING AROUND.”**

– Michael Zucker, Firefighter, Morris Township Fire Department

### **EVALUATING MOBILE TECHNOLOGY – Going Beyond Consumer Requirements**

Mobile devices used in public safety have unique requirements. To get the best value and provide appropriate support for personnel, agencies should consider:

**Form factors and device features** – Consider how personnel will use a device and how portable it needs to be. If responders mainly receive data, a tablet may be best. If responders input a lot of data (e.g., EPCR forms), a laptop may be easier to use than a tablet’s onscreen keyboard. Be sure that users can read the screen in both bright light and total darkness. Can responders use a touch screen while wearing gloves? Can they disinfect the device?

**Ruggedness** – Most consumer devices are not designed for the hardships of service in fire departments and EMS. Devices must survive heat and cold; dust, smoke and water; and drops, shock and vibration. Some agencies attempt to save money by buying lower-priced, consumer-grade devices and then adding screen-protection cases that are not designed for rugged use. If a case is not properly designed, internal device components can separate, overheat or otherwise malfunction. Besides jeopardizing safety, devices that can’t “stand the heat” raise the total cost of ownership (TCO) by requiring more frequent repair and/or replacement (see sidebar on TCO).

**Battery life** – Again, your usage scenarios should determine selection. In-vehicle devices may have a constant source of power (from the vehicle’s battery), and some personnel may even be able to recharge portable devices between calls. However, long battery life may be essential for operations in the field where vehicles are inaccessible.

**Data privacy and security** – Agencies using EPCR forms and sharing patient data must comply with Health Insurance Portability and Accountability Act (HIPAA) requirements and other regulations regarding patient privacy and data security. Be sure you can manage and secure devices to protect data.

### **EVALUATING NETWORK CONNECTIVITY – Who’s Got Your Back in the Middle of Nowhere?**

When seconds count, network connectivity is a lifeline to critical information. The following network capabilities are essential:

**Reliable connectivity and coverage** – Look at a network provider’s service level agreements (SLAs), as well as its actual performance record. How often does it drop connections? What areas does coverage not reach? Also, be sure that mobile device docking stations support “pass through” to antennas that can be mounted outside the vehicle. This allows the docking station to access the radio frequency outside the steel box that is your vehicle, with the height and gain of receiving in open air.

**Speed** – How long does it take to connect to the network, and how fast can data be transferred over it? Peak speeds can vary by 50 percent or more; it’s important to compare advertised and actual network speeds. You’ll need a 4G network that uses the LTE standard or something comparable.

**Scalable and secure virtual private network (VPN)** – Does the network provider support the secure transmission of patient information or other sensitive data, and can it expand its capacity as needed to do so (secure connections use more bandwidth)? A secure VPN not only extends an agency’s network to mobile devices in the field, it also can securely and quickly escalate critical applications and prioritize first responder traffic.

**Customer service** – Good customer service is essential. It builds trust between customers and the company, and is often more important than price. With technology, problems will always arise, but customers will feel comfortable when they can easily voice their concerns and know that issues will be resolved quickly.

**Partnership with device providers** – Some network providers and device vendors work together to create solutions that optimize performance. Be sure that devices are tested and certified to work with the network provider you choose.

## MOVING TOWARD A SUCCESSFUL MOBILE STRATEGY

Mobile devices and network connectivity can be a vital asset to fire departments, EMS and other public safety agencies — but only if you choose and implement them carefully. To get the most out of your investment in a mobile strategy, consider the following best practices:

- ☑ Identify your needs and use cases, and purchase devices that address those needs.
- ☑ Get input from professionals in the field and shadow them on the job to gain buy-in and discover opportunities to streamline tasks and improve processes.
- ☑ Minimize changes to workflow and other processes.
- ☑ Provide sufficient training so personnel are prepared to use devices fluently in emergency situations.
- ☑ Consider needed applications and how they affect bandwidth, storage, performance and other requirements.
- ☑ Leverage existing investments and identify the path for migrating/augmenting existing solutions. Doing so can be complex; a reputable third-party provider with expertise in this area can help you through the process.

**“IT’S IMPORTANT TO HAVE A SUPPORT STRUCTURE THAT NON-TECHNICAL PEOPLE CAN GO TO. THE GOAL IS TO KEEP THE SYSTEM UP AND RUNNING FOR THAT PERSON; A NON-TECHNICAL PERSON GETS VERY FRUSTRATED IF THE SYSTEM IS NOT UP AND RUNNING.”**

— Michael Zucker, Firefighter, Morris Township Fire Department<sup>1</sup>

Firefighters and other emergency response personnel already have a lot on the line when a call comes in. They shouldn’t have to worry about the tools they use to do their job. With the right mobile devices and a reliable network, fire departments and other public safety agencies have the information they need to protect not only the people they serve, but also their personnel.

## TOTAL COST OF OWNERSHIP — MORE TO LOSE THAN JUST MONEY

In many cases, a low-priced laptop or tablet at acquisition costs the organization — and the people it serves — more in the long run. It’s important to weigh the TCO to get an accurate picture of costs over time and create a sustainable solution. Besides incorporating long-term maintenance, repair and replacement costs, TCO should also include costs of associated equipment (e.g., docking stations), training and user support services, workflow revisions to accommodate digital forms and more. Finally, it’s important for agencies to consider mobile device failure rates and the resulting downtime in evaluating TCO. The cost of lost productivity, as well as the cost of injuries to personnel, property damage and potential lawsuits if agencies cannot respond adequately to emergencies, should be carefully considered.

### Endnote

1. All quotes from Center for Digital Government interview with Morris Township Fire Department, conducted on January 10, 2017

ALL PHOTOS BY LEONIA KPAL

Produced by: **EMERGENCY**  
MANAGEMENT

Emergency Management brings together leaders who drive the nation’s prevention, protection, response and recovery operations. Emergency Management is a division of e.Republic, the nation’s only media and research company focused exclusively on state and local government and education. [emergencygmt.com](http://emergencygmt.com)

connected by  
For: **verizon**

We help people, businesses and things communicate better. The digital world promises consumers a better, more connected life, and we’re the ones delivering it. We make it possible for people to stay in touch and businesses to connect with their customers. We’re also bringing technology and hands-on learning opportunities directly to kids who need it most. Our goal is to inspire tomorrow’s creators to use technology to build brighter futures for themselves, their families and the world. [www.verizonwireless.com](http://www.verizonwireless.com)

**Panasonic**  
**TOUGHBOOK**

Panasonic delivers game-changing technology solutions that empower professionals throughout the public sector to drive better outcomes. Panasonic engineers reliable, rugged mobility solutions that help create, capture and deliver data of all types, where, when and how it is needed. [toughbookterritory.com/tough](http://toughbookterritory.com/tough)

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#### 4. Service Requirements

- a. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:
  - i. Policies and programs detailing your efforts in these areas.
  - ii. Literature explaining your capabilities.

Panasonic ProServices provide cradle-to-grave protection for your Panasonic Toughbook laptops, Toughpad tablets and our full breadth of product offerings. Use Panasonic ProServices ensures uninterrupted worker productivity and low ownership costs throughout the life of your project. Panasonic ProServices benefit everyone in your organization who is impacted by mobile computing solutions and other Panasonic technology: your IT department, finance staff, and mobile workers. The benefits and TCO value of Panasonic ProServices will provide your organization with assurances of a successful implementation and reduce overall cost factors by:

- Freeing up IT Resources to Speed Deployment - IT staff can focus on more strategic work load by having Panasonic handle computer deployment and repairs. Plus, devices get into workers' hands sooner.
- Reduce Total Cost of Ownership (TCO) Costs - Our low product-failure rate augmented by Panasonic ProServices means that a typical three-year refresh cycle can be stretched to four or five years with low, predictable service costs.
- Keep Mobile Workforce Productive - Boost mobile worker productivity by having systems configured and deployed by Panasonic. And if the need ever arises, we offer prompt repairs.

By using Panasonic ProServices Consulting Services, you get your Toughbook laptop and Toughpad tablet computer deployment off to a good start by taking advantage of the years of experience our consulting engineers have in a wide range of deployments. Specific services include:

- System Assessment - We evaluate your current IT setup—including imaging processes, networks, encryption, and endpoint security—and make recommendations to ensure a successful Toughbook or Toughpad computer deployment with low lifelong ownership costs.
- Worker Ride-Along - For deployments involving vehicle mounts, our mobility experts accompany your field workers to observe firsthand how the computers are used in a vehicle. They recommend business process improvements and mounting solutions that will result in maximum worker productivity and comfort with minimum interruption to the job at hand.
- Image Creation and Validation - Panasonic uses industry best practices to create your master software image, test it, and ensure that there are no operating system or driver issues.
- Expert Training Programs - We can train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications.

Panasonic has reviewed each requirement outlined for this solicitation and we have a proven track record delivering a variety of services that support our proposed products for the City of Tucson as well as participating National IPA agencies. Our team is confident that our response meets or exceeds many of the scope of work and technical specifications, but also affords significant deployment and operational advantages as a result of Panasonic's manufacturing excellence to support mission-critical uptime and operational availability for emergency first responders. The Panasonic ProServices team has vast knowledge of Panasonic hardware and software deployment and expert experience with Microsoft Deployment technologies certified in Microsoft Deployment Toolkit and certified in Microsoft SCCM. Our Technical Field Managers and Engineers have many years of deployment experience to ensure a successful deployment. In collaboration with our strategic authorized reseller partner, Panasonic can provide professional project management services to complete all or a portion of the work required by the City of Tucson and also be of great benefit to the participating National IPA agencies. For the other Panasonic products listed, Panasonic also provides professional services to support each individual product line including but are not limited to - Consulting, Implementation & Deployment, Integration, Customized Software, 3<sup>rd</sup> party Interfaces, Training, Installation and Technical Support for:

- Panasonic Handheld Device Services
- Panasonic Arbitrator and Body Worn Camera Services
- Panasonic Display Services
- Panasonic Projector Services
- Panasonic Professional Audio Visual Services
- Panasonic Physical Security Camera Services
- Panasonic Scanner Services

b. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.

Any direct Panasonic Professional Services that support a proposed Panasonic product has a corresponding Panasonic SKU/Description to delineate between our services and any Authorized Reseller services. As previously mentioned, Panasonic has many Technical Field Engineers and expert ProServices Project Managers located across the United States in relation to our sales regions as well as our dedicated Mobility Sales team that also uses their support during the pre-sale stages to ensure that each customer deploys the right solution. Panasonic will coordinate support through its authorized resellers to each customer and insure that a customized support program is in place for a customer.

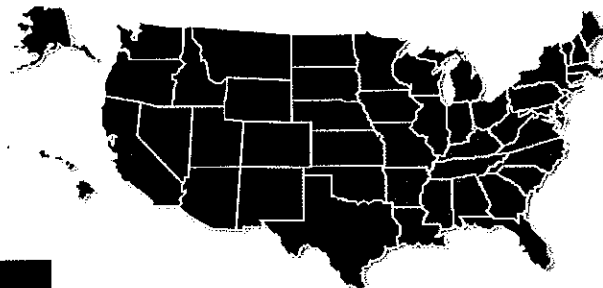
- c. Describe the types of customer service available to agencies that use this contract:
1. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team? If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller. If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?

As a manufacturer, Panasonic maintains a dedicated Public Sector team to assist participating National IPA agencies with pre-sales, order, order fulfillment, and customer support.

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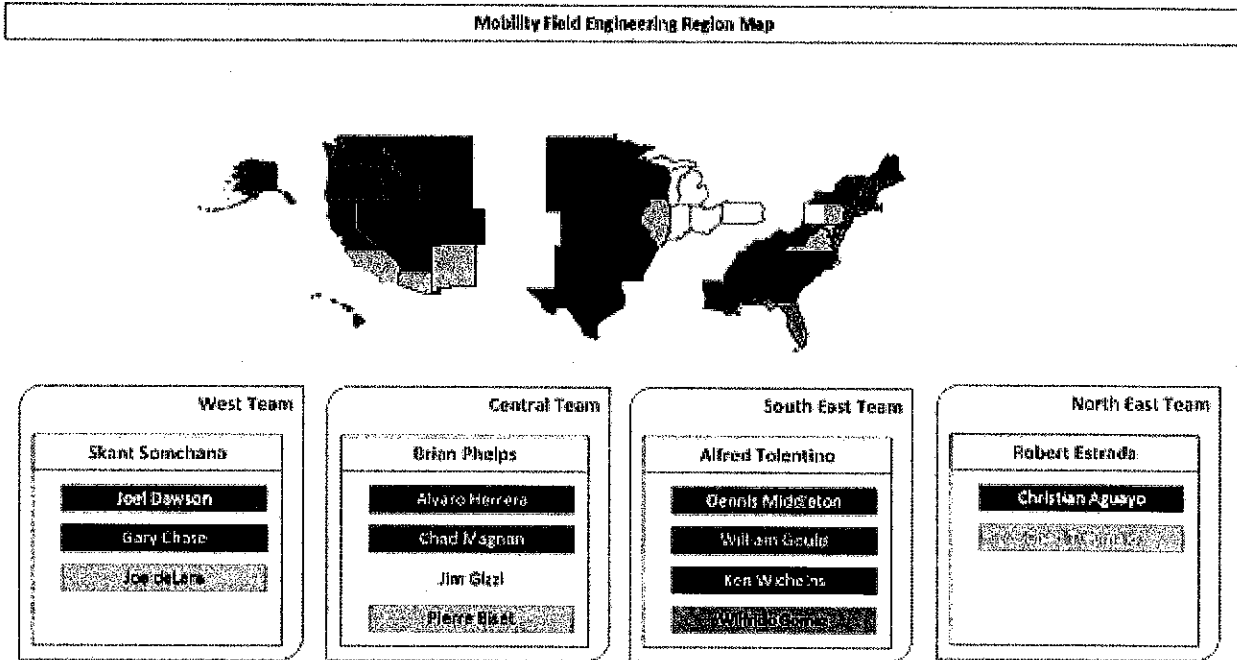
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2. How are problems resolved?

To ensure the highest quality of technical service, Panasonic's management team continually monitors our technical support hotline and our technical support managers in the field. This helps to guarantee that our response guidelines are being met or exceeded. In order to support the City of Tucson's or participating National IPA agencies' rugged mobile computing deployments, Panasonic has Technical Field Managers located across the United States to service our government customers whenever and wherever they need it. The Panasonic business goal is to ensure that every customer is receiving the assistance they need every time they contact Panasonic with an issue, whether by phone or email. Our policy is to respond to every contact within four business hours.



3. What response time is guaranteed when a customer service request is made?

The Panasonic business goal is to ensure that every customer is receiving the assistance they need every time they contact Panasonic with an issue, whether by phone or email. Our policy is to respond to every contact within four business hours. This means that any issue the City of Tucson or participating National IPA agencies may encounter will be addressed no later than the next business day.

4. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?

Yes, Panasonic continuously monitors and tracks our product service history and annual failure rates as part of our written Service Level Agreements that tracks key performance metrics such as average call hold time and repair turn-around times. On the rare occasion a Panasonic Toughbook laptop or Toughpad tablet computer fails, the Panasonic National Service Center at Heartland does not have voicemail; customers or partners will always receive a live person to consult with. At our National Service Center, every unit that is repaired undergoes extensive quality control checks before it leaves our facility. As a result, our re-repair rate for units sent back for the same problem within 30 days is less than 1%. This level of commitment and consistency is evident in the quality of support and customer service that the Panasonic National Service Center at Heartland Services delivers. And Panasonic routinely conducts a survey of customer satisfaction in solutions business from sales proposals to maintenance and service to check for gaps between customer expectations and customer evaluations of Panasonic, and connects those results to improvements of services to our customers.

- Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.

Technical assistance via the Panasonic Technical Support Hotline is available at no additional charge via 1-800-LAPTOP5 or 1-855-PSC-TECH (772-8324). This resource is available 24x7 and the average time on hold time is less than 60 seconds.

- Submit additional information that will aid the City in evaluating your proposal.

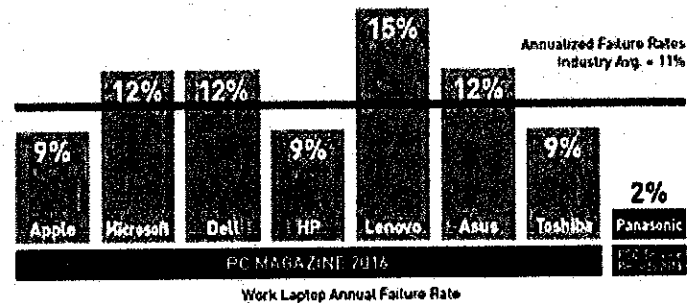
Because Panasonic is a core manufacturer using superior materials and stringent quality control processes, Toughbook® mobile computers are more reliable than standard laptops. Inside and out, Toughbook mobile computers are packed with the best materials and technologies available for mobile computing. Features on many Toughbook mobile computers include:

- Reinforced, integrated antenna retracts into case design to protect against damage
- Sealed LCD to provide extra protection against moisture and dust
- Internal dampers and seals isolate the LCD from shock, vibration and moisture
- HDD mounted in damping polymers to help insulate against sudden blows
- Flexible connectors between the hard drive and system board to protect against the transfer of shock from drops and bumps
- Sealed keyboard and touchpad prevent damage from dust and spills
- Environmental seals protect the multimedia pocket, PC card slots and connection terminals from moisture and dust
- Full or partial magnesium alloy casing that protects against bumps, drops and knocks
- Anti-scratch and thermally reflective coatings

With published annual failure rate now of only 2%, Panasonic Toughbook laptops, Toughpad tablets and Handheld devices are some of the most durable and reliable ruggedized mobile computing devices in the world, the quality, durability and reliability of Panasonic Toughbook laptops and Toughpad tablets translate into significant financial advantages. In situations that would damage conventional computers, rugged Toughbook computers keep performing. As a result, users eliminate costly repairs or replacements, and avoid wasting time to recover lost work. The bottom-line results are compelling: lower total cost of ownership (TCO) and greater return on investment (ROI) over the computer's useful life.

### INDUSTRY AVERAGE FAILURE RATE

Panasonic computers are over five times more reliable than the average computer used by businesses across America.\*



\*Comparing Panasonic actual data for Toughbook computers to PC Magazine reader-reported data for competitors.

- What is the turnaround time for repairs? Describe the process. Are loaner products available?

The Panasonic National Service Center at Heartland (PNSCH) has surpassed industry standards for their speed of repair and service performance. And they continue to work diligently to ensure that every unit received is serviced quickly. Panasonic's average turnaround time on Toughbook repairs over the past (6) years has been 1.65 days. The 1.65 days does not include the one (1) day for overnight freight to the National Service Center (NSC) or the one (1) day for return overnight freight back to the client. This figure does also not include the day the unit arrives at the PNSCH, as it may arrive on the early am shipment, or possibly not until later in the work day. Shipping charges for in-warranty repairs are paid for by Panasonic. To obtain service, please the simple steps outlined below:

1. Contact Panasonic Toughbook Technical Support by calling 1-800-LAPTOP5. Typical hold time is less than one minute, and technicians based in the United States who are managed and trained by Panasonic provide support. This team is dedicated to the Panasonic Toughbook product line. Calls can be placed from more than 150 countries in the world using AT&T 800 Direct service.
2. A technician will enter the caller and product data into the database system, determine the warranty status, and try to assist in resolving the issue during the call.
3. IN-WARRANTY REPAIRS - Once a qualified in-warranty hardware failure is determined, a Return Merchandise Authorization (RMA) number will be issued:
  - i. If the problem can be resolved by replacement of an item accessible to the caller — for example, battery, AC adapter, hard drive (most models), CD/DVD drive (some models), memory module (some models) — a Priority Exchange will be set up and a replacement device shipped overnight to the designated location so you are up and running the next business day. The defective item is returned to the Panasonic National Service Center at Heartland (PNSCH). Panasonic pays shipment in both directions.
  - ii. If the unit needs to be returned for repair, the unit can be shipped, pre-paid, by Panasonic to the NSC for repair and return. More than 80% of repairs are completed within two business days of receipt at the NSC. All units are thoroughly quality control checked before they are shipped back to the customer to virtually eliminate repeat failures.
4. OUT-OF-WARRANTY REPAIRS - If a unit is determined to be out of warranty but repair is required, the unit may be shipped pre-paid by the owner to the PNSCH.
  - i. An evaluation fee will be required to diagnose the repair so an estimate can be made of the total cost of repair.
  - ii. PNSCH will contact the customer for approval of the repair estimate, which includes labor, parts, shipping, handling and any taxes, before repairs are made.
  - iii. Once approved and payment terms are accepted, the unit is repaired and returned to the customer.

As part of Panasonic's optional ProServices, Panasonic also offers customizable priority exchange and hot swap inventory programs that can be customized to meet the specific needs of the City of Tucson and participating National IPA agencies.

8. Describe the warranty period of products. Submit information on your warranty programs.

#### Panasonic Repair and Replacement Services

With mobile workers so dependent on their computers, even a few hours of downtime can be catastrophic. By protecting your Toughbook laptop and Toughpad tablets with Panasonic warranty services, you will speed repairs, manage budget processes more predictably, offload your internal IT staff from unpredictable repair fire drills, and prevent interruption in productivity. Customers repeatedly tell us that Panasonic warranty services are worth every penny. Our repair and replacement services include:

- Standard Warranty - Our Standard Warranty protects your Toughbook and Toughpad computers from manufacturing defects for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline; online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer-replaceable parts and repaired units; and access to Panasonic field service personnel.
- Protection Plus (Accidental Damage Coverage) - Augment our Standard Warranty with no-fault accident coverage. Accidents happen in mobile work environments, and Protection Plus provides prompt repair of all major computer parts. And in cases when the damage is beyond repair, we will replace the entire device. With Protection Plus, your workers experience minimal disruption, and your IT staff is not sidetracked with surprise repairs. Additionally, your finance staff will be happy to know that they'll never need to worry about funding unexpected repair costs (even for minor repairs) after deployment. This helps them budget entire projects without those surprises.

- 24-Hour Hot Swap Exchange - Get overnight delivery of a Toughbook or Toughpad computer if a unit fails. Instead of waiting for a repair, you're immediately sent a device from an inventory of customer-owned, pre-imaged computers stored at our National Service Center. Meanwhile, you send your damaged unit to Panasonic. We repair and place it into your on-demand inventory.
- On-site Service - When you just can't send a computer in to our National Service Center, we can send Panasonic certified technicians to your door to perform repairs on site.
- Extended Warranty - Extend our three-year Standard Warranty to a fourth or fifth year, stretching warranty coverage to match your refresh cycle. Extending your warranty delivers peace of mind, uninterrupted worker productivity, and significant reduction in out-of-warranty repair costs and IT workload.
- Recycling Service - Our convenient end-of-life service takes your retired devices and disposes of them in an environmentally responsible way.

The Panasonic standard warranty period for the proposed products are also enclosed as supplemental information.

## 5. Technology Requirements

- a. Describe your website and the ease-of-use for customers to perform the following types of tasks:
  1. to search for products
  2. to find alternate products (if a certain product is not available)
  3. to perform side-by-side price comparison to products
  4. to order products
  5. to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)
  6. to track order status, to include backordered items
  7. to determine when an item was received and who received it
  8. to restrict/block the ordering of certain line items and to restrict/block the ordering of groups
  9. to create approval paths/levels for orders, to include creating an approval path for restricted items
  10. to create a "favorites" list or other personalized list of frequently ordered items
  11. to create a "shared" list for an agency to use
  12. to obtain online customer service
  13. to receive online training
  14. to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders)
  15. to track their budget for purchases
  16. to generate reports
- b. Describe additional functionality offered by your website.
- c. Describe the hours your website is applicable? What are your hours of downtime, such as for system maintenance?
- d. Does your website offer real time product availability?
- e. If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer?
- f. Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?
- g. Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self-registration, are you available to assist in the registration process?

- h. Describe if your website can be customized for an agency's specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.
- i. Describe the types of online reporting that are available. Is customized reporting available?
- j. Describe your online return process (if available).
- k. Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?
- l. Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc.

City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date.

Customers can easily find the Panasonic products under each product category. In addition, Panasonic has made it a practice to set up a separate web portal area for contracts so customers can easily navigate to those products applicable on that respective contract. Also, Panasonic offers an ease of search to by the keyword or search function. Panasonic also offers the "briefcase" option to easily store products of interest and share them with colleagues. We also offer customized vanity URL functionality as required by customers for ease of use and navigation. Our proposal with respect to website capabilities is organized and aligned with our distribution model. In this case, the Panasonic Toughbook website provides for specific functionality, while our Authorized Resellers provide specific automations and additional functionality for the direct benefit those conducting procurement activates. In this respect, the primary services offered directly through the Panasonic Toughbook website, consist of the following:

- **Product Information**
  - Product Data Sheets
  - Solution Data Sheets
  - Industry / Vertical Market Case Studies
  - Cost of Ownership Analysis
  - Product Statistics
- **Reseller Support**
  - Program information
  - Product data
  - Reseller Education
  - Product Configuration Tools
- **Product / Customer Support**
  - On-line Toughbook Configuration Tool
  - Warranty information
  - Technical support contact directory
  - FAQs
  - Product Registration
  - Downloads
  - BIOS Updates
  - Driver Updates
  - Product Manuals
  - Utilities

The Panasonic Toughbook website is located at: <http://www.Panasonic.com/Toughbook/>.

Example images of the main site, as well as the Panasonic Product Configuration Tool, are provided on the following pages. Panasonic also offers its online Configurator at <http://business.panasonic.com/toughbook/order-toughbook-computers.html>

### Toughbook 31

Panasonic presents the Toughbook 31, the reliable laptop offering the highest performance in its class along with the world's most rugged design. With drop shock protection and a MIL-STD-810G and IP65 certification<sup>1</sup>, it's the undisputed leader in the fully-rugged category. Its new Intel Core™ i3 vPro™ and i3 processors along with available discrete graphics, pack a punch, to deliver desktop-class performance and improved video/3D graphics. The Toughbook 31 offers a 13.1" brilliant 1200 nit touchscreen available with Panasonic Circuluma™ technology, integrated webcam and up to 13.5 hours (20 hours with optional media bay 2nd battery). Six generations of delivering rugged performance plus twelve years of consistent docking compatibility, and you have a computer that will go the distance with you anytime, anywhere.



#### Configuration Options

CPU	Intel Core i7-3620M 2.9GHz	▼
Display	13.1" XGA Touchscreen LCD	▼
Operating System	Windows 7 Professional (with Win 8 COA)	▼
Backlit Keyboard	Backlit Emissive Keyboard	▼
Hard Drive	256GB Solid State Drive	▼
Memory (RAM)	8GB (4+4)	▼
Graphics (VRAM)	ATI Discrete Graphics	▼
Optical Drive	DVD Super MULTI Drive	▼
Wi-Fi	Yes	▼
Mobile Broadband (WWAN)	4G AT&T LTE	▼
SIRFstarII™ GPS	Yes	▼
Antenna Pass Through	Yes	▼
SmartCard Reader	No	▼

Purchasers will move between Authorized Reseller Online Systems transparently to utilize the configuration tool, and then place online orders utilizing the configuration specification automatically.

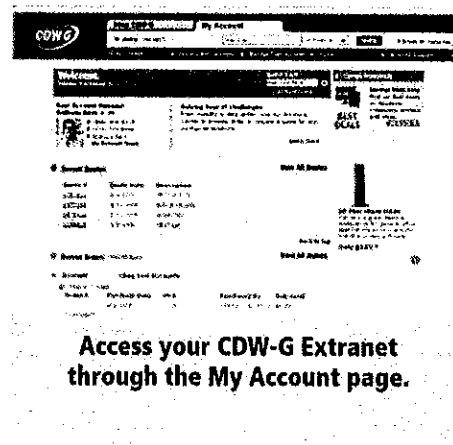
#### Examples of Authorized Reseller Procurement Websites

A representative response of our designated authorized reseller website portals are noted for easy-to-use online ordering and account management for the City of Tucson and participating National IPA agencies.

## CDW-G Web Portal Overview

Setting up a CDW-G Extranet account is quick and easy, you simply pick the company type in the drop box and enter a valid email address, user name and password to get started and establish a CDW-G Extranet free of charge and tap into suite of features and information that makes IT purchasing easy, accessible 24 x 7 via My Account tab.

Setting up a CDW-G Extranet account is quick and easy, you simply pick the company type in the drop box and enter a valid email address, user name and password to get started and establish a CDW-G Extranet free of charge and tap into suite of features and information that makes IT purchasing easy, accessible 24 x 7 via My Account tab.



<https://www.cdw.com/shop/eaccount/SignUp.aspx?target=/default.aspx>

A strength of CDW-G is their ability to implement solutions for customers quickly and effectively, with minimal impact on customer operations. In support of Panasonic customers, CDW-G has a long history of successfully implementing contract purchasing from an existing system to CDW-G, with numerous contracts similar in size and scope to this one.

Once the new account is register, CDW-G provides each customer with a dedicated Account Manager, as their main point of contact for all of their procurement needs. We have invested in technology to give customer's visibility to their Account Manager's whereabouts, such as the in/out of office status on the Extranet, as well as technology to allow contact with CDW-G representatives in a number of formats, from traditional phone calls to online chat.

The City of Tucson or participating National IPA agency authorized users can review their quotes online moments after they are created by the CDW-G Account Team. Then it can be printed, forwarded to colleagues or managers for preauthorization or converted to a live order. This CDW-G feature also lets you create your own quote right from your shopping cart, in addition to viewing contracts, volume and bid pricing online. Orders can be tracked online via the customer's CDW-G Extranet. This feature offers a full breadth of tools to track your order status and purchasing history. Customers can print original invoices, view outstanding balances and invoices, credits, and adjustments and/or payments. Customers can also download their purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats, including Microsoft Excel, CSV, and tab-delimited files. The system lets you automatically save this data in your spreadsheet or database applications. Customers may readily search your order, get your tracking number, check shipping status and request a Return Merchandise Authorization (RMA).

The CDW-G Extranet offers fast and easy online purchasing for the City of Tucson and participating National IPA agencies. Available to use 24 hours a day, the Extranet checkout system offers easy-to-use, customizable options for every size and type of organization.

And the CDW-G Extranet will automatically provide the City of Tucson or participating National IPA agencies with your special pre-qualified pricing and discounts on offered products. When a larger project is anticipated, your

Account Manager will assist you in road mapping – to help you find the best pricing available, based on the size and urgency of your need.

The screenshot shows the CDW.com checkout process. At the top, there's a navigation bar with the CDW logo and a 'My Account' section. Below that, the 'Checkout' page is displayed, featuring a 'Shipping Address' section with options for 'Personal Shipping Address' and 'Company Shipping Address'. There are also sections for 'Billing Information' and 'Assigned Contact Information'. The page is designed to be user-friendly and customizable.

**CDWG.com offers easy-to-use, customizable online purchasing options for every size and type of organization.**

### Contact Us

#### WEBSITE SUPPORT

Phone: 888.239.7270  
 Email: Site Support  
 Site Feedback  
 Hours: Mon-Thurs 7am-7pm CT  
 Friday 7am-6pm CT

#### CUSTOMER RELATIONS

For help with order status, product returns, or post-sales assistance.

Phone: 866.782.4239  
 Email: Customer Relations  
 Hours: Mon-Fri 7am-9pm CT

#### SALES SUPPORT

For general sales assistance.

Phone: 800.800.4239  
 Email: General Sales

#### TECHNICAL SUPPORT

For post-sales technical assistance.

Phone: 800.383.4239  
 Email: Technical Support  
 Hours: Mon-Fri 7am-7pm CT

Easy purchases start with the CDW-G smart shopping cart:

- Save time on reorders and collaborate with colleagues with options that help you save and share shopping carts.
- Build a shopping cart in seconds or quickly add items to an existing shopping cart with the QuickCart option.
- Estimate total costs before you checkout with the Shipping Calculator option.

Customize how you purchase with Standard or Express Checkout:

- Use Standard Checkout to select shipping, billing, and payment options as you go through the checkout.
- Set default options and use Express Checkout to make purchases, quick and easy.
- CDW-G employs the latest 128-bit encryption technology in all areas of the Extranet website, which requires you to provide your personal or account information. These include online ordering, order status, catalog requests and most contest forms. This is done to protect you from unauthorized use of the information you are sending to our server.

Take advantage of flexible shipping options:

- Sort shipping options by carrier and delivery type, estimated delivery time or price.
- Use CDW's pre-negotiated shipping rates or bill to your shipping account.
- Consolidate shipments - request to hold a shipment until all items are in stock.

The right payment and billing options:

- Pay by purchase order, credit card request lease terms2.
- Order online and phone in your payment information.
- Bill purchases to the right department when you activate our multiple account management option.
- Add Custom Fields to track and report on purchases according to accounting guidelines.

With the CDW-G Extranet, customers can quickly create quotes, retrieve quotes and collaborate with your dedicated account manager. Customers can quickly access a complete list of open quotes through the Extranet Quotes and Favorites menus and they can also search for a specific quote. After a customer retrieves a quote, one button click puts the items in the Extranet shopping cart to expedite an online purchase.

**Welcome**  
 J.R. Krebill Jr. 178  
 P (866) 210-2181  
 F (972) 966-1978  
 E J.R.K@CDW.COM  
 My Account Team

**Now Live! All New Shipping Methods Page**  
 Updated features make it easy to scan, select and save your shipping options when you make an online purchase or create a quote.

**Recent Quotes**

Quote #	Quote Date	Description
V352681	2/17/2009	HP STOCK SUPPLIES
V358122	2/17/2009	NEW GRAPHIC DESIGNER

**Recent Orders** (1 of 4)

There are no recent orders saved for your company.

**Your five most recent quotes are conveniently posted to your My Account page.**

**Access a complete list of open quotes through the Quotes and Favorites menu. You can also search for a specific quote by quote number.**

**After you retrieve a quote, one click puts the items in your shopping cart so you can complete your purchase online.**

The CDW-G advanced features include Company Favorites which are available to authorized agency users to:

- Share product preferences and standards across the organization.
- Post a list of preferred items.
- Save comparison charts so they may be shared and used again.
- Create bundles containing products typically purchased together.
- Post links to key online destinations such as Panasonic's website.

And personal favorites are links to an individual authorized user's personal view of an agency's Extranet home page. Personal favorites are set by the individual user and available just for them to:

- Keep favorite and frequently-purchased products close at hand.
- Save a list of frequently-reference products.
- Save comparison charts so they may be shared and used again.
- Create and save shopping carts for quick and easy repurchasing.

**Edit Company Favorites**

**Bundles**

Bundle Name	Description
Subtotal HP Color Laser	Consumables for HP Color Laser
System Graphic Designer	Computer and Software New Installation
System Sales Bco	Computer and Software New Installation

**Individual Products**

Product Name	CDW#	Availability	Price
Adobe Acrobat Standard... (v. 9.1) Complete Packag	1456537	In Stock	\$9.99
Belkin 10 PRO-SERIES USB 2.0 Extension Cable	141310	In Stock	\$9.99
Inno-lite Internet Office 850VA Standby UPS with DR2 for PC's	045455	In Stock	\$9.99

**Promote IT standards and save time on product research with links to preferred products, custom bundles and more.**

**Edit Personal Favorites for Kenneth Hammel**

My Subtotals allows you to save individual products and comparison charts for future reference.

**Individual Products**

Product Name	CDW #	Availability	Price
Epson 99 Ink Cartridge (cyan)	1557845	In Stock	\$9.99
Epson Artisan 140	1564259	In Stock	\$9.99

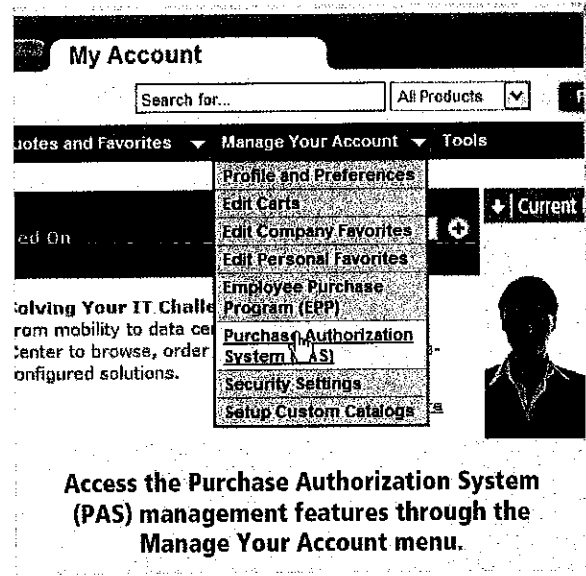
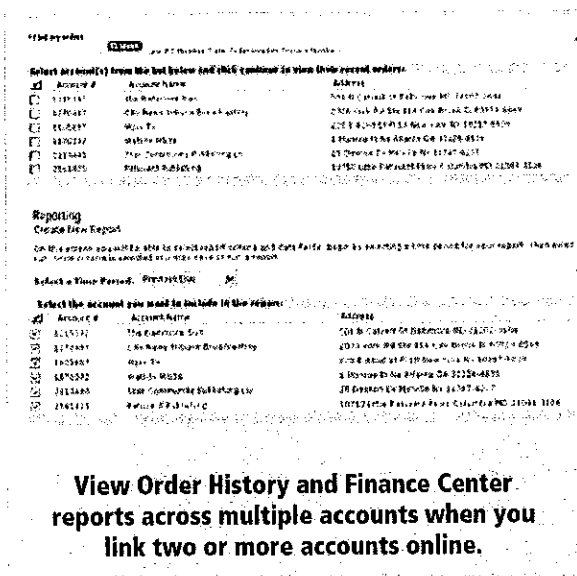
**Comparison Charts**

Comparison Chart Name: Network Server UPS Standard

**Spend less time finding what you need. Create and save shopping carts and a Personal Favorites list.**

The CDW-G Extranet also provides access and control for multiple accounts with account linking. Multiple billing addresses enables an organization to bill online purchases to the appropriate location, department or division at

the time of the purchase. It also allows organizations to define the approval process and designs them according to the individual agency needs to establish rules to require purchasing approval, restrict the ability to makes purchases and use rules to set spending limits by order or product price.



CDW-G Extranet Security Settings feature allows the Security Administrator to control access to site features and tools based on purchasing roles. Users are assigned to groups which are given specific rights. Standard groups are available, or custom groups may also be created to better reflect the purchasing needs of your company.

The following are standard groups to which users may belong:

- Administrator: Group for users who administer organizations.
- Power Users: Group for users with limited administrative rights.
- Users: Default group for all users.
- Finance Users: Built-in system group, finance users.

The following Enterprise Roles/Restrictions may be assigned to groups and/or individual users:

- PAS Administrator: Manages PAS settings.
- Catalog Administrator: Manages Custom Catalogs.
- Security Administrator: Manages Security Settings.
- SLT Administrator: Manages Software License Tracker.

The following Extranet Feature Permissions may be assigned to groups and/or individual users:

- Multiple Billing Addresses (Account Linking)
- Payment Reporting
- Recent Orders
- Order Reporting
- Quotes
- SLT User
- Other Feature Administrator

In addition, groups and/or individual users may also be assigned permissions to specific Custom Catalogs.

Requests for a Return can be made through CDW-G Customer Relations:

By Phone: 866.SVC.4CDW (866.782.4239)

By email: Customer Relations Returns

CDW-G will need the following information to authorize your return:

1. Customer name
2. Customer number
3. Invoice number or order number
4. Item serial number(s)
5. The number of items being returned
6. Whether the product box has been opened
7. Nature of the problem

A member of CDW-G Technical Support Team can assist in directing end users through our return process, via email or telephone. If a return is needed, a Return Merchandise Authorization (RMA) can be requested online. The Tech Support Specialist will request service center waiver to be completed. When the waiver has been received, the technician will provide instructions on how and where to send the equipment that needs repaired. You can check the status of the repair via our online repair status feature, or via email.

#### CDW-G Strategic Vision for Website

CDW-G continues to update our website, [cdwg.com](http://cdwg.com), to keep pace with new and emerging technology and services for the City of Tucson and participating National IPA customers. The new and improved [cdwg.com](http://cdwg.com) website offers a simplified contract search functionality, the time-saving ability to replicate a previous order, a server advisor tool to simplify server configuration choices, and new search filters to help end users stay within a pre-defined budget.

Our customers can expect CDW-G to continue reviewing and refining our processes. When a process is changed, we ensure that it is implemented with as little down time for our customers as possible, a testament to this statement being our 99% Extranet and website uptime.

#### Customized Extranet Provides Value

The City of Tucson will have its own customized CDW-G@work extranet available to users 24 hours per day, seven days a week. This value-added tool makes working with CDW-G easy, convenient, and efficient. CDW has been the pioneer in tapping the power of the Web, and it continues to develop enhancements based on customer feedback.

Post-award, CDW's extensive suite of extranet tools will be provided to the City of Tucson at no additional cost. With it, users can:

- Streamline the ordering process
- Facilitate product standardization
- Automate purchase approvals and control rogue purchasing
- Communicate standards to all users
- Maintain customized catalog(s)
- Reduce time spent researching and purchasing IT products

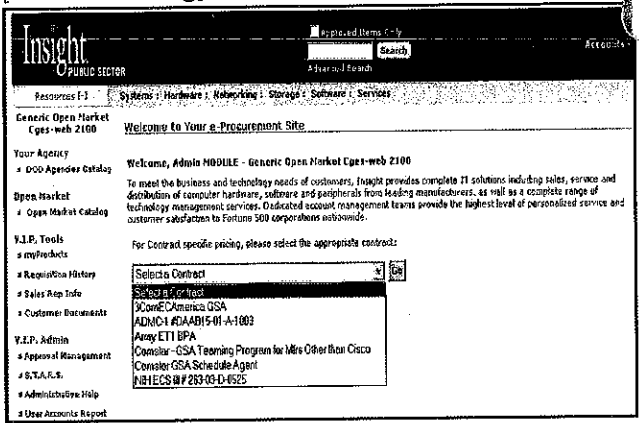
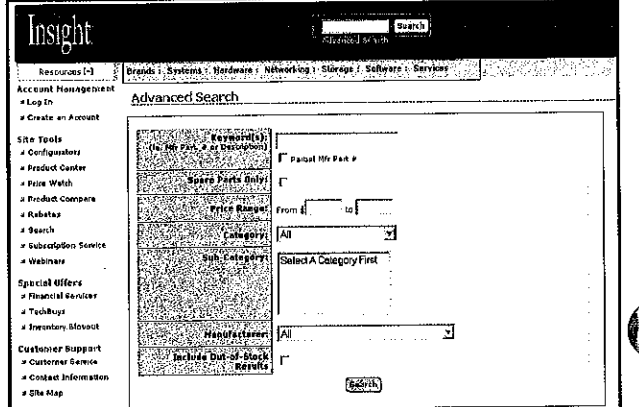
Today, CDW's Web enhancements now offer advanced eProcurement integration with likes of Oracle and SAP Ariba to make purchasing faster and more efficient for countless organizations. CDW works with all of these partners and many more to integrate procurement punch-out/roundtrip solutions that make it easier and more cost-effective for you to work with CDW for all of your IT needs. Whether you already have an e-Procurement partner or are just getting started, our experts offer free integrations and vendor-neutral advice backed by 17 years of experience. CDW-G has completed thousands of free eProcurement integrations for our customers, creating custom catalogs and pricing with electronic or paper invoicing to meet their needs. And we've helped many organizations get started with the eProcurement provider that's right for them, offering vendor-neutral advice and insight into our 72+ vendor partners, including GHX, SciQuest and Coupa.

# Insight Public Sector Web Portal Overview

Another Panasonic representative response includes the Insight Public Sector (VIP) website currently supports many customer requirements, offering the following features:

- Customer-specific Catalogs
- Advanced / Speed and Browse Search (can be specific to custom catalogs)
- On-line Ordering
- Real-time Pricing
- On-line / Work Flow Approval Process
- Electronic Invoicing and Payment
- On-line Reporting
- Order Tracking
- Customizable Checkout
- Customer Quick Forms / Bundles

Insight's system architecture enables us to give the City of Tucson and participating National IPA agencies customizable rights and restrictions at the user ID / password level. This means organizations can control the information available to each user. Insight's Valued Insight Partner (VIP) website will provide the City of Tucson and National IPA agencies the tools that automate procurement processes. Through a VIP website, agencies will receive real-time access to specific information pertaining to products, pricing, orders, shipment status, invoices, quotes, technology standards, sales teams, sales reports, downloadable documents and much more. Below is an overview of Insight's e-procurement tools, features and customizable solutions:

<p><b>Customizable Features</b></p> <p><u>Overview</u> Insight has incorporated real-life best practices to develop the V.I.P. program, which offers customizable features to streamline the agency's procurement process.</p> <p>Catalog Management – The following is a list of catalog types that Insight can provide. The catalogs are fully integrated with Insight's search engine and can be used in combination – General; Contracts; Custom; Approved; and Product Standard Only</p>	<p><b>[Custom Catalog]</b></p> 
<p><b>Search Features</b></p> <p><u>Overview</u> Insight's integrated search offers an intelligent way to find products relevant end-user's needs. Our search is built upon the following core guiding principles: Success of search depends on Product Data End-users must be able to easily, consistently and reliably find business computing products and services via our three primary search paths, which are keyword, navigational and advanced search Focus will be placed on the products which receive premium data treatment</p>	<p><b>[Keyword, Advanced, Browse Search]</b></p> 

**Keyword** – search path that allows customers to type product description, title, part number, model, category and boolean combination searches.

**Advanced** – search path that provides the ability to drill-down by keyword, spare parts only, price range, category, sub-category, partial/full mfr. part number and in-stock/out-of-stock.

**Browse** – search path that provides customers ability to select a category, then drill-down to a sub-category. (i.e.: Hardware > Printers > Laser Printers).

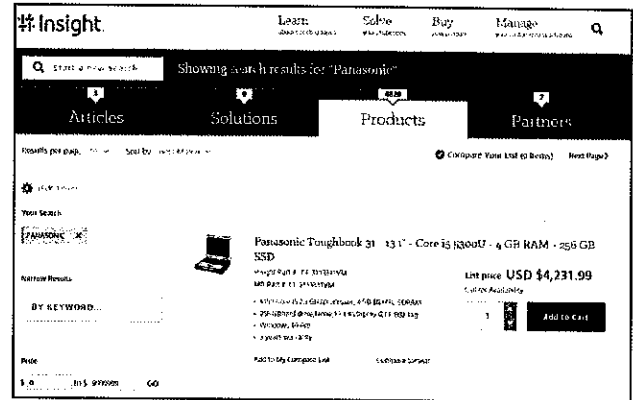
**Narrow Your Result** – with Narrow Your Result, customers filter search results using product attributes, manufacturer, price, approved products, keyword and in-stock/out-of-stock.

The options selected act dynamically and reduce the number of results each time additional attributes are selected.

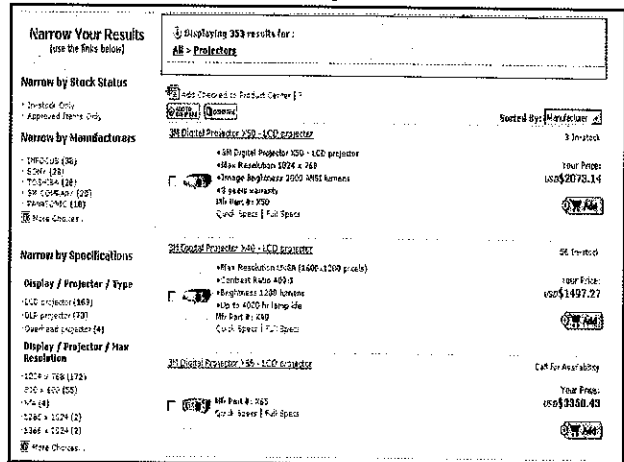
**Dynamic Breadcrumb Trail** – provides a highly functional trail that allows customers to interact with their search. It provides the capability to remove search options and/or change them via a one-click action.

**Sort By** – offers the ability to filter search results using price, product name, manufacturer and best-sellers.

[Narrow Your Result]



[Dynamic Breadcrumb Trail]



[Sort By]

**Narrow Your Results**  
(use the links below)

Displaying 234 In-stock results for:  
All > Printers > Printer/Technology/Laser > In-stock

**Narrow by Manufacturers**

- HP (81)
- LEPMAN (44)
- XP DX (39)
- HP (13)
- SAMSUNG (16)

More Choices...

**Narrow by List Price Range**

- \$100 - \$250 (1)
- \$250 - \$500 (29)
- \$500 - \$750 (94)
- \$750 - \$1,000 (22)
- \$1,000 - \$2,000 (78)
- \$2,000 - \$2,500 (84)

More Choices...

**Narrow by Specifications**

HP LaserJet 4220n - printer - B&W - Laser

- Print Speed Up to 35 ppm
- Max Resolution 1200 dpi x 1200 dpi
- RAM Installed (Max) 64 MB (416 MB)
- 1 year warranty
- HP Part #: Q2426AABA
- Quick Specs | Full Specs

HP LaserJet 1320n - printer - B&W - Laser

- Print Speed Up to 35 ppm
- Max Resolution 1200 dpi x 1200 dpi
- RAM Installed (Max) 16 MB (80 MB)
- 1 year warranty
- HP Part #: Q1385AABA
- Quick Specs | Full Specs

Sorted By: Best Sales

Manufacturer  
Product Name  
Price Low to High  
Price High to Low  
See All

2842 In-stock

250 \$499.00

**Product Information and Communication**

Overview

Insight provides accurate, easily accessible and relevant product information to end-users.

Our presentation of information is consistent and we "recycle" functionalities that will make it easier for end-users to navigate the informational highway of his or her V.I.P. website.

Real-Time Information - real-time data feeds ranging from contract pricing, order status, to quotes, stock availability and customer-owned inventory are provided to customers 24 hours a day, 365 days per year.

The following data feeds are provided to customers in real-time:

- Stock Availability
- Product Catalogs
- Customer Contract Price
- Product Information
- Order Tracking
- Quotes
- Invoices
- Sales reports
- Customer-Owned Inventory (only if information is available)

Information (Product Search Results) – the following list is available on every search results page.

**[Quote Detail]**

**Account Management: Quote History**

**Quote Details**

Quote Number: 2470930  
Account Number: 127601  
Date Entered: 10/15/2004

Shipping to: State of Louisiana  
THIS FEATURE IS TURNED OFF.  
QDA - Web Account for Quoting  
P.O. Box: 84095  
BATON ROUGE, LA 70804-9895

Quoted For: State of Louisiana  
THIS FEATURE IS TURNED OFF.  
QDA - Web Account for Quoting  
P.O. Box: 84095  
BATON ROUGE, LA 70804-9895

**Quote Summary**

HPK Part #	Description	Unit	Qty	Vendor Unit Price	Quoted Price	Today's Price
Contract: State of Louisiana HP Contract # 404379						
C9721A	LASERJET 4500 PRINTER CARTRIDGE-CEAN	12165	2	USD \$385.16	USD \$395.00	USD \$395.00
C9722A	LASERJET 4500 PRINTER CARTRIDGE-YELLOW	11991	2	USD \$194.50	USD \$199.00	USD \$199.00
C9723A	LASERJET 4500 PRINTER CARTRIDGE-MAGENTA	10880	3	USD \$194.87	USD \$583.74	USD \$594.51
				Subtotal:	USD \$1,382.00	USD \$1,388.45
				Shipping:	USD \$0.00	USD \$0.00
				Tax:	USD \$0.00	USD \$0.00
				Total:	USD \$1,382.00	USD \$1,388.45

[\[Print Quote as PDF\]](#)   [\[Delete this Quote\]](#)   [\[Email this Quote\]](#)

**[Customer Price Integrated with Real-Time Stock]**

**insight** 1.800.INSIGHT

**Panasonic Toughbook 20 - 10.1" - Core m5 6Y57 - 8 GB RAM - 256 GB SSD**

Part No: 43150001   Part No: 43150002   Part No: 43150003

Unit Price: **USD \$3,800.99** Stock:

Leasing options as low as \$136.80/mo

**Specifications**

**General**

Product Type: Lepad with keyboard track pad  
Operating System: Windows XP

**Processor / Chipset**

CPU: intel core 2 duo T5700  
Max Turbo Speed: 2.8 GHz  
Number of Cores: Dual Core  
Cache: 4MB  
64-bit Computing: Yes  
Feature: intel turbo boost technology, intel ultra technology

**Additional Info:**  
Model: Toughbook 20 T5700 with keyboard dock  
Core: Intel Core 2 Duo T5700  
Mem: 8GB RAM  
Storage: 256GB SSD  
OS: Windows XP  
Display: 10.1" TFT

**[Search Results Information]**

Standard Features

- Full Specs
- Quick Spec
- Real-time stock
- Price Type (contract or customer's)
- Product Highlights
- Mfr. Part Number
- Product Title
- Images
- Add to Cart
- Product Compare
- Related Links
- Featured Services
- Leasing Information
- Customer Owned Inventory (only if information is available)
- Approve Item Designation (only if information is available)

Information (Product Presentation) – the following list is available on product presentation pages.

Standard Features

- Product Overview
- Mfr. Part Number
- UNSPSC Code
- Real-time stock
- At A Glance
- Product Highlights
- Tech Specs
- Images
- Pricing Types (Contract or Open Market)
- Real-Time Stock
- Product Title
- Compare Similar
- View Printable Page
- Email This Page
- Search For Similar
- Back to Search Results
- Qty update
- Add to Order
- Related Accessories
- Check Compatibility
- Customer Owned Inventory (only if information is available)
- Approve Item Designation (only if information is available)

View Search

Home Results

BY KEYWORD

Price

Stock Status

Category

- Accessories 16
- Software/Services 11
- Mobile Hardware/Peripherals 10
- IT Hardware 9
- IT Services 0

More

**Panasonic Toughbook 31 - 13.1" - Core i5 5300U - 4 GB RAM - 500 GB HDD**

Model Part # CT 3111000M  
Mfr Part # CT 3111000M

List price: **USD \$3,832.99**  
Cost to Availability

1 Add to Cart

**Panasonic Toughbook 31 - 13.1" - Core i5 5300U - 8 GB RAM - 500 GB HDD**

Model Part # CT 3111000M  
Mfr Part # CT 3111000M

List price: **USD \$3,787.99**  
Cost to Availability

1 Add to Cart

**Panasonic Toughbook 31 - 13.1" - Core i5 5300U - 8 GB RAM - 256 GB SSD**

Model Part # CT 3111000M  
Mfr Part # CT 3111000M

List price: **USD \$4,142.99**  
Cost to Availability

1 Add to Cart

[Product Presentation Page]

Panasonic solutions

**Panasonic Toughbook 31 - 13.1" - Core i5 5300U - 4 GB RAM - 500 GB HDD**

Model Part # CT 3111000M  
Mfr Part # CT 3111000M

List price: **USD \$3,832.99**  
Cost to Availability

Leasing options as low as \$132 /Month  
Call us for the full list of financing options

1 Add to Cart

Need Help? Call 1.800.INSIGHT

Compare Similar Products

Compare similar products

Compare similar items to this product with similar key specs to help you select

Model	30	30	30	30	30
Image					
Model	30	30	30	30	30
Price	USD \$3,832.99	USD \$3,787.99	USD \$4,142.99	USD \$3,787.99	USD \$3,832.99

Insight's Valued Insight Partner (VIP) website will provide the City of Tucson and participating National APA agencies with a choice between general, custom, single contract, multiple contracts or an approved items only catalog. The catalog choices can be combined or act as a means to limit product searching. All of the catalogs can and will hold

the customer's or contract specific pricing. Once a selection is in place, catalog implementation may take between 24 hours to one week to get the site up and running, depending on the size, make-up and pricing structure of the catalog. Insight can close off access to other products via a contract custom catalog. Insight will gladly work with the individual agencies to ensure that our VIP program meets their requirements.

Below are descriptions of each of the catalogs mentioned above:

### Customer Catalog

Custom – catalog that includes only those products, vendors or product categories approved for purchase.

A custom catalog will have an integrated search engine that conforms to the make-up of the catalog.

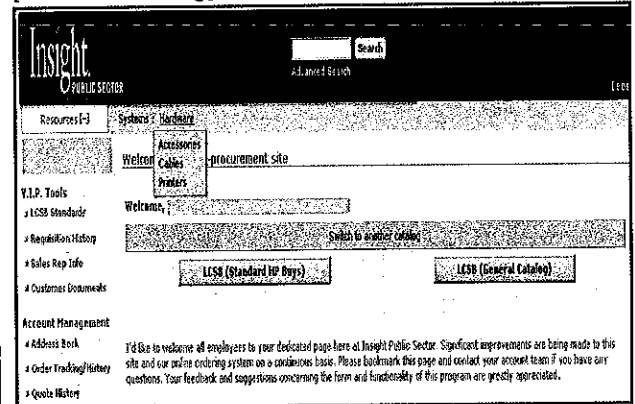
Approved Items– catalog that can be used in conjunction with a custom, product standard, or contracts catalog.

With approved items, a customer receives an additional search tool called “Approved Items Only.” When it is utilized, “Approved Items Only” search returns only the “approved” products.

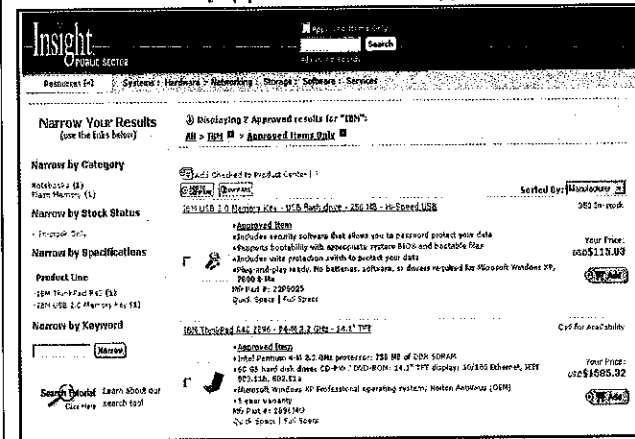
Product Standard – product standard can be used in conjunction with custom, approved items, or contracts catalog.

With product standard, a customer takes advantage of customized product standard pages. The customer can click on a renamable product standard link. Once taken to the page, the customer has the ability to search or browse for products and add to cart.

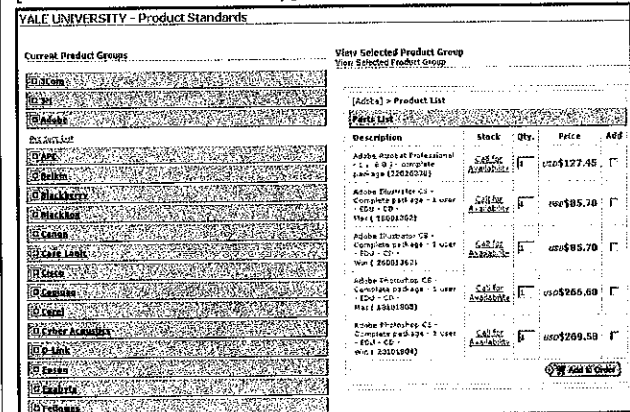
### [Custom Catalog]



### [Approve Items Only]



### [Product Standard Only]



Contracts— specific to customers with procurement contracts such as our Federal GSA schedule or numerous state and local contracts. Insight provides our customers with:

- Online contract pricelist
- Real-time contract pricing
- Product information pages
- Contract E-quoting
- Single or multiple contract search
- Single or multiple cart checkout
- Downloadable price guides
- Contract specific web page
- Contract Team
- Terms and Conditions
- Ordering Instructions

General – provides the complete product line offered by Insight. Like custom, approved items, product standard catalogs, and contract catalogs, a general catalog will have account specific pricing.

[Contracts]

Resources [ ] Systems | Hardware | Networking | Storage | Software | Services

NIH ECS III # 263-03-D-0525

Current Contract # 263-03-D-0525  
Previous Contract # 263-03-D-0525

NIH ECS III # 263-03-D-0525

Contract Information Center

Contract Title	NIH ECS III # 263-03-D-0525
Contract Number	263-03-D-0525
Contract Dates	01/01/03 - 12/31/03
Contract Type	Contract
Contract Description	Contract for the purchase of computer equipment and supplies for the NIH. The contract is available online. However, buying from this contract requires a valid Insight Partner website. Please contact our Federal sales team at 800-848-8888 or visit our website at www.insight.com for more information.
Contract Line	1
Contract Line Description	Computer Equipment and Supplies
Contract Line Price	\$1,000,000.00
Contract Line Status	Active
Contract Line Order History	0
Contract Line Inventory	0
Contract Line Shipping	0
Contract Line Tax	0
Contract Line Freight	0
Contract Line Total	\$1,000,000.00

[General]

Insight PUBLIC SECTOR

Resources [ ] Systems | Hardware | Networking | Storage | Software | Services

YALE UNIVERSITY

Y.P.P. Tools  
Computer Supplies List  
Customer Documents

Y.P.P. Admins  
Approval Management  
Manage Standards  
Administrators Help  
User Accounts Report

Account Management  
Account Tools  
Address Book  
Order Tracking/History  
Invoice History  
Quote History  
Saved Carts  
Account Balance  
Reports

Accessories  
Cables  
Digital Cameras/Camcorders  
Keyboards  
Memory  
Monitors: Flat Panel  
Monitors: Standard  
Notebooks  
Networking  
Pointing Devices  
Print Expansion  
Printers: Dot Matrix  
Printers: Ink-jet  
Printers: Laser  
Processors  
Projectors  
Sound Cards  
System Cabinets  
UPS/Power Devices  
Video Cards

Partner

Insight Public Sector is your one-stop source for value-added technology services as well as fast delivery on thousands of computer products for your business.

There is something we can do to improve your online IT experience, please do not hesitate to contact us.

NIH's E-Quoting Tool

NIH's Order Tracking/History Invoice History and Account Balance tool

6. Reporting Requirements

- a. Contractor shall provide and supply customized usage reports upon request from the City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date.

Panasonic acknowledges and will comply with the reporting requirements for the City of Tucson and the National IPA contract as contained in National IPA Exhibit E – National IPA Contract Sales Reporting Template.

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2. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc.

Panasonic is also pleased to offer a volume discount for this proposal for the National IPA contract.

For the Fully Rugged Laptop – Toughbook 31, for quantity 50 or more:

This discount will be based on the per transaction volume by each specific end user customer. The discount is not calculated based on the volume for the entire State for the contract; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more, there will be a 2% discount off of the contract price offered. For a specific end user customer that purchases 100 units or more, there will be a 4% discount off of the contract price offered. For a specific end user customers that purchase over 100 units, we will work to negotiate with that specific end user customer based on their specific requirements.

In addition for the Panasonic peripheral categories, there will be a Volume Discount.

This discount will be based on the per transaction volume by each specific end user customer. The discount is not calculated based on the volume for the entire State; nor based on the volume for the entire National IPA contract; this discount will be based on each end user customer on a per transaction basis. For a specific end user customer that purchases 50 units or more--- \$50 discount on the following:

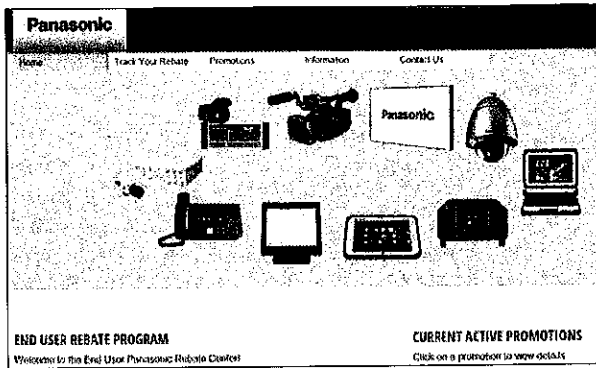
- Volume Discount Pricing - Security Ipro Cameras - Qty 50 or more \$50 off
- Volume Discount Pricing - 80" Displays - Qty 50 or more \$50 off
- Volume Discount Pricing - Handheld ProAV Cameras - Qty 50 or more \$50 off
- Volume Discount Pricing -Departmental Scanners Qty 50 or more \$50 off

Volume discount will be applied to each unit and each category; no two categories can be combined for the volume discount. Discounts are for the following items: Security i-Pro Cameras, 80" displays, Handheld ProAV Cameras, Departmental Scanners.

However, our Authorized Resellers may from time to time offer additional independent discounts or incentives in addition to the contract price discount offered by Panasonic. Current MSRP prices are presented within our response to Attachment 2 – Price Pages. Panasonic regularly updates our MSRP listing to accommodate changes in value as products age, and for the purpose of listing new products as they are released. Panasonic distributes revised MSRP lists to all Authorized Resellers upon release. Panasonic can accommodate a number of verification methodologies for current MSRP rates that include posting to a dedicated contract website, or through Authorized Reseller updates to the City of Tucson and National IPA.

3. Describe any government rebate programs that are offered.

On occasion, Panasonic does offer special rebates and promotion programs for some of our product offerings. To help our end-user customers identify current active promotions, Panasonic provides an online End-User Rebate Program Center to assist with submitting and tracking active promotional rebates.



## END USER REBATE PROGRAM

Welcome to the End User Panasonic Rebate Center!

We're here to help you find, submit and track your rebate status online! You can track a rebate that you have already sent us or if you still need to complete your information, you can do that here too! We've also given you the best ways to make sure your rebate gets to you in the most timely manner - there are FAQs to help you complete the steps to get your reward back quick and easy.

**Track Your Rebate**

email address

Track using different information

**Track Rebate**

4. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.

As a representative response, CDW-G can accommodate order methods and electronic processing in the following formats:

- Punchout/Roundtrip: cXML version 1.2
- Roundtrip: OCI version 3.5
- EDI: 810-850/855
- CDW-G Extranet Account
- Via E-mail
- Via Fax
- By Phone

CDW-G accepts payment through:

- Credit Cards\* (American Express, Diner's Club, Discover, MasterCard, Visa)
- Checks
- EDI
- EFT (Electronic Funds Transfer)
- Procurement Cards

CDW Government LLC  
 75 Remittance Drive  
 Suite 1515  
 Chicago, IL 60675

Note: With a credit card order, CDW-G requires the credit card information at the time you place the order. Please note that we do not accept credit cards for term accounts. CDW-G's standard payment terms are net 30 days from the date the invoice is issued. And as previously mentioned, the CDW-G Extranet will automatically provide the City of Tucson or participating National IPA agencies with your special pre-qualified pricing and discounts on offered products. When a larger project is anticipated, your Account Manager will assist you in road mapping – to help you find the best pricing available, based on the size and urgency of your need.

5. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.

Panasonic will always offer the latest technology products for consideration to the Contracting Office for review.

The discount or pricing formula may vary from the current proposed categories as it may deem an entirely new category. Panasonic will work with the Contracting Office accordingly to work with the new technologies.

If a new product is introduced within an already awarded product category, then the pricing discount will remain unchanged and that new sku/product will have the same discount as others in that respective category.

6. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by \_\_\_\_\_%, if payment is made within \_\_\_\_\_ days.

Panasonic's representative response from our authorized reseller, CDW-G. While CDW-appreciates prompt payment, they do not offer discounts for early payment. Prompt payment ensures that CDW-G is able to continue offering low prices while managing our costs.

7. Will payment be accepted via commercial credit card?  Yes \_\_\_\_\_ No  
a. If yes, can commercial payment(s) be made online?  Yes \_\_\_\_\_ No  
b. Will a third party be processing the commercial credit card payment(s)?  Yes  No  
c. If yes, indicate the flat fee per transaction \$\_\_\_\_\_ (as allowable, per Section 5.2.E of Visa Operating Regulations).  
d. If "no" to above, will consideration be given to accept the card?  Yes  No

Yes, payments shall be accepted via commercial credit cards:

- a. Online payment via commercial credit card is available and varies by our designated Authorized Reseller.  
b. Each Panasonic Authorized Reseller will do their own commercial credit card payment processing.  
c. Convenience Fees, if applicable, are at the determination of our designated Authorized Resellers.

9. Does your firm have a City of Tucson Business License?  Yes \_\_\_\_\_ No  
If yes, please provide a copy of your City of Tucson Business license.

Yes, Panasonic's Business License with the City of Tucson is 0109967 and a copy is enclosed.



AZ - Tucson  
Business Lic 01-05-2



# City of Tucson

## License Certificate

Business Name and Tucson Mailing Address:

PANASONIC CORPORATION OF NORTH AMERICA  
ATTN: TAX DEPT  
2 RIVERFRONT PLZ FL 11  
NEWARK NJ 07102

License Number: 0109967

Type: Other Commercial and Industrial Machinery

Issue Date: January 05, 2017

Expiration Date: December 31, 2017


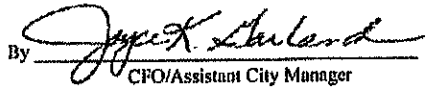
**Owner:**

PANASONIC CORPORATION OF NORTH AMERICA

This license / permit is non-transferable and must be posted in a conspicuous place at the business location.

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.

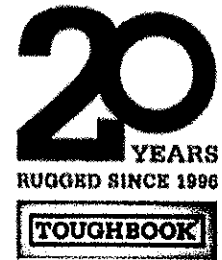
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<p><u>CITY OF TUCSON, ARIZONA</u> <u>FINANCE DEPARTMENT</u> <u>REVENUE DIVISION - LICENSE</u> <u>Expiration Date: December 31, 2017</u></p>		<p><b>Non-Transferable</b></p>
		<p>0109967</p>
		<p><b>MUST BE DISPLAYED IN A CONSPICUOUS PLACE</b></p>
<p><b>Business License</b></p>		
<p>For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson. Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code.</p>		
<p>Issued To: PANASONIC CORPORATION OF NORTH AMERICA</p>	<p>Located At: 2 RIVERFRONT PLZ FL 11, NEWARK, NJ 07102</p>	
	<p>Effective: January 01, 2017</p>	
<p>Please refer to license number in all correspondence.</p>	<p>By  CFO/Assistant City Manager</p>	

## C. Panasonic Qualifications & Experience

1. Provide a brief history and description of your firm.
2. Offeror is a reseller, provide proof your firm is an authorized reseller.
3. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.

Panasonic System Communications Company of North America (PSCNA),  
Division of Panasonic Corporation of North America (PNA)  
Two Riverfront Plaza Newark, New Jersey 07102  
(201) 348-7000  
[www.business.panasonic.com](http://www.business.panasonic.com)  
Federal Tax ID: 36-2786846  
DUNS #: 008919813



Panasonic System Communications Company of North America (PSCNA), is a division of Panasonic Corporation of North America, based in Newark, NJ, is the principal North American subsidiary of Osaka, Japan-based Panasonic Corporation and the hub of its branding, marketing, sales, service, product development and R&D operations in the U.S. and Canada. Panasonic operations in North America include R&D Centers, configuration facilities, the award winning Panasonic Customer Call Center in Chesapeake, VA, business-to-business and industrial solutions companies and consumer products with sales and service networks throughout the North America.

Panasonic is a core OEM manufacturer and the U.S. & global market share leader in the ruggedized mobile laptop computer industry. Panasonic also offers a wide array of technology and solutions that are also offered in this proposal; security cameras, in car video solutions, scanners, large command center displays, high speed business scanners and professional audio visual products.

Panasonic is one of the only remaining core OEM manufacturers in the world today that builds many of our system main components in our own factories. This position in the marketplace gives PSCNA direct control over the product design process. As a result, Panasonic has been able to draw on the extensive resources of its parent company, which has made the Panasonic brand the leading name in rugged PCs, pro displays, video security and the AV market. Throughout its history, Panasonic has made understanding how its products can impact people's lives a core focus for product development and refinement. With over 20 years of computer design and manufacturing expertise and industry-leading customer loyalty, Panasonic achieves more rugged PC deployments at larger organizations than any other brand. Panasonic has shipped millions of dollars' worth of technology to more than 5,000 public safety agencies and government organizations. Panasonic has been able to achieve this success by working with industry experts, through customer end-user feedback and our strategic business partners in conjunction with our commitment to ongoing world class research and development investment. The complete suite of Panasonic solutions proposed addresses unified business communications, rugged mobile computing, security and surveillance systems, retail information systems, office productivity solutions, high definition visual conferencing, projectors, professional displays and UHD/HD and 3D video production. As a result of its commitment to R&D, manufacturing and quality control, Panasonic engineers reliable and long-lasting solutions as a partner for continuous improvement. Panasonic solutions for business are delivered by Panasonic System Communications Company of North America (PSCNA), Division of Panasonic Corporation of North America.

### Past Performance & Good Standing with the City of Tucson and National IPA

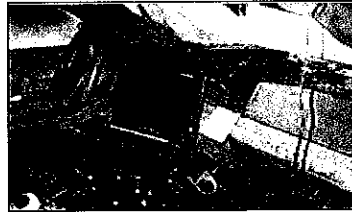
Panasonic takes great pride and opportunity to serve the customers of National IPA as well as Tucson agencies. We are pleased to have worked with the City of Tucson and the National IPA contract customers for approximately 9 years and remain in good standing with the existing contract. Panasonic's business model melds the strengths associated with a large company and the responsiveness of a smaller firm. This is achieved by drawing on the

resources of an extensive roster of strategic partners and alliances in information technology, mounting hardware and communications areas. Our partners cover all aspects associated with a rugged mobile computer deployment including pre-deployment issues, vehicle installation, training, project management, service concerns and post deployment support. Additional information is provided regarding these topics contained in our responses contained in this document.

Panasonic has been supporting the Public Sector agencies for over 20 years. Panasonic has been an industry leader in embedded wireless technology since 1998 and has developed innovative connected device solutions specifically for Public Safety agencies since 1995. We have purposely built mobile devices, Toughbooks and Toughpads, with customer's input and with the research & development from our factory. We have been committed to support the communication through technology across all facets of public sector and law enforcement, as we have for the past 20 years. We have numerous stories about how the Panasonic Toughbook has survived, for many years.

#### **Caught in A Blaze**

"One of our deputies drove to our patrol office and went inside for roll call. The brakes on his car must have been locked and heated to a combustible temperature and caught fire while the deputy was in the building. It wasn't until a citizen passing by noticed the flames coming from the engine compartment that the fire department was dispatched.



The deputy had a Panasonic Toughbook CF-27 mounted in the driver's compartment of the car. It was estimated that the temperature inside the driver's compartment reached upwards of 1000 degrees. The dashboard was melted and everything in the glove box was incinerated. The laptop screen was down and the computer was off at the time. The fire department extinguished the flames, drenching the laptop with hundreds of gallons of high pressure water.



After the fire was out, the laptop was removed from the vehicle and placed in a plastic garbage bag. No attempt was made to dry or clean off the computer. I was given the computer two days later and put it in the back of my truck because it smelled so bad of smoke. After it had aired out for a week I took it into my office to see what I could salvage from the computer. I was doubtful there would be anything usable. I noted the back of the laptop had experienced such intense heat that it melted some of the ports. Just for fun, I hit the power switch and was shocked when I saw the hard drive and battery lights come on. I watched in amazement as the LCD lit up

and the computer booted to windows without a hitch. These are the TOUGHEST computers in the world! This is the reason why we have been loyal Panasonic customers for the last 10 years!"

- Sgt. North, Information Technology Manager, County Sheriff's Office

#### **County Sheriff's Office, Florida**

Law enforcement is a tough job that requires the toughest equipment. That's why when the County Sheriff's Office revamped its mobile computing solution, it selected Panasonic Toughbooks.








"We looked at several commercial-grade laptops as well as some other ruggedized laptops...they would break just from standard things like a drop test. With the Panasonics, we did drop tests, we ran over them with cars, we tested for extreme heat and extreme cold, and the Panasonic never failed," said xx, CAD and MDC Systems Manager of County Sheriff's Office.



Panasonic has a commitment to its customers to insure that they have the best technology and most reliable solutions to insure that they can keep their communities safe. We work with our customers to develop and provide the solutions that they need to solve their business needs. And we have been working with them for over 20 years to do so. We are proud to serve the Public Sector community of users.

## Key Personnel & Contact Information

4. Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.

<p>Dominick Passanante Sr. Director of Sales – US Market Public Sector and Mobility Reseller Channel Phone: 847-533-8144</p>	 PSCNA BIO - Dominick Passanant
<p>Michelle Chapin Senior Director of Government Acquisition, Capture &amp; Bids Panasonic System Communications Company North America (PSCNA) Two Riverfront Plaza – 6th Floor Newark, NJ 07102 Email: Michelle.Chapin@us.panasonic.com Phone: 973-303-7787</p>	 PSCNA BIO - Michelle Chapin.pdf
<p>Amy Lee Government Acquisition Business Development Manager- Public Sector &amp; Education Panasonic System Communications Company North America (PSCNA) Email: Amy.Lee@us.panasonic.com Phone: 201-325-1181</p>	 PSCNA BIO - Amy Lee.pdf
<p>Marc Taylor, National Sales Manager Mobility Solutions – Public Sector Panasonic System Communications Company of North America (PSCNA) Email: Marc.Taylor@us.panasonic.com Phone: 201-783-4932</p>	 Panaosnic_ExecBio_ MarcTaylor_Mobility
<p>Brandon Winchester, Territory Account Manager Mobility Solutions – Public Sector Panasonic System Communications Company of North America (PSCNA) Email: brandon.winchester@us.panasonic.com Phone: 702-468-8964</p>	 PSCNA BIO - Brandon Wincheste
<p>Skant Somchana Senior Engineering Manager - Western Region Panasonic System Communications Company of North America (PSCNA) Email: skant.somchana@us.panasonic.com Phone: 626-348-4607</p>	 PSCNA BIO - Skant Somchana.pdf
<p>Brett D. Whitaker MSMIS, PMI-PBA, PMP, PMI-ACP, ITIL, CSM Territory Account Manager - Professional Services Panasonic System Communications Company of North America (PSCNA) Email: brett.whitaker@us.panasonic.com Phone: 973.303.7690</p>	 Brett Whitaker Bio - May 2017.pdf



## PANASONIC— YOUR MISSION ACCOMPLISHED

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our dedicated sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

## DOMINICK PASSANANTE

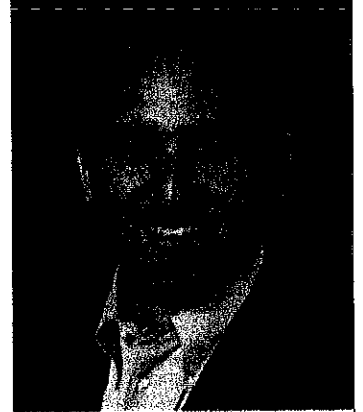
Senior Director of Sales,  
Public Sector

As Senior Director of Sales, Public Sector, for Panasonic System Communications Company of North America (PSCNA), Dominick Passanante is responsible for establishing and managing an effective Public Sector Group, enhancing relationships with top end-user and Channel partners and collaborating with a variety of business functions to create market-specific end-to-end solutions that help improve customer operations and increase citizen safety.

Prior to joining PSCNA, Dominick spent 22 years in a variety of leadership positions at Motorola Solutions Inc., where he directed sales management and operations, finance and business development. Most recently, he served as area sales director for the public safety market in New England, where he developed and executed a region-wide sales strategy for direct and indirect distribution channels. By focusing on a service and solution sales approach, the company was able to achieve double-digit revenue growth over a three-year period.

Dominick is an active member of various industry associations, including the Massachusetts Chief of Police Association, which is focused on improving public safety initiatives. He also volunteers his time in local youth organizations and is a contributing member of the Cumberland Land Trust, an organization dedicated to land preservation.

Dominick holds a Master of Business Administration from Florida Atlantic University along with an undergraduate degree in Finance.





# Panasonic

## PANASONIC— YOUR MISSION ACCOMPLISHED

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## MICHELLE CHAPIN

Senior Director of Contracts and Bids

As Senior Director of Contracts and Bids at Panasonic System Communications Company of North America (PSCNA), Michelle Chapin is responsible for servicing the mobile computing needs of the government marketplace.

Michelle has more than 25 years of extensive sales experience in the government market. For the past 15 years, she has worked side by side with the PSCNA sales team on product positioning, allocation and pricing. She works with reseller partners on programs and government contracts.

Before joining PSCNA Michelle was a Compaq Sales and Product Champion at a large integrator, assisting its federal team in closing sales, securing customer product and developing quarterly forecasts. Previously, she was associated with the marketing/public relations firm Image Dynamics and the accounting firm Rosen, Sapperstein and Friedlander.

Michelle holds a business degree from Loyola University in Baltimore, Maryland.

SOLUTIONS FOR BUSINESS

Re: MichelleChapin\_0501

# Panasonic



**Panasonic—  
Your mission  
accomplished**

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## **Amy Lee**

Government Acquisition Business Development Manager  
Public Sector & Education

As the Government Acquisition Business Development Manager for Panasonic Systems Communications Company of North America (PSCNA), Amy is responsible for the day to day contract management for Public Sector & Education Contracts. Amy has over 7 years of contract management experience in the Public Sector. Previously, Amy supported the Philadelphia Police Department in standing up the Real Time Crime Center. Prior to that, Amy supported the Naval Facilities Engineering Service Center as a Government Contractor for the Facility Based Risk Analysis Program.

## PANASONIC— YOUR MISSION ACCOMPLISHED

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our dedicated sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

## MARC TAYLOR

### National Sales Manager, Public Sector West

As National Sales Manager, Public Sector West, for Panasonic System Communications Company of North America (PSCNA), Marc Taylor is responsible for leading a team of public sector specialists and developing plans and solutions to meet the ever-changing needs and goals of the customer. He maintains and improves relationships with existing customers, partners and resellers, and works with new key partners that help Panasonic deliver added value with products, end-to-end solutions and services.

Marc brings over 10 years of public sector experience to his NSM role, having served five years as ASM/Senior ASM for Panasonic, SW Territory and the previous five years designing and managing an e-commerce site for a Panasonic value-added reseller.

Marc holds an MBA (with Distinction) from Keller Graduate School of Management, and graduated magna cum laude from Arizona State University with a Bachelor of Science degree. He has earned awards and certifications including Panasonic Shark Team, Panasonic Path to Excellence and President's Club.



## **Brett D. Whitaker**

**Senior Business System Analyst**

**2015 – Present**

- Territory includes U.S. for the PSCNA division of Panasonic.
- Gathering business requirements and customer needs to create documentation for project charter
- Creation and design of custom solutions for new and existing accounts utilizing those requirements
- Creating a project plan to deploy and implement those solutions
- Managing resource allocation to ensure proper delivery of the solution to the customer
- Managing field personnel during the implementation phase to ensure proper delivery of the solution to the customer.

### **Panasonic 1985 – Present**

**Senior Solutions Architect**

**2013 – 2015**

Territory includes U.S. for the PSCNA division of Panasonic. Creation and design of custom solutions for new and existing accounts. Providing consulting services to design, deploy, and implement those solutions. Managing field personnel during the implementation phase to ensure proper delivery of the solution to the customer.

Creation of documents and presentations to ensure proper utilization of the solution at the end user level of the customer.

**Project Manager/Software & Deployment Team**

**2010 - 2013**

Territory includes U.S. for the Toughbook division of Panasonic. Project management duties include creation of requirements documentation for software and hardware implementation projects. Creation of timelines and supervision of technical resources required to complete the task. Closing and documenting project for lessons learned. Provide consulting services directly to customers. These services include selection and installation of devices, infrastructure, and procedures needed to support mission critical business systems. Managing issue resolution includes every aspect of mobile deployments pertaining but not limited to, custom configuration of units, image building, driver bundling and creation of custom software solutions.

**Field Engineer**

**2009 - 2010**

Territory includes Western U.S. for the Toughbook division of Panasonic. Provide tier three support to all TFM's in Western Region regarding service issues. Issues included every aspect of mobile deployments including but not limited to, wireless troubleshooting, custom configuration of units, image building. Creating reports for HQ engineering regarding service and escalations.

**Sr. Technical Field Manager****2005 - 2009**

Territory consists of the Western U.S. for the Toughbook division of Panasonic.

Duties included troubleshooting of issues related to customer deployments of Panasonic Laptops, Tier two support provided. Issues included every aspect of mobile deployments including but not limited to, wireless troubleshooting, custom configuration of units, image building. Building reports pertaining to service histories and failure analysis.

**Sales Engineer****2003 - 2005**

Employed in the Copier/Facsimile division. Job consisted of assisting sales personal in assessing the correct strategy for selling products into customer environments. Site evaluations were created and completed. Consultations with the customer and sales staff to ensure a successful deployment.

**Network Field Engineer****2000 – 2003**

Created the first network engineering test lab for evaluating server based document solutions for Panasonic North America. Testing environment was created to be configurable to duplicate any customer environment for testing large printing and document management systems. Field support duties included troubleshooting escalations from Field Service Engineers and level three support.

**Field Support Manager****1998 – 2000**

Managed five direct reports covering the east coast from Maine to Florida.

Additional duties included level three support to Field Service Technicians under my control allowing for resolution of customer issues in a timely manner. Budgeting, expense reporting and other managerial duties were performed as required.

**Field Service Engineer****1993 - 1998**

Position supplied level two and three support to the eastern region for all facsimile and copier products in the Panasonic product line. Reporting to factory on issues, potential solutions and improvements included in the job responsibilities.

**Field Technician****1985 - 1993**

Working with dealers and end users in deploying, troubleshooting and maintaining copier and facsimile systems. Consultative role taken with the dealer community while ensuring customer satisfaction with end user.

**Awards and Affiliations**

- Graduated Cum Laude from UNLV 2009
- Panasonic Service Employee of the Year – 1999/2000
- United States Air Force – Airman of the Month – Feb. 1983
- United States Air Force Honor Graduate



## Panasonic— Your mission accomplished

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our dedicated sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

## Skant Somchana

Senior Engineering Manager - Western Region

Skant has been with the company for over 10 years and he has been working exclusively on the Panasonic's Toughbook PC and Tablet product line. During his career at Panasonic, he has gained tremendous knowledge and technical skill with the Toughbook product line and related IT field. He also strives to provide excellent engineering and service support to his customers, partners and co-workers. His educational background includes B.S. degree in Computer Engineering from California Polytechnic State University at San Luis Obispo and Master degree in Business Administration from National University at San Diego.

And as a representative response, many of our designated Authorized Resellers also have dedicated sales account managers and technical support representatives that will support the City of Tucson and capabilities to support the participating National IPA agencies.

**PSC Mobile Contacts:**

**Steve Potzusz**  
Development Manager  
Reach Mobility & Wireless  
Specialist  
303.900.5233 o  
719.310.8603 c  
303.900.5233 f  
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**Dan Allen**  
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602.296.0312 f  
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**Dan Allen**  
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281.203.7214 c  
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**Saul Dolgado**  
Southern Regional Sales  
Manager/Southern  
Regional Office  
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281.989.4981 c  
281.407.4513 f  
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**Sean Bruecken**, Business  
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303.346.4274 f  
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**Mandy Straight**  
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208.972.9998 c  
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andrewd@pcsmobile.com

**CDW-G Contacts:**



**Matthew Parnofiello**  
Sr Bus Dev Strategist

Phone: (866) 339-4343  
Email



**Dave Stephens**  
Field Sales Manager

Phone: (866) 547-4721  
Email



**Joe Mangano**  
Sr Bus Dev Strategist

Phone: (800) 975-1381  
Email



**Houston Thomas III**  
Sr Bus Dev Strategist

Phone: Not Available  
Email

**TurneKey Mobile Contacts:**

<b>Mike Southard</b> President	<b>Terry Cage</b> Inside Sales
<b>Lindsay Hoffmann</b> Inside Sales	<b>Kim Hull</b> Area Sales Manager
<b>Keith Goble</b> Area Sales Manager	<b>Jonathan Wesselmann</b> Trainer & Technical Services Assistant
<b>Len Wilson</b> Area Sales Manager	
<b>Steve Ruch</b> Trainer & Technical Services Manager	

<b>Installation</b> 	<b>Consulting</b> 	<b>Technical Support</b> 
<b>On-Site Training</b> 	<b>Remote Support</b> 	<b>Annual Maintenance Plans</b> 

Email Support: info@turnkeymobile.com  
Phone: 573-893-9888 or 844-808-8890  
Fax: 314-754-9794

## Panasonic Agency References

1. Arizona Department of Public Safety  
Trooper Dallas Thompson #6399  
Statewide TraCS Coordinator  
2102 W Encanto Blvd. MD 2900  
Phoenix AZ 85009  
Phone: (602) 223-2213  
Mobile: (602) 290-8167  
Project description - Approximately 700 Panasonic Toughpads deployed – CF-54's – FZ-G1's – CF-31's – soon to be CF-33 in June 2017.
2. City of Tucson  
Lt Timmy Gilder  
Email: timmy.gilder@tucsonaz.gov  
Phone: 520-837-7780  
Project description - 900 CF-53's – looking to replace to CF-54's in next few months.
3. City of Mesa  
Jeremy White  
Police Department POC  
Phone: 480-644-3019  
Email: Jeremy.white@mesaaz.gov  
Pam Tyson  
City Purchasing  
Phone: 480-644-2822  
Email: pam.tyson@mesaaz.gov  
Project description - 600-650 CF-31's in PD Department. 20-30 CF-20's in 2017
4. Harris County Sheriff's Office  
Steven Voisin  
Phone: 713-274-4714  
Email: steven.voisin@sheriff.hctx.net  
Project description - Deployed 2,000 CF-31's, 200 CF-54's, Panasonic Toughbook and 100 Panasonic FZ-G1 Tablets.
5. San Antonio Police Department, TX  
Kevin Holmes, Assistant Director  
Information Technology Services Department  
Phone: 210-207-8438  
Email: Kevin.Holmes@sanantonio.gov  
Project description - In 2014, the City of San Antonio Police Department went to a competitive bid process to complete a fleet refresh for 750 patrol units.
6. Hillsborough County Sheriff's Office/City of Tampa PD, FL  
Violet Bachmann, Project Manager  
Hillsborough County Sheriff's Office  
Phone: 813-290-2274  
Mobile: 813-601-6943  
Fax: 813-242-1806  
Email: vbachman@hcsso.tampa.fl.us  
Project description: Over the last 12 years, Panasonic has successfully completed 3rd and 4th generation refreshes for over 2,500 rugged and semi-rugged Toughbook® laptops. During this long term deployment,

Panasonic had a reported 3% cumulative failure rate for rigorous daily docking and undocking from patrol vehicles. They just purchased another 200 CF-31's in April 2017.

7. Miami-Dade County PD, FL  
Albert Falcon, IT Senior Contracts and Procurement Officer  
5680 SW 87 Avenue Miami, FL 33173  
Miami-Dade County – Information Technology Department  
Phone: 305-596-8314  
Fax: (305) 275-7636  
Email: alberto.falcon@miamidade.gov  
and  
Jose L. Rivero, Commander  
Information Technology Services Bureau  
Miami-Dade Police Department  
9105 NW 25th Street, Room 1070  
Doral, Florida 33172  
Phone: 305-471-1855  
Email: JRivero@mdpd.com  
Project description: Currently at Miami Dade County, Panasonic provides over 1,600 Toughbook computers for road patrol. Panasonic earned 2nd generation refresh after posting a cumulative Toughbook failure rate of only .38% for laptops in 2014.
8. Palm Beach County Sheriff's Office, FL  
Dale Sisson  
CIO - Information Technology Bureau  
Phone: 561-688-3271  
Email: SissonD@pbso.org  
Project description: Project description: Panasonic has successfully completed 2nd generation refresh for approximately 1,500 rugged and semi-rugged Toughbook® laptops. During this long term deployment, Panasonic had a reported 3% cumulative failure rate even under rigorous daily docking and undocking from patrol vehicles.
9. City of Miami PD, FL  
Joseph Pontillo - Information Systems Manager Police  
City of Miami  
400 NW 2nd Ave  
Miami, FL 33128  
Phone: 305-603-6155  
Project Description: Panasonic has successfully completed upgrading 100% of the Miami PD fleet with Panasonic Toughbook laptops with 5 years warranty, along with custom imaging and deployment services.

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## WARRANTY DESCRIPTION

The Protection Plus warranty provides your organization with added peace of mind. It covers repairs that result from accidental damage during regular use. Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, modification by anyone other than our National Service Center or a Panasonic Authorized Service Provider, and damage that is attributable to acts of God.

All system components, except consumable items, are covered under this warranty. Consumable items include the battery, battery charger, stylus pens and printing on the keyboard. Panasonic may elect to repair or replace the damaged unit, at our discretion, with a model of equal or greater value. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.

## WARRANTY PROCEDURES

- Your organization's user initiates the repair of a Toughbook® computer or Toughpad® tablet by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine warranty coverage and the source of the problem. If it is determined

that either a replacement part or service is required, our representative will request the following information:

- Name
- Address
- Unit model and serial number
- Date of failure
- Description of problem

- All units repaired under the Protection Plus warranty receive next-business-day shipping to and from our National Service Center within the United States.

## MAXIMUM BENEFIT

The maximum benefit for Protection Plus coverage is limited to one major failure per unit per year for the LCD, keyboard, hard drive and system board. If a complete unit needs to be replaced, a replacement unit will be provided. The replacement unit will assume the remaining Protection Plus warranty coverage purchased with the original unit. A complete unit replacement will be provided only once during the Protection Plus warranty period. Additionally, Panasonic may replace the screen protection sheet up to once per warranty year when deemed necessary on units in for warranty or Protection Plus service at an authorized location.

## PRICING INFORMATION

The below service programs are available for purchase at the same time the hardware is purchased at the Suggested Retail Prices shown. Services sold after the point of sale are available at additional cost and require Panasonic approval.

SKU	DESCRIPTION	PRICE*
<b>TOUGHBOOK COMPUTERS</b>		
CF-SVCLTNF3Y	3-year Protection Plus (Years 1, 2 & 3)	\$250
CF-SVCLTNF4Y	4-year Protection Plus (Years 1, 2, 3 & 4)	\$500
CF-SVCLTNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$800
CF-SVCLTNFAPOS1Y	1-year Protection Plus APOS (Year 4)	\$400
CF-SVCLTNFAPOSY5	Protection Plus APOS (Year 5)	\$470
CF-SVCLTNFAPOS2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$675
CF-SVCLTNFAPOS3Y	3-year Protection Plus APOS (during warranty). Cannot be sold after 1 year of purchase (Years 1, 2 & 3)	\$250
<b>TOUGHPAD TABLETS</b>		
FZ-SVCTPNF3Y	3-year Protection Plus (Years 1, 2, & 3)	\$245
FZ-SVCTPNF4Y	4-year Protection Plus (Years 1, 2, 3, & 4)	\$495
FZ-SVCTPNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$750
FZ-SVCTPNFAPOS1Y	1-year Protection Plus APOS (Year 4)	\$250
FZ-SVCTPNFAPOSY5	Protection Plus APOS (Year 5)	\$300
FZ-SVCTPNFAPOS2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$475

APOS = After Point of Sale

\*Specifications and prices are subject to change without notice.  
\*\*Includes the Extended Warranty plus Accidental Damage protection.

## LEARN MORE

1.800.662.3537

[us.panasonic.com/toughbook/services](http://us.panasonic.com/toughbook/services)

**TOUGHBOOK®**

**TOUGHPAD®**

# Panasonic

## **Return Policy & Support**

Each Reseller Partner offers support to varying degrees; however, features of our support programs at the procurement level include both pre-sales and post-sales support that encompasses problem resolution, as well as the other forms of support which you address.

This includes in most cases (Reseller dependent), online support, dedicated representative / service team phone support, and account management services. Times and availability for support services also vary between the authorized Resellers that we have designated. However, in addition to direct contracts and localized support, Panasonic offers a toll-free warranty service, technical support, and problem resolution help desk. This service is available 24/7 through the Panasonic National Support Center at Heartland. The toll-free number is (800) 527-8675.

Panasonic has an internal goal of responding to any customer service request within 24 hours. Obviously the resolution is dependent upon the issue, but Panasonic has numerous expedited processes in place to facilitate the issue fix. Further, Panasonic holds quarterly meetings with customers to ascertain any issues and associated resolutions. Reports are also provided to customers as needed. Please review the information on the following pages for more details.

## **Field-based Customer Service Reviews**

To ensure the highest quality of technical service, PSCNA's management team continually monitors our technical support hotline, field service managers and technical service managers to ensure that PSCNA's response guidelines are being met or exceeded. The PSCNA business goal is to provide our customers with a response within four business hours, whether they contact us by phone or email. This means that as our customer, any issue you have will be addressed no later than the next business day.

## **Technical Service Managers**

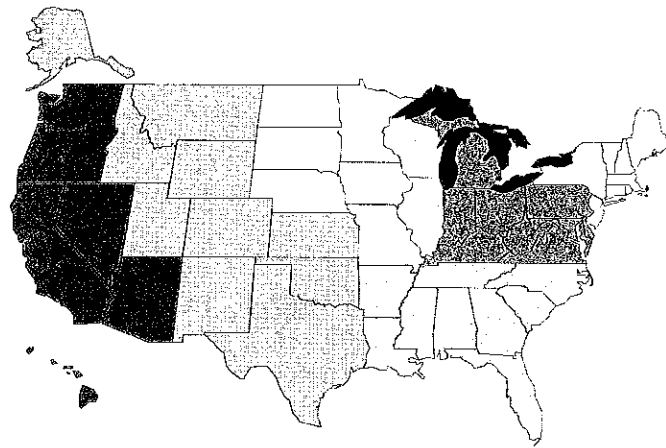
PSCNA has thirteen (13) Technical Service Managers located across the United States in relation to our sales regions. Their focus is on hardware, but they have also been trained on the business applications and challenges for their industry they support. Our sales team also uses their support during the pre-sale stages to ensure that each customer deploys the right solution. In addition, they are responsible for reviewing and tracking customer service histories. And, when an anomaly is identified, they will investigate it further so that recommendations can be made to minimize an issue the customer is experiencing.

## **Field Engineers and Technical Managers**

PSCNA has over forty (40) Field Engineers and Technical Managers that reside in the regions identified in the document below who provide on-site customer pre- and post sales support. Many large metropolitan areas have expanded coverage. They perform Customer Service Patrols to review customer satisfaction levels with our products, our

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technical support, and our services. Additionally, they gather customer performance data and report it to the National Service Center to make sure similar deployments are in-line with each other. And, when necessary, they can set up and execute service projects.



**Field Service Manager  
Territories**

The following section provides additional information with respect to Panasonic support procedures for warranty service and technical support.

## **Turnaround Time**

Panasonic average turnaround time on Toughbook repairs over the past (6) years has been 1.65 days. The 1.65 days does not include the one (1) day for overnight freight to the National Service Center (NSC) or the one (1) day for return overnight freight back to the client. This figure does also not include the day the unit arrives at the NSC, as it may arrive on the early am shipment, or possibly not until later in the work day. Shipping charges for in-warranty repairs are paid for by Panasonic.

- Technical assistance via the Panasonic Technical Support Hotline is available at no additional charge via 1-800-LAPTOP5 or 1-855-PSC-TECH (772-8324). This resource is available 7x24x365. Average time on hold has been reduced to less than 60 seconds.
- The Panasonic Priority Exchange Program provides for overnight replacement of customer installable modules (i.e. a/c adapter, hard disk drive, DVD drive, battery, etc.). This program is included for all units that are deemed "in warranty," and includes at no additional charge overnight shipping of the item to the customer via DHL. Also, a return shipping carton and tag are supplied for return of defective module to Panasonic. Defective components not received back at the National Service Center will be charged at the standard price.
- Internet-based customer resource assistance can be found at no additional charge at [www.panasonic.com/toughbook](http://www.panasonic.com/toughbook). This resources provides updated drivers, bios enhancements, owner's manuals, etc. on the Panasonic Toughbook homepage.

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## Hardware Repair Services

Panasonic provides two methods of requesting hardware repair services; phone-in via 1-800-LAPTOP5 (527-8675) or 1-855-PSC-TECH (772-8324) or e-mail at [RMAREQ@us.panasonic.com](mailto:RMAREQ@us.panasonic.com). These methods allow access to our Whole Unit, Priority Exchange and International service procedures.

### Standard phone-in procedure (for all service options):

1. Customer calls the Panasonic Computer Support Hotline at **1-800-LAPTOP5 (527-8675)** or **1-855-PSC-TECH (772-8324)** to speak to a Panasonic Technical Support Specialist (TSS)
2. The TSS will request the following information:
  - a. Contact Name
  - b. Contact Phone
  - c. Model Number (Notebook)
  - d. Serial Number (Notebook)
3. The TSS will enter this data into the hotline/dispatch system.
4. The TSS will troubleshoot the customers unit and determine if a hardware problem exists
  - a. If no, the TSS assists the customer in resolving the O/S or application software issue. Once the issue is resolved the call is ended.
  - b. If yes, the TSS makes a preliminary determination of the in warranty vs out of warranty status of the unit based on the problem description and serial number. They will also determine the best process to resolve the customers issue; either through Priority Exchange or Whole Unit Service procedures. Please see detailed procedures below.

### ***Priority Exchange Service Procedure (in-warranty only, U.S. only)***

For in-warranty units, Panasonic can ship a replacement component overnight, if the problem detail indicates failure of an end user replaceable component. These components vary by model, but for most models include the AC Adapter, battery, floppy drive, CD/CDRW/DVD, Multi drive, or hard drive.

### Phone-in (continued from standard phone in procedure):

1. The TSS checks availability of requested components in the hotline/dispatch system.
2. If component is not available, the caller is offered Whole Unit Service.
3. If component is available The TSS will request the following additional information:
  - a. Company Name
  - b. Company/Contact Address
  - c. E-mail Address
  - d. Model Number (Component)

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- e. Serial Number (Component, when available)
  - f. Problem Description
4. The TSS enters data into hotline/dispatch system and issues RMA numbers for each component. The call is ended and the component is prepared for shipping to the customer.
  5. Upon receipt of the replacement component, the end user follows the included instructions and ships the defective component back to the repair center using the enclosed waybill. Panasonic pays the shipping cost in both directions. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
  6. Upon return receipt of the defective component, The Panasonic National Service Center will log the component into the system as received. If the defective component is not returned within 30 days of receipt of replacement component, an invoice for the component will be issued to the customer.

## E-mail :

1. The customer's representative sends an e-mail to **RMAREQ@us.panasonic.com**. E-mail requests will be answered within 4 business hours (9:00am – 5:00pm EST, Mon.- Fri.) by our Technical Support Specialist.
2. The pre-defined form attached to the e-mail **must** include the following information for each unit and each component to be repaired or replaced:
  - a. Company Name
  - b. Company Address
  - c. Contact Name
  - d. Contact Phone
  - e. E-Mail Address
  - f. Model Number (Notebook)
  - g. Serial Number (Notebook)
  - h. Model Number (Component)
  - i. Serial Number (Component, when available)
  - j. Problem Description
3. Panasonic representative determines the In Warranty vs. Out of Warranty status of the unit and component based on the Problem Detail and Serial Number of Notebook stated on the RMA request form.
4. Panasonic representative checks availability of requested component/ components in the hotline/ dispatch system.
5. If component is not available or not in warranty, the customer is notified by e-mail and offered either an In Warranty or Out of Warranty Whole Unit Service.
6. Panasonic representative enters data into hotline/dispatch system and assigns RMA numbers for each component.

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7. Panasonic representative "replies to all" via e-mail back to the customer. Warranty status and component availability is identified on same form and noted in e-mail.
8. Upon receipt of the replacement component, the end user follows the included instructions and ships the defective component back to the repair center using the enclosed waybill. Panasonic pays the shipping cost in both directions. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
9. Upon receipt of the defective component, The Panasonic National Service Center will log the component into the system as received. If the defective component is not returned within 30 days of receipt of replacement component, an invoice for the component will be issued to the customer.

## ***Whole Unit Service Procedure (for Toughbooks)***

### **Phone-in (continued from standard phone in procedure):**

1. The TSS will request the following additional information:
  - a. Company Name
  - b. Company/Contact Address
  - c. E-mail Address
  - d. Problem Description
  - e. Shipping box needed (In Warranty Only)
2. All units are boxed in approved containers (customer can re-use boxes that are determined to be in acceptable shipping condition). Panasonic does not provide boxes, free of charge for Out of Warranty Service.
3. All boxes must have the RMA number corresponding to the unit inside written clearly on the outside of each box.
4. All units are shipped in for service to the Panasonic National Service Center using Panasonic's designated overnight carrier service (In Warranty Service Only). Panasonic does not provide shipping for Out of Warranty Service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
5. Upon receipt, all units are logged into the system as received.

### **(IN WARRANTY)**

6. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. Unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer.
7. Repaired units are shipped back to customer using Panasonic's designated overnight carrier service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.

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## (OUT OF WARRANTY)

6. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. An estimate of repair is prepared for approval.
7. Panasonic National Repair Center will e-mail or phone (**Contact person or department to be defined by the customer**) the customer with an estimate for approval. When the estimate is approved unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer. If the estimate is disapproved the customer is billed an estimate, box, shipping and handling fee and the unit is returned without repair.
8. Repaired or not repaired units are shipped back to the customer. The customer determines the method of shipment. Panasonic does not cover the cost of shipping for Out of Warranty Service.

## E-Mail:

1. The customer representative sends an e-mail to **RMAREQ@us.panasonic.com**. This e-mail will be answered within 4 business hours by our Technical Support Specialist.
2. The pre-defined form attached to the e-mail **must** include the following information for each unit to be repaired:
  - a. Company Name
  - b. Company Address
  - c. Contact Name
  - d. Contact Phone
  - e. E-Mail Address
  - f. Model Number (ex. CF-30XXXXXXXX)
  - g. Serial Number
  - h. Problem Description
  - i. Shipping box needed (In Warranty Only)
3. Panasonic representative makes a preliminary determination of the In Warranty vs. Out of Warranty status of the unit based on the Problem Description and Serial Number of the Notebook stated on the RMA request form.
4. Panasonic representative enters data into hotline/dispatch system and assigns RMA numbers for each unit.
5. Panasonic representative "replies to all" via e-mail back to the customer. Warranty status is identified on same form and noted in e-mail.
6. All units are boxed in approved containers (the customer can re-use boxes that are determined to be in acceptable shipping condition). Panasonic does not provide boxes, free of charge for Out of Warranty Service.

# Panasonic

7. All boxes must have the RMA number corresponding to the unit inside written clearly on the outside of each box.
8. All units are shipped in for service to the Panasonic National Service Center using Panasonic's designated overnight carrier service. (In Warranty Service Only). Panasonic does not provide shipping for Out of Warranty Service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary
9. Upon receipt, all units are logged into the system as received.

## (IN WARRANTY)

10. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. Unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer.
11. Repaired units are shipped back to the customer using Panasonic's designated overnight carrier service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary

## (OUT OF WARRANTY)

10. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. An estimate of repair is prepared for approval.
11. Panasonic National Service Center will e-mail or phone (**Contact person or department to be defined by the customer**) the customer with an estimate for approval. When the estimate is approved unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer. If the estimate is disapproved the customer is billed an estimate, box, shipping and handling fee and the unit is returned without repair.
12. Repaired or non-repaired units are shipped back to the customer. The customer determines the method of shipment. Panasonic does not cover the cost of shipping for Out of Warranty Service.
  - The method of shipment for all non-repaired units should be UPS ground unless otherwise specified by the customer.
  - In an effort to conserve costs every effort will be used to retain the carton and packing the customer used to ship the unit to the National Service Center.
  - In-Warranty Units - Panasonic pays for all cost of service, including labor, parts, boxes, shipping and handling and all applicable taxes. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary

## Panasonic's Eco-Conscious Initiatives

Panasonic has a vision to become the No. 1 Green Innovation Company in the Electronics Industry by 2018, when Panasonic will celebrate its 100th anniversary. Panasonic aspires for global excellence as a Green Innovation Company, encompassing two goals: Green Life Innovation to realize green lifestyles that enrich people's lives, and Green Business Innovation to produce further innovation in our business styles.

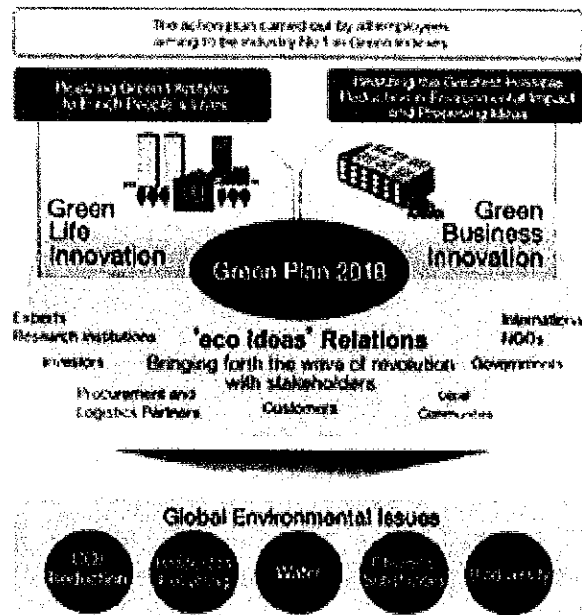


Figure 2: Panasonic Green Plan 2018

## Eco-Manufacturing

Over the life of a product — from design concept to its useful end of life — manufacturing can often have the biggest impact on the environment. Panasonic is committed to minimizing the environmental impacts from the manufacturing process. Among the company's initiatives to minimize its manufacturing impacts include:

- All Panasonic products, including mobile computers, flat-panel displays, DVD players, digital cameras and cellular telephones, are built using lead-free soldering.
- Use of plastic resins are kept to a minimum to facilitate easier recycling.
- By combining more effective use of our limited resources with recycling-oriented manufacturing, Panasonic contributes to the development of a sustainable society.
- To learn more about Panasonic's approach to resource recycling,
- Panasonic further aims to reduce its environmental impact to as close to zero as possible in all of our factories worldwide. Specifically targeted are a reduction in factories' CO2 emissions, total waste generation, and chemical substance releases.

### ***Eco-conscious Product Initiatives***

Panasonic uses a product assessment system that evaluates the environmental impacts of our products and services beginning at their planning and design stages. Based on our demanding criteria, we accredit our products and services that have achieved top environmental performance in the industry as Superior Green Products. The accreditation criteria for our Green Products includes their performance in terms of prevention of global warming (product efficiency), effective utilization of resources and management of chemical substances. Products are compared to both our own models and our competitors' products.

One key initiative is to greatly expand the use of recycled content in our products. For our 2018 product line-up, Panasonic has set a recycled content goal of 16% post-consumer recycled content materials.

### **End-of-Life Management**

Panasonic provides customers with comprehensive options for end of life and trade-in programs for the Toughbook line of products. Panasonic programs are consistent with our Environmental Control Policy and Corporate Social Responsibility Initiatives. Elements of our programs include (but are not limited to):

### ***Eco-friendly Initiatives***

Panasonic has been recognized for its environmental policies and pledges to remove 300,000 tons of carbon dioxide emissions. Over the life of a product – from concept to retirement – manufacturing can often have the biggest impact on the environment. Panasonic is committed to making sure that manufacturing of Toughbook computers has the smallest environmental effect possible – Making Toughbook green laptops even more eco-friendly.

### ***Engineered Green***

Panasonic is committed to building Toughbook products in an environmentally sound way. All Toughbook laptops are engineered green and manufactured in "Clean Factories" where at least 98% of generated waste is recycled. Panasonic continues to produce products with materials that are safer for people and the environment. All Toughbook products have an EPEAT Silver and Energy Star rating in addition to being ISO14000 and RoHS compliant.

### ***Reduction of Waste***

Toughbook laptops are designed with more resilient materials than other mobile computers. One example is the use of eco-friendly magnesium alloys, which are lightweight and have high corrosion resistance. These materials correlate to longer life spans – and less water. In addition, Toughbook computers have other attributes that make them better to use and safer for the environment including batteries that have longer life spans require fewer charges.



### ***Recycle, Remarket, Reuse***

Panasonic offers a computer recycling program as well as services to remarket and reuse retired Toughbook computers. All recycle, remarket and reuse options include the removal of data from hard drives, in accordance with Department of Defense (DoD) guidelines, so that crucial information does not end up in the wrong hands. In addition, all Environmental Protection Agency (EPA) and Electronic Product Environmental Assessment Tool (EPEAT) standards are strictly followed to ensure minimal environmental impact. Panasonic will recycle Toughbook laptops that have reached the end of their life cycles in accordance with environmental standards and DoD data security guidelines. With Panasonic's remarket service, organizations can not only be environmentally conscious but also get money back for use on future Toughbook purchases. With the reuse program, customers wishing to donate Toughbook laptops can do so – and get a tax credit too. This environmentally-friendly option is provided by Panasonic, which will donate the laptops; for example, recently-donated Toughbook laptops issued through this process were used to help build a library in Ghana, which will benefit as many as 300 children in the area.

### ***Panasonic End of Life / Trade-In Program***

The following information describes the Panasonic End of Life and Trade-in program. The information provided is also located online at:

<http://www.panasonic.com/business-solutions/green-recycling-program.asp>

Panasonic offers many services as outlined below:

- **Recycle:** Panasonic offers a recycling program in accordance with environmental standards for products that have reached the end of their life cycles. The program is free to both individuals and organizations.
- **Remarket:** Thanks to Panasonic's remarketing service, organizations can not only be environmentally-conscious but also save money on the purchase of future Panasonic Solution Company products. The service provides organizations with credit for currently owned Panasonic Solution Company products that can be used toward the purchase of new Panasonic products. For the Toughbook product, the service also ensures that data is wiped from the mobile computer hard drives.
- **Reuse:** With the reuse program, Panasonic will assist customers wishing to donate their used Panasonic product.

### **Eligible Equipment includes:**

- Laptops / Notebooks
- Tablet PCs
- PDAs
- Monitors (LCD / CRT)
- Systems / Desktops / Workstations
- Digital Cameras
- Data Center equipment
- Fax Machines
- Networking equipment
- Telecommunication equipment
- Plasmas
- Point of Sale equipment
- Printers
- Projectors
- Servers
- Storage

### **Standard Services provided include:**

- Data Security: DOD 5220.22-M standard compliancy data erasure of each hard drive or media.
- Depot audit: diagnostic test, configuration ID, grade, ID cleanse and standard report.

### **Milestones and Awards**

Panasonic's reputation as an environmentally conscious company dates back to its founder, Konosuke Matsushita, and his belief in putting people before products.

From the creation of a Pollution Committee in 1970 and a Corporate Environmental Management office in 1971, Panasonic has a history of proactive environmental management. This includes formation of a CFC Reduction Committee in 1988, creation of our Environmental Charter in 1991, publication of Panasonic's first Environmental Report in 1998, ISO 14001 certification for all Panasonic factories in 1998, adoption of a 10 year Green Plan in 2001, and most recently establishment of our current Green Plan 2018.

Panasonic has earned a number of environmental accolades over the years based on our environmental activities, policies, and products. Among our recent recognition includes:

- 2013 ENERGY STAR Partner of the Year Sustained Excellence
- 2012 Interbrand's Global Best Green Brands (#6 ranking)
- 2012 Top 100 in Newsweek's Green Rankings of Global Companies
- 2012 EPA's Most Sustainable Materials Electronics Challenge
- 2012 ENERGY STAR Sustained Excellence Award
- 2011 FTSE4 Good Global index
- 2011 Two Tomorrows Value Rating (Aaa)
- 2011 Dow Jones Sustainability Index
- 2011 Global 100 Index of Most Sustainable Companies
- 2011 #1 in Nikkei Environmental Rankings
- SAM 2011 Gold Class.
- 2011 ENERGY STAR Partner of the Year award
- 2010 ENERGY STAR Partner of the Year award



For more information about Panasonic's environmental initiatives, please visit: <http://www.panasonic.net/eco>.

### **Environmental Certifications**

As depicted within the table below, Panasonic Toughbook computers are certified / registered with each of the primary standards / certifications groups that are designed primarily for environmental standards and governance within our classifications of products (i.e., Laptops, Tablets), including Energy Star, EPEAT, and Restriction of Hazardous Substances (RoHS).

#### **RoHS Compliance**

Panasonic Toughbooks are fully RoHS Compliant even though this certification is not yet required in the United States.

Restriction of Hazardous Substances - EU Directive 2002/95/EC: restriction on the use of certain hazardous substances in electrical or electronic equipment sold or used in the European Union after July 1, 2006. These substances are lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls, and polybrominated diphenyl ethers.

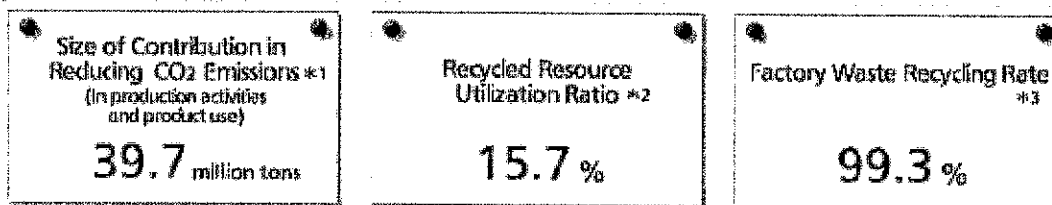
Panasonic uses X-Ray Fluoroscopy testing on all new components to verify RoHS compliance. Additional information with respect to Panasonic's environmental policies, efforts, and recycling programs are also provided in the sections below.

## Packaging Reduction & Recycling

Published Panasonic Environmental Control Policy and Corporate Social Responsibility Initiatives include initiatives to reduce the impact on the Global environment through the utilization of recycling for packaging materials. Information specific to Panasonic's recycling initiatives is located online at the following address: <http://www.panasonic.com/environmental/>.

Over the life of a product — from concept to retirement — manufacturing can often have the biggest impact on the environment. Panasonic is committed to making sure the manufacturing of Toughbook rugged laptops has the smallest environmental effect possible.

Panasonic Toughbook is committed to being an environmentally responsible company. We have amplified our focus on reducing the environmental impact of our products by increasing their energy efficiency and reducing the pollutants they create. Products are manufactured in our "clean" factories where we recycle 98% of the waste they generate, and we're developing technologies for the efficient dismantling of disposed electronic products. We share our R&D and dismantling technologies with other recycling facilities to enhance all efforts and increase recycling worldwide. Panasonic Toughbook is compliant with directives such as WEEE and RoHS.



\*1 The size of contribution in reducing CO<sub>2</sub> emissions is defined as the amount achieved by deducting the actual emissions from the amount that would have been emitted without improvements such as the energy-saving performance of our products and productivity from fiscal 2006. In other words, it reflects the continuous efforts being made to reduce CO<sub>2</sub> emissions.

\*2 Recycled resource utilization ratio = Recycled resources used / Total resources used

\*3 Factory waste recycling rate = Amount of resources recycled / (Amount of resources recycled + Amount of final disposal)

# CITY OF TUCSON

## REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NUMBER: 171725  
PROPOSAL DUE DATE: MAY 11, 2017 AT 4:00 P.M. LOCAL AZ TIME  
PROPOSAL SUBMITTAL LOCATION: Department of Procurement  
255 W. Alameda, 6<sup>th</sup> Floor, Tucson, AZ 85701

MATERIAL OR SERVICE: MOBILE COMPUTING SOLUTIONS INCLUDING  
RUGGEDIZED LAPTOPS, TABLETS, ACCESSORIES  
AND RELATED TECHNOLOGY PRODUCTS AND  
SERVICES

PRE-PROPOSAL CONFERENCE DATE: APRIL 24, 2017

TIME: 8:30 AM TO 10:30 AM

LOCATION: INFORMATION TECHNOLOGY ADMINISTRATIVE  
BUILDING  
1<sup>ST</sup> FLOOR OLD PUEBLO ROOM  
480 S. PASEO REDONDO

CONTRACT OFFICER: LLOYD B. WINDLE II  
TELEPHONE NUMBER: (520) 837-4105  
[Lloyd.Windle@tucsonaz.gov](mailto:Lloyd.Windle@tucsonaz.gov)

A copy of this solicitation and possible future amendments may be obtained from our Internet site at: <http://www.tucsonprocurement.com/> by selecting the Bid Opportunities link and the associated solicitation number. The City does not mail out Notices of available solicitations via the U.S. Postal Service. Email notifications are sent to those interested offerors who are registered with us and who have selected email as their preferred delivery method. To register, please visit [www.tucsonprocurement.com](http://www.tucsonprocurement.com), click on Vendors, then click on Vendor Registration. To update an existing record, click on Vendors, click on What's New?, and read the section titled "Notice of Solicitations." You may also call (520) 791-4217 if you have questions.

Competitive sealed proposals for the specified material or service shall be received by the Department of Procurement, 255 W. Alameda, 6th Floor, Tucson, Arizona 85701, until the date and time cited.

Proposals must be in the actual possession of the Department of Procurement at the location indicated, on or prior to the exact date and time indicated above. Late proposals shall not be considered. The prevailing clock shall be the City Department of Procurement clock.

Proposals must be submitted in a sealed envelope. The Request for Proposal number and the offeror's name and address should be clearly indicated **on the outside** of the envelope. All proposals must be completed in ink or typewritten. Questions must be addressed to the Contract Officer listed above.

\*\*\*\*ALERT\*\*\*\*

Effective July 1, 2014, the City of Tucson's Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) Program has moved to the Department of Procurement and has become the Business Enterprise and Compliance Program. To contact them, please call (520) 837-4000 or visit the website at [http://www.tucsonprocurement.com/Bidders\\_Page.aspx](http://www.tucsonprocurement.com/Bidders_Page.aspx) and click on SBE or DBE.

LW/hb

PUBLISH DATE: 04/12/2017

## INTRODUCTION

The City of Tucson (“The City”) is soliciting proposals from qualified firms to provide a **Mobile Computing Solution Including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services**, to be delivered to various locations throughout the City of Tucson. Public Safety solutions for Tucson Police Department and Tucson Fire Department is the primary focus for the eventual contract with potential participation by other City departments like Tucson Water and General Services. Therefore, a comprehensive and varied offering of products and services will be needed to meet the diverse operations of the City.

## BACKGROUND

The City of Tucson, as the Principal Procurement Agency, as defined in, Attachment 1, has partnered with the National Intergovernmental Purchasing Alliance Company (“National IPA”) to make the resultant contract (also known as the “Master Agreement” in materials distributed by National IPA) from this solicitation available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit (“Public Agencies”), through National IPA’s cooperative purchasing program. The City of Tucson is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with National IPA as a Participating Public Agency in National IPA’s cooperative purchasing program. Attachment 1 contains additional information on National IPA and the cooperative purchasing agreement.

National IPA is a channel partner with, Vizient (formally, Novation). Together we leverage over \$100 billion in annual supply spend to command the best prices on products and services. With corporate, pricing and sales commitments from the Supplier, National IPA provides marketing and administrative support for the Supplier that directly promotes the Supplier’s products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis. Public Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and competed. The Supplier benefits from a contract that allows Participating Public Agencies to directly purchase goods and services without the Supplier’s need to respond to additional competitive solicitations. As such, the Supplier must be able to accommodate a nationwide demand for services and to fulfill obligations as a nationwide Supplier and respond to the National IPA documents Attachment 1

The City of Tucson anticipates spending approximately \$9,000,000 over the full potential Master Agreement term for Mobile Computing Solutions including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services. While no minimum volume is guaranteed to the Supplier, the estimated annual volume of Mobile Computing Solutions including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services purchased under the Master Agreement through National IPA is approximately \$50 million. This projection is based on the current annual volumes among the City of Tucson, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through National IPA, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and National IPA.

## SCHEDULE OF EVENTS

To the extent achievable, the following tentative schedule shall govern the review, evaluation and award of the contract. The dates are estimates only and the City reserves the right to modify the dates below as necessary.

<u>ACTIVITY</u>	<u>ESTIMATED DATE OF ACTIVITY</u>
Pre-proposal conference	April 24, 2017
Due Date for Written Questions	May 2, 2017
Responses to Written Questions published in an Amendment	May 3, 2017
Proposal due date	May 12, 2017
Review of Proposals by Evaluation Committee	May 15 – June 30, 2017
Interviews / product demonstrations & reference checks	30 Days between July 1, 2017 and August 14, 2017
Negotiations Conclude	October 10, 2017
Contract Award & Issuance of Purchase Order	October 31, 2017

## SCOPE OF WORK

### **A. GENERAL REQUIREMENTS**

1. **QUALIFIED VENDORS:** Offerors should meet the minimum qualifications:
  - a. Be an authorized reseller or manufacturer.
  - b. Have a strong national presence in the computer industry.
  - c. Have a distribution model capable of delivering products nationwide.
  - d. Have a demonstrated national sales presence.
  - e. **Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.**
  - f. Be able to provide the full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.
2. **ORDERING:** Although the City is open to alternate ordering methods, the primary methods for customers placing orders with the Contractor is through the following:
  - a. Online
  - b. Telephone
  - c. Fax
  - d. Email
3. **DELIVERY REQUIREMENT:** Contractor agrees to deliver all products to the desktop of the ordering customer. In many cases within the City, the Contractor may be asked to deliver all goods to the front counter within a given department.
4. **USAGE REPORT:** The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report should list the manufacturer name, model number, part number, item description, quantity sold and total spend by department, division, ordering entity, etc.

5. **WAREHOUSING, DISTRIBUTION AND SALES FACILITIES:** The product specified in this solicitation is dependent upon an extensive manufacturer-to-customer supply chain distribution system. In order to be considered for award, each potential contractor is required to provide proof of an extensive distribution system.
6. **WARRANTY:** Offeror shall warrant that all equipment and parts furnished in their offer are newly manufactured and free from defects in material and workmanship for no less than (3) three year from the date the equipment is delivered or installed. Warranty shall also guarantee accepted trade standards of quality, fitness for the intended uses, and conformance to promises or specified specifications. No other express or implied warranty shall eliminate the vendor's liability as stated herein.

## **B. PRODUCT REQUIREMENTS**

### **1. RUGGED DEFINITIONS:**

- a. **Ultra-Rugged:** Designed to meet precise specifications for military use and are made to handle the harshest environmental conditions. An ultra-rugged laptop can be left out in a sandstorm, frozen in a blizzard or sent on a vibrating rocket into space without any detrimental effects. All products being offered shall meet or exceed the specifications defined in the most recent Department of Defense Test Method Standard as Military Grade. Most recent document is MIL-STD-810G 31 OCTOBER 2008.

In addition, equipment offered and tested by the City shall function in extreme heat temperature of 150 degrees and wet, rainy, humid environments.

- b. **Fully-Rugged:** Designed from the inside-out to work in extreme temperatures, to be resistant to being dropped, to resist shocks and vibrations and to be dustproof and waterproof. A fully-rugged laptop may have a solid state hard drive.
- c. **Semi or Business-Rugged:** Withstands harsh temperatures as well as extreme vibration such as in a vehicle riding over rough terrain. It can also handle some water on the keyboard. Semi-rugged laptops are typically regular laptops with better cases, rubber-mounted hard drives and spill-proof keyboards.

### **2. PRODUCT CATEGORIES:** A complete and comprehensive line of technical product and service solutions including, but not limited to, the following:

- a. **Ruggedized Laptops:** Components include touchscreens, solid state drives, vibration resistant/control, bezels, heat resistant, water resistant,
1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged
- b. **Ruggedized Tablets:** Touchscreens must be useable with latex medical gloves and q-tips, keyboard film, sanitize resistant, stylus secured to tablet.
1. Ultra-rugged
  2. Fully-rugged
  3. Semi or Business-rugged
- c. **Accessories including but not limited to the following categories**
1. vehicle mounts
  2. desktop replicators
  3. batteries
  4. battery chargers

5. memory cards
6. external drives
7. extended warranties
8. keyboards
9. keyboard covers
10. backlit keyboards
11. stylus
12. solid state drives
13. cases
14. touchscreens
15. aircard
16. cooling devices
17. Peripherals
18. other

**d. Ancillary Products (includes 3<sup>rd</sup> Party products including but not limited to the following**

Ancillary products that complement and are associated with the proposed product lines.

1. cradlepoint
2. antennas
3. other

**e. Other Technology Product Categories (list each category with a brief description)**

2. **CURRENT PRODUCTS:** All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation.
3. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.
4. **PRODUCT/RECALL NOTICES:** In the event of any recall notice, technical service bulletin, or other important notification affecting product purchased from this contract, a notice shall be sent to the Contract Representative. It shall be the responsibility of the contractors to assure that all recall notices are sent directly to the agencies Contract Representative.
5. **PRICING:** Pricing shall be provided in the format of a discount off Suggested Retail Price (SRP) with the ability to provide discounts based on large quantity and large dollar spend. Because the "technology marketplace" is one of rapid change with new products and revisions coming into the marketplace on a regular basis, it is required that a verifiable pricing formula or guaranteed discount matrix be included with the response. This formula will provide a method of determining the price of future configuration. In the event a product is discontinued, Vendor will provide a product of the same or greater functionality, utilizing the proposed discount structure. In addition, Vendor must notify the City in writing within 60 days of End of Life on all models.
6. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.
7. **PRODUCT DEMONSTRATIONS:** The City will conduct product demonstrations with those Offerors who proceed to this phase of the evaluation process. The Offerors proposed products will be tested

during a minimum 30-day window between (approximately) July 1, 2017 and August 15, 2017. Offerors shall provide a specified quantity (to be determined later) of each proposed product for testing in the Tucson work environment. Demo products will be installed in law enforcement automobiles and motorcycles, in Fire and EMT vehicles, and field crew vehicles. The tests will document the performance of the proposed products in the actual work environments of staff, which includes inclement weather where extreme temperature changes exist. Temperatures inside vehicles can reach over 150 degrees, outdoor temperatures can reach 115 degrees and be very wet and humid due to the monsoon season. Staff shall document the functionality of the products and any issues that are experienced. Proposed products, including installation, shall be provided to City at no cost.

See Exhibit A of this RFP document for a list of the equipment currently in use in the City of Tucson. Demo products will not be limited to only these types of equipment, and this list is being provided solely to give offerors an indication of the type of equipment currently in use.

**C. SERVICE REQUIREMENTS:**

1. **SERVICE CATEGORIES:** Offerors shall provide as many of the following associated services that are available through its distribution and sales network:
  - a. **Financing or Leasing**
    1. Capital
    2. Operating
    3. Other
  - b. **Consulting**
    1. Public safety equipment needs assessment
    2. Grant assessment and writing
    3. Other
  - c. **Repairs**
    1. Onsite
    2. Repair Facility
    3. Certified City trained staff
    4. Other
  - d. **Installation:**
    1. Provide installation services.
  - e. **Imaging:**
    1. Provide image installation.
  - f. **Protection Plus**
    1. List products.
    2. Provide details.
  - g. **Extended Warranties**
    1. List products.
    2. Provide details.
  - h. **Training and Education**
    1. Onsite
    2. Online
    3. Offsite

4. Certified Repair

**i. Customer Support Services:** The policies and procedures for:

1. Replacements
2. Returns
3. Restocking charges
4. After hours service
5. After sales support
6. Out of stock
7. Order tracing
8. Technical feedback
9. Quality assurance for orders
10. Drop shipments
11. Online support
  - a. Customer
  - b. Technical
12. Phone support
  - a. Customer
  - b. Technical
13. Location, hours and staff quantity of call centers
14. other

**j. Implementation**

**k. Other Applicable Services.** Value-add services not included in above categories.

## INSTRUCTIONS TO OFFERORS

### 1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION:

For purposes of this solicitation and subsequent contract, the following definitions shall apply:

**City:** The City of Tucson, Arizona

**Contract:** The legal agreement executed between the City and the Contractor/Consultant. The Contract shall include this RFP document incorporated herein by reference, all terms, conditions, specifications, scope of work, Amendments, the Contractor's offer and negotiated items as accepted by the City.

**Contractor/Consultant:** The individual, partnership, or corporation who, as a result of the competitive solicitation process, is awarded a contract by the City.

**Contract Representative:** The City employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and is responsible for monitoring and overseeing the Contractor's performance under this Contract.

**Director of Procurement:** The contracting authority for the City, authorized to sign contracts and amendments thereto on behalf of the City.

**May:** Indicates something that is not mandatory but permissible.

**Offeror:** The individual, partnership, or corporation who submits a proposal in response to a solicitation.

**Shall, Will, Must:** Indicates a mandatory requirement. Failure to meet these mandatory requirements, if they constitute a substantive requirement, may, at the City's sole discretion, result in the rejection of a proposal as non-responsive.

**Should:** Indicates something that is recommended but not mandatory. If the Offeror fails to provide recommended information, the City may, at its sole option, ask the Offeror to provide the information or evaluate the proposal without the information.

**2. PRE-PROPOSAL CONFERENCE:** If scheduled, the date and time of a Pre-Proposal conference is indicated on the cover page of this document. Attendance at this conference is not mandatory. Written minutes and/or notes will not be available, therefore attendance is encouraged. If an Offeror is unable to attend the Pre-Proposal Conference questions may be submitted in writing. Offerors are encouraged to submit written questions, via electronic mail or facsimile, at least five days prior to the Request for Proposal due date to the Contract Officer listed above. The purpose of this conference will be to clarify the contents of this Request for Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this Request for Proposal or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and may issue a written amendment to the Request for Proposal. Oral statements or instructions will not constitute an amendment to this Request for Proposal.

**3. INQUIRIES:** Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, at least five days prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such, otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.

**4. AMENDMENT OF REQUEST FOR PROPOSAL:** The Offeror shall acknowledge receipt of a Request for Proposal Amendment by signing and returning the document by the specified due date and time.

**5. FAMILIARIZATION OF SCOPE OF WORK:** Before submitting a proposal, each offeror shall familiarize itself with the Scope of Work, laws, regulations and other factors affecting contract performance. The Offeror shall be responsible for fully understanding the requirements of the subsequent Contract and otherwise satisfy itself as to the expense and difficulties accompanying the fulfillment of contract requirements. The submission of a proposal will constitute a representation of compliance by the Offeror. There will be no subsequent financial adjustment, other than that provided by the subsequent Contract, for lack of such familiarization.

### 6. PREPARATION OF PROPOSAL:

A. All proposals shall be on the forms provided in this Request for Proposal package. It is permissible to copy these forms as required. Facsimiles or electronic mail proposals shall not be considered.

B. At a minimum, your proposal should include the signed Offer and Acceptance form, signed copies of any solicitation amendments, completed Price Page and your response to all evaluation criteria.

C. The Offer and Acceptance page shall be signed by a person authorized to submit an offer. An authorized signature on the Offer and Acceptance page, Proposal Amendment(s), or cover letter accompanying the proposal documents shall constitute an irrevocable offer to sell the good and/or service specified herein. Offeror shall submit any additional requested documentation, signifying intent to be bound by the terms of the agreement.

- D. The authorized person signing the proposal shall initial erasure, interlineations or other modifications on the proposal.
  - E. In case of error in the extension of prices in the proposal, unit price shall govern when applicable.
  - F. Periods of time, stated as a number of days, shall be in calendar days.
  - G. It is the responsibility of all offerors to examine the entire Request for Proposal package and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.
  - H. The City shall not reimburse the cost of developing, presenting, submitting or providing any response to this solicitation.
  - I. Offeror must list any subcontractors to be utilized in the performance of the services specified herein. For each subcontractor, details on respective qualifications must be included.
- 7. PAYMENT DISCOUNTS:** Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.
- 8. TAXES:** The City of Tucson is exempt from federal excise tax, including the federal transportation tax.
- 9. PROPOSAL/SUBMITTAL FORMAT:** **An original and 4 copies (5 total) of each proposal** should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit one electronic copy of the proposal on cd, disc or zip disc in MS Office 2003 or .pdf format. Any confidential information shall be submitted on a separate cd, disc or zip disc. The original copy of the proposal should be clearly labeled "Original" and shall be single-sided, three hole punched and in a binder. The material should be in sequence and related to the RFP. **The sections of the submittal should be tabbed, clearly identifiable and should include a minimum of the following sections: the completed Offer and Acceptance Form, all signed Amendments, a copy of this RFP document and the Offeror's response to the Evaluation Criteria including the completed Price Page.** Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal.
- 10. EXCEPTIONS TO CONTRACT PROVISIONS:** A response to any Request for Proposal is an offer to contract with the City based upon the contract provisions contained in the City's Request for Proposal, including but not limited to, the specifications, scope of work and any terms and conditions. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. The provisions of the Request for Proposal cannot be modified without the express written approval of the Director or his designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Director or his designee, the contract provisions contained in the City's Request for Proposal shall prevail.
- 11. PUBLIC RECORD:** All proposals submitted in response to this Request for Proposal shall become the property of the City and shall become a matter of public record available for review subsequent to the award notification.
- 12. CONFIDENTIAL INFORMATION:** The City of Tucson is obligated to abide by all public information laws. If an Offeror believes that any portion of a proposal, offer, specification, protest or correspondence contains information that should be withheld, a statement advising the Contract Officer of this fact should accompany the submission and the information shall be so identified wherever it appears. The City shall review all requests for confidentiality and may provide a written determination to designate specified documents confidential or the request may be denied. Price is not confidential and will not be withheld. If the confidential request is denied, such information shall be disclosed as public information, unless the offeror submits a formal written objection.
- 13. CERTIFICATION:** By signature on the Offer and Acceptance page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Offeror certifies:
- A. The submission of the offer did not involve collusion or other anti-competitive practices.
  - B. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
  - C. The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.
  - D. The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to bind the Offeror to the Contract.

- 14. WHERE TO SUBMIT PROPOSALS:** In order to be considered, the Offeror must complete and submit its proposal to the City of Tucson Department of Procurement at the location indicated, prior to or at the exact date and time indicated on the Notice of Request for Proposal page. The Offeror's proposal shall be submitted in a sealed envelope. The words "SEALED PROPOSAL" with the REQUEST FOR PROPOSAL TITLE, REQUEST FOR PROPOSAL NUMBER, PROPOSAL DUE DATE AND TIME and OFFEROR'S NAME AND ADDRESS shall be written on the envelope.
- 15. LATE PROPOSALS:** Late proposals will be rejected.
- 16. OFFER AND ACCEPTANCE PERIOD:** In order to allow for an adequate evaluation, the City requires an offer in response to this solicitation to be valid and irrevocable for ninety (90) days after the proposal due date and time.
- 17. WITHDRAWAL OF PROPOSAL:** At any time prior to the specified solicitation due date and time, an offeror may formally withdraw the proposal by a written letter, facsimile or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.
- 18. DISCUSSIONS:** The City reserves the right to conduct discussions with offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in the proposal in order to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.
- 19. CONTRACT NEGOTIATIONS:** Exclusive or concurrent negotiations may be conducted with responsible offeror(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Offerors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing offerors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful offeror. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified firm(s).
- 20. VENDOR APPLICATION:** Prior to the award of a Contract, the successful offeror shall register with the City's Department of Procurement. Registration can be completed at <http://www.tucsonprocurement.com/> by clicking on Vendor Services. Please note that email notifications of newly published solicitations and amendments will be provided to those vendors that select email as their preferred delivery method in their vendor record.
- 21. CITY OF TUCSON BUSINESS LICENSE:** It is the responsibility of the Contractor to have a City of Tucson Business License throughout the life of this contract or a written determination from the City's Business License Section that a license is not required. At any time during the contract, the City may request the Contractor to provide a valid copy of the business license or a written determination that a business license is not required. Application for a City Business License can be completed at <http://www.tucsonaz.gov/etax>. For questions contact the City's Business License Section at (520) 791-4566 or email at [tax-license@tucsonaz.gov](mailto:tax-license@tucsonaz.gov).
- 22. UPON NOTICE OF INTENT TO AWARD:** The apparent successful offeror shall sign and file with the City, within five (5) days after Notice of Intent to Award, all documents necessary to the successful execution of the Contract.
- 23. AWARD OF CONTRACT:** Notwithstanding any other provision of the Request for Proposal, the City reserves the right to:
- (1) waive any immaterial defect or informality; or
  - (2) reject any or all proposals, or portions thereof; or
  - (3) reissue the Request for Proposal.

A response to this Request for Proposal is an offer to contract with the City based upon the terms, conditions and Scope of Work contained in the City's Request for Proposal. Proposals do not become contracts unless and until they are executed by the City's Director of Procurement and the City Attorney. A contract has its inception in the award, eliminating a formal signing of a separate contract. All of the terms and conditions of the contract are contained in the Request for Proposal, unless any of the terms and conditions are modified by a Request for Proposal amendment, a Contract Amendment, or by mutually agreed terms and conditions in the Contract documents.

- 24. PROPOSAL RESULTS:** The name(s) of the successful offeror(s) will be posted on the Procurement Department's Internet site at <http://www.tucsonprocurement.com/> upon issuance of a Notice of Intent to Award or upon final contract execution.

**25. PROTESTS:** A protest shall be in writing and shall be filed with the Director of Procurement. A protest of a Request for Proposal shall be received at the Department of Procurement not less than five (5) working days before the Request for Proposal due date. A protest of a proposed award or of an award shall be filed within ten (10) days after issuance of notification of award or issuance of a notice of intent to award, as applicable. A protest shall include:

- A. The name, address, and telephone number of the protestant;
- B. The signature of the protestant or its representative;
- C. Identification of the Request for Proposal or Contract number;
- D. A detailed statement of the legal and factual grounds of protest including copies of relevant documents; and
- E. The form of relief requested.

## **PROPOSAL EVALUATION REQUIREMENTS**

### **I. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)**

- A. Method of Approach
- B. Price Proposal
- C. Qualifications and Experience

### **II. REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA:** The narrative portion and the materials presented in response to this Request for Proposal should be submitted in the same order as requested and must contain, at a minimum, the following:

#### **A. Method of Approach**

##### **1. Provide a response to the national program.**

- a. Include a detailed response to Attachment 1, Exhibit A, National IPA Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to National IPA.
- b. The successful offeror will be required to sign Attachment 1, Exhibit B, National IPA Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the National IPA Administration Agreement.

##### **2. General Requirements**

- a. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.
- b. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:
  - 1. What is your fill rate guarantee?
  - 2. What are your delivery days?
  - 3. Do you offer next day delivery?
  - 4. How do you facilitate emergency orders?
  - 5. Are shipping charges exempt for ALL who use this contract?
  - 6. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. is resolved.
  - 7. Describe how products will be distributed to the City of Tucson and nationwide. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.
- c. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-

line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc. If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.

- d. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.
- e. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?
- f. State any return and restocking policy, and any fees, if applicable associated with returns.
- g. Submit additional information that will aid the City in evaluating your proposal.

### **3. Product Requirements**

- a. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:
  1. Identification and description of product categories offered
  2. Identification and description of sub categories
  3. Identification and description of manufacturers within each sub category
- b. Describe how your firm will notify customers of new products.
- c. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.
- d. Submit additional information that will aid the City in evaluating your proposal.

### **4. Service Requirements**

- a. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:
  - i. Policies and programs detailing your efforts in these areas.
  - ii. Literature explaining your capabilities.
- b. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.

- c. Describe the types of customer service available to agencies that use this contract:
1. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team? If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller. If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?
  2. How are problems resolved?
  3. What response time is guaranteed when a customer service request is made?
  4. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?
  5. Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.
  6. Submit additional information that will aid the City in evaluating your proposal.
  7. What is the turnaround time for repairs? Describe the process. Are loaner products available?
  8. Describe the warranty period of products. Submit information on your warranty programs.

## **5. Technology Requirements**

- a. Describe your website and the ease-of-use for customers to perform the following types of tasks:
1. to search for products
  2. to find alternate products (if a certain product is not available)
  3. to perform side-by-side price comparison to products
  4. to order products
  5. to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)
  6. to track order status, to include backordered items
  7. to determine when an item was received and who received it
  8. to restrict/block the ordering of certain line items and to restrict/block the ordering of groups
  9. to create approval paths/levels for orders, to include creating an approval path for restricted items
  10. to create a "favorites" list or other personalized list of frequently ordered items
  11. to create a "shared" list for an agency to use
  12. to obtain online customer service
  13. to receive online training
  14. to accept credit card payment (and describe the level of data

- offered; also describe your security measures for credit card orders)
15. to track their budget for purchases
  16. to generate reports
- b. Describe additional functionality offered by your website.
  - c. Describe the hours your website is applicable? What are your hours of downtime, such as for system maintenance?
  - d. Does your website offer real time product availability?
  - e. If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer?
  - f. Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?
  - g. Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self-registration, are you available to assist in the registration process?
  - h. Describe if your website can be customized for an agency's specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.
  - i. Describe the types of online reporting that are available. Is customized reporting available?
  - j. Describe your online return process (if available).
  - k. Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?
  - l. Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc.

**6. Reporting Requirements**

- a. Contractor shall provide and supply customized usage reports upon request from the City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date.

**B. Price Proposal**

1. Provide price proposal as requested on the Price Page attached herein.
2. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc.

3. Describe any government rebate programs that are offered.
4. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.
5. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.
6. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by \_\_\_\_\_%, if payment is made within \_\_\_\_\_ days.
7. Will payment be accepted via commercial credit card? \_\_\_\_\_Yes \_\_\_\_\_No
  - a. If yes, can commercial payment(s) be made online? \_\_\_\_\_Yes \_\_\_\_\_No
  - b. Will a third party be processing the commercial credit card payment(s)? \_\_\_\_\_Yes \_\_\_\_\_No
  - c. If yes, indicate the flat fee per transaction \$\_\_\_\_\_ (as allowable, per Section 5.2.E of Visa Operating Regulations).
  - d. If "no" to above, will consideration be given to accept the card? \_\_\_\_\_Yes \_\_\_\_\_No
9. Does your firm have a City of Tucson Business License? \_\_\_\_\_Yes \_\_\_\_\_No  
If yes, please provide a copy of your City of Tucson Business license.

### **C. Qualifications & Experience**

1. Provide a brief history and description of your firm.
2. Offeror is a reseller, provide proof your firm is an authorized reseller.
3. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.
4. Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.

### **III. GENERAL**

#### **A. Shortlist:**

The City reserves the right to shortlist the offerors on all of the stated criteria. However, the City may determine that shortlisting is not necessary.

#### **B. Interviews:**

The City reserves the right to conduct interviews with some or all of the offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview

process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the offeror for the costs associated with the interview process.

**C. Additional Investigations:**

The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any offeror submitting a proposal.

**D. Prior Experience:**

Experiences with the City and entities that evaluation committee members represent and that are not specifically mentioned in the solicitation response may be taken into consideration when evaluating offers.

**E. Multiple Awards:**

To provide adequate contract coverage, at the City's sole discretion, multiple awards may be made.

## SPECIAL TERMS AND CONDITIONS

1. **COOPERATIVE PURCHASING:** Any Contract resulting from this solicitation shall be for the use of the City of Tucson. In addition, public and nonprofit agencies that have entered into a Cooperative Purchasing Agreement with the City of Tucson's Department of Procurement or registered with National IPA are eligible to participate in any subsequent Contract. See [www.tucsonaz.gov/procure](http://www.tucsonaz.gov/procure) and click on Cooperatives for a list of the public and nonprofit agencies that have currently entered into Cooperative Purchasing Agreements with the City of Tucson. Additionally, this contract is eligible for use by the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See <http://www.maricopa.gov/Materials/SAVE/save-members.pdf> for a listing of participating agencies. The parties agree that these lists are subject to change.

Any orders placed to, or services required from, the successful Contractor(s) will be requested by each participating agency. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The Contractor may negotiate additional expenses incurred as a result of participating agencies' usage of this contract (i.e., freight charges, travel related expenses, etc.). Additionally, the Contractor may negotiate pricing adjustments (upwards or downwards) based upon the participating agency's usage/volume. The City shall not be responsible for any disputes arising out of transactions made by others.

The Contractor(s) will provide an electronic copy of the complete Contract to the City of Tucson Department of Procurement upon receipt of the Notice of Intent to Award. At the City's request, the successful Contractor(s) may also be requested to provide an electronic copy of the complete Contract to a participating agency.

2. **FOB DESTINATION FREIGHT PREPAID:** Prices shall be FOB Destination Freight Prepaid to the agency's delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.

3. **INSURANCE:**

The Contractor agrees to:

- A. Obtain insurance coverage of the types and amount required in this section and keep such insurance coverage in force throughout the life of this contract. All policies will contain an endorsement providing that written notice be given to the City at least 30 days prior to termination or cancellation in coverage in any policy, and 10 days notice for cancellation due to non-payment in premium.
- B. The Commercial General Liability Insurance and Commercial Automobile Liability Insurance policies will include the City as an additional insured with respect to liability arising out of the performance of this contract. Such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract. The insurance hereunder will be primary and that any insurance carried by the City will be excess and not contributing.
- C. Provide and maintain minimum insurance limits as applicable

COVERAGE	LIMITS OF LIABILITY
<p><b>I. Commercial General Liability:</b>                      Policy shall include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability                      Each Occurrence                      General Aggregate Per Project                      Products &amp; Completed Operations Aggregate                      Personal and Advertising Injury                      Blanket Contractual Liability</p>	<p>\$1,000,000                      \$2,000,000                      \$2,000,000                      \$1,000,000                      \$1,000,000</p>
<p><b>II. Commercial Automobile Liability</b>                      Policy shall include Bodily Injury and Property Damage, for any owned, Hired, and/or Non-owned vehicles used in the operation, installation and maintenance of facilities under this agreement.                      Combined Single Limit</p>	<p>\$1,000,000</p>
<p><b>III. Workers' Compensation (applicable to the State of Arizona)*<sup>1</sup></b>                      Per Occurrence                      Employer's Liability                      Disease Each Employee                      Disease Policy Limit</p>	<p>Statutory                      \$1,000,000                      \$1,000,000                      \$1,000,000</p>
<p><b>IV. Professional Liability – Technology Errors &amp; Omissions - In addition to I, II, III</b>                      Each Claim                      Annual Aggregate</p> <p>Such insurance shall cover any, and all errors, omissions, or negligent acts in the delivery of products, services, and/or licensed programs under this contract. Coverage shall include or shall not exclude settlement and/or defense of claims involving intellectual property, including but not limited to patent or copyright infringement. In the event that the Tech E&amp;O insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years, beginning at the time work under this Contract is completed.</p>	<p>\$1,000,000                      \$2,000,000</p>
<p><b>V. Network Security (Cyber) and Privacy Liability</b>                      Each Claim                      Annual Aggregate</p> <p>Such insurance shall include, but not be limited to, coverage for third party claims and losses with respect to network risks (such as data breaches, unauthorized access or use, ID theft, theft of data) and invasion of privacy regardless of the type of media involved in the loss of private information, crisis management and identity theft response costs. This should also include loss of use, breach notification costs, credit remediation and credit monitoring, defense and claims expenses, regulatory defense costs plus fines and penalties, cyber</p>	<p>\$1,000,000                      \$2,000,000</p>

extortion, computer program and electronic data restoration expenses coverage (data asset protection), network business interruption, computer fraud coverage, and funds transfer loss.

In the event that the Network Security and Privacy Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

\*1 Sole Proprietor/Independent Contractor designation is given to those who desire to waive their rights for workers' compensation coverage and benefits as outlined in ARS§ 23-901 and specifically ARS § 23-961 (O). If applicable, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.

**D. ADDITIONAL INSURANCE REQUIREMENTS:** Policies shall be endorsed to include the following provisions:

1. A waiver of subrogation endorsement in favor of the City of Tucson, for losses arising from work performed by or on behalf of the Contractor (including Worker's Compensation).
2. The insurance afforded the contractor shall be primary insurance and that any insurance carried by the City of Tucson and its agents, officials or employees shall be excess and not contributory.
3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

**E. NOTICE OF COVERAGE MODIFICATIONS:** Any changes material to compliance with this contract in the insurance policies above shall require 10 days written notice from the Contractor to the City of Tucson. Such notice shall be sent directly to the Department of Procurement.

**F. ACCEPTABILITY OF INSURERS:** Contractors insurance shall have an "A.M. Best" rating of not less than A-VII. The City of Tucson in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

**G. VERIFICATION OF COVERAGE:** Contractor shall furnish the City of Tucson with certificates of insurance (ACORD form or equivalent approved by the City of Tucson) as required by this Contract. The certificates for each insurance policy are to be signed by an authorized representative.

All certificates and endorsements are to be received and approved by the City of Tucson before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work and remain in effect for the duration of the contract and two (2) years after completion. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal upon the City's request, is a material breach of contract.

All certificates required by this Contract shall be sent directly to the Department of Procurement.

The City of Tucson project/contract number and project description shall be noted on the certificate of insurance. The City of Tucson reserves the right to require complete copies of all insurance policies required by this Contract at any time.

- H. **SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies **or** Contractor shall furnish to the City of Tucson separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.
  - I. **EXCEPTIONS:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance.
4. **PRICE ADJUSTMENT:** The City will review fully documented requests for price adjustment after any Contract has been in effect for one (1) year. Any price adjustment will only be made at the time of Contract renewal and/or extension and will be a factor in the extension review process. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the Contract extension.
5. **TERM AND RENEWAL:** The term of the Contract shall commence upon award and shall remain in effect for a period of two (2) year, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for three (3) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.

## STANDARD TERMS AND CONDITIONS

1. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract without prior written consent of the City's Director of Procurement.
2. **AFFIRMATIVE ACTION:** Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.
3. **AMERICANS WITH DISABILITIES ACT:** The Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
4. **APPLICABLE LAW:** This Contract shall be governed, and the City and Contractor shall have all remedies afforded to each, by the Tucson Procurement Code and the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
5. **ASSIGNMENT-DELEGATION:** No right or interest in this Contract shall be assigned by the Contractor without prior written permission of the City, and no delegation of any duty of the Contractor shall be made without prior written permission of the City's Director of Procurement. The City shall not unreasonably withhold approval and shall notify the Contractor of the City's position by written notice.
6. **CHILD/SWEAT-FREE LABOR POLICY:** The Contractor shall comply with all applicable provisions of the United States Federal and State Child Labor and Worker's Right laws and agrees if called upon to affirm in writing, that they, and any subcontractor involved in the provision of goods to the City, are in compliance.
7. **CLEAN UP:** The Contractor shall at all times keep the contract area, including storage areas used by the Contractor, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of the City. Upon completion of the repair, the Contractor shall leave the work and premises in clean, neat and workmanlike condition.
8. **COMMENCEMENT OF WORK:** The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order or is otherwise directed to do so, in writing, by the City.
9. **CONFIDENTIALITY OF RECORDS:** The Contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the City. Information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the City.
10. **CONTRACT AMENDMENTS:** The Procurement Department has the sole authority to:
  - A. Amend the contract or enter into supplemental verbal or written agreements;
  - B. Grant time extensions or contract renewals;
  - C. Otherwise modify the scope or terms and provisions of the contract.

This Contract shall only be modified with the approval of the Department of Procurement. Except in the case of a documented emergency, approval must be granted prior to performance. Any contract modification not explicitly approved by the Procurement Department through a written contract amendment or change order is performed at the sole risk of the Contractor and may not be eligible for payment by the City.

11. **CONTRACT:** The Contract shall be based upon the Request for Proposal issued by the City and the Offer submitted by the Contractor in response to the Request for Proposal. The offer shall substantially conform to the terms, conditions, specifications and other requirements set forth within the text of the Request for Proposal. The City reserves the right to clarify any contractual terms with the concurrence of the Contractor; however, any substantial non-conformity in the offer, as determined by the City's Director of Procurement, shall be deemed non-responsive and the offer rejected. The Contract shall contain the entire agreement between the City of Tucson and the Contractor relating to this requirement and shall prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

- 12. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment or lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials, or default of any nature, may constitute breach of the Contract. Noncompliance may be deemed a cause for possible Contract termination.
- 13. DUPLEXED/RECYCLED PAPER:** In accordance with efficient resource procurement and utilization policies adopted by the City of Tucson, the Contractor shall ensure that, whenever practicable, all printed materials produced by the Contractor in the performance of this Contract are duplexed (two-sided copies), printed on recycled paper and labeled as such.
- 14. EQUAL PAY:** The Contractor shall comply with the applicable provisions of the Equal Pay Act of 1963 (Pub.L. 88-38, 29 U.S.C. section 206(d)); Title VII of the Civil Rights Act of 1964 (Pub.L. 88-352, 42 U.S.C. 2000e *et seq.*; and, the Lily Ledbetter Fair Pay Act of 2009 (Pub.L. 111-2).
- 15. EXCLUSIVE POSSESSION:** All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City of Tucson and shall not be used or released by the Contractor or any other person except with prior written permission by the City.
- 16. FEDERAL IMMIGRATION LAWS AND REGULATIONS:** Contractor warrants that it complies with all Federal Immigration laws and regulations that relate to its employees and complies with A.R.S. § 23-214(A) and that it requires the same compliance of all subcontractors under this Contract. Contractor acknowledges that pursuant to A.R.S. § 41-4401 and effective September 30, 2008, a breach of this warranty is a material breach of this Contract subject to penalties up to and including termination of this Contract. The City retains the legal right to audit the records of the Contractor and inspect the papers of any employee who works for the Contractor to ensure compliance with this warranty and the Contractor shall assist in any such audit. The Contractor shall include the requirements of this paragraph in each contract with subcontractors under this Contract.

If the Contractor or subcontractor warrants that it has complied with the employment verification provisions prescribed by sections 274(a) and 274(b) of the Federal Immigration and Nationality Act and the E-verify requirements prescribed by A.R.S. § 23-214(A), the Contractor or subcontractor shall be deemed to be in compliance with this provision. The City may request proof of such compliance at any time during the term of this Contract by the Contractor and any subcontractor.

- 17. FORCE MAJEURE:** Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of Force Majeure. The term "Force Majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force Majeure shall not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence in accordance with this Force Majeure term and condition.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

- 18. GRATUITIES:** The City may, by written notice to the Contractor, terminate this Contract if it is found that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City amending, or the making of any determinations with respect to the performing of such Contract. In the event this Contract is terminated by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.
- 19. HUMAN RELATIONS:** Contractor shall abide by the provisions of the Tucson City Code Chapter 28, Article XII.
- 20. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors, officials and

employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. The Contractor agrees to waive all rights of subrogation against the City of Tucson, its agents, representatives, officers, directors, officials, employees and volunteers for losses arising from the work performed by the Contractor for the City of Tucson.

Contractor is responsible for compliance with the Patient Protection and Affordable Care Act (ACA), for its employees in accordance with 26 CFR §54. 4980H. Additionally, Contractor is responsible for all applicable IRS reporting requirements related to ACA. If Contractor or any of Contractor's employees is certified to the City as having received a premium tax credit or cost sharing reduction which contributes to or triggers an assessed penalty against the City, or Contractor fails to meet reporting requirements pursuant to section 6056 resulting in a penalty to City, Contractor indemnifies City from and shall pay any assessed tax penalty.

**21. INDEPENDENT CONTRACTOR:** It is understood that each party shall act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other party for any purpose.

The Contractor shall not be entitled to compensation in the form of salaries, holidays, paid vacation, sick days, or pension contributions by the City. The City of Tucson will not provide any insurance coverage to the Contractor, including Worker's Compensation coverage. The Contractor is advised that taxes, social security payments, and other withholdings shall not be withheld from a City payment issued under this Contract and that Contractor should make arrangements to directly pay such expenses. Contractor is responsible for compliance with the Affordable Care Act for Contractor and any of Contractor's employees.

**22. INSPECTION AND ACCEPTANCE:** All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this Contract shall be held at the Contractor's risk and may be returned to the Contractor. If returned, all costs are the responsibility of the Contractor. Noncompliance may be deemed a cause for possible Contract termination.

**23. INTERPRETATION-PAROLE EVIDENCE:** This Contract is intended by the parties to be a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage of the trade shall be relevant to supplement or explain any term used in the Contract. Acceptance or consent in the course of performance under this Contract shall not be relevant to determine the meaning of this Contract even though the accepting or consenting party has knowledge of the nature of the performance and the opportunity to object.

**24. ISRAEL BOYCOTT DIVESTMENTS:** Acceptance of the contract warrants that the vendor is in compliance with A.R.S. § 35-393 and does not participate in a boycott of Israel as that term is defined within A.R.S. § 35-393.

**25. LICENSES:** Contractor shall maintain in current status all Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.

**26. LIENS:** All materials, services, and other deliverables supplied to the City under this Contract shall be free of all liens other than the security interest. Security interest shall extinguish upon full payment made by the City. Upon the City's request, the Contractor shall provide a formal release of all liens.

**27. NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials must fully comply with all provisions of this Contract. If a tender is made which does not fully comply, this shall conform to the termination clause set forth within this document.

**28. NON-EXCLUSIVE CONTRACT:** Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Tucson. The City reserves the right to obtain like goods or services from another source when necessary.

**29. OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in actual practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the materials or services used to fulfill the Contract.

**30. PAYMENT:** The City's preferred method of payment is via credit card. The City will issue a Purchase Order and, in some cases, either provide a credit card for payment at the time of ordering or pay subsequent invoices by credit card upon receipt of goods or services in good order. However, not all City employees will possess a credit card and, therefore, the City reserves the right to make payment by check as it deems necessary.

Unless payment is made by credit card at time of order or point of sale, a separate invoice shall be issued for each shipment of material or service performed, and no payment shall be issued prior to receipt of material or service and correct invoice. The invoice shall not be dated prior to the receipt of goods or completion of services.

The City shall make every effort to process payment for the purchase of materials or services within twenty-one (21) calendar days after receipt of materials or services and a correct invoice.

The Contractor's payment terms shall apply to all purchases and to all payment methods.

**31. PROTECTION OF GOVERNMENT PROPERTY:** The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on City property. If the Contractor fails to do so and damages such property, the Contractor shall replace or repair the damage at no expense to the City, as determined and approved by the City's Director of Procurement. If the Contractor fails or refuses to make such repair or replacement, the City will determine a cost and the Contractor shall be liable for the cost thereof, which may be deducted from the Contract price.

**32. PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party the Contract shall be amended to make such insertion or correction.

**33. RECORDS:** Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The City may, at reasonable times and places, audit the books and records of the Contractor and/or any subcontractors. Said audit shall be limited to this Contract.

**34. RIGHT TO ASSURANCE:** Whenever one party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as the other party's intent not to perform and as a cause for possible Contract termination.

**35. RIGHT TO INSPECT:** The City may, at reasonable times, and at the City's expense, inspect the place of business of a Contractor or subcontractor which is related to the performance of any Contract as awarded or to be awarded.

**36. RIGHTS AND REMEDIES:** No provision in this document or in the Contractor's proposal shall be construed, expressly or by implication, as a waiver by either party of any existing or future right and/or remedy available by law in the event of any claim, default or breach of contract. The failure of either party to insist upon the strict performance of any term or condition of the Contract, to exercise or delay the exercise of any right or remedy provided in the Contract or by law, or to accept materials or services required by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.

**37. SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the valid provision or application.

**38. SHIPMENT UNDER RESERVATION PROHIBITED:** No tender of a bill of lading shall operate as a tender of the materials. Non-compliance shall conform to the termination clause set forth within this document.

**39. SUBCONTRACTS:** No subcontract shall be entered into by the Contractor with any other party to furnish any of the material/service specified herein without the advance written approval of the City's Director of Procurement. All

subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not subcontractors are used.

**40. SUBSEQUENT EMPLOYMENT:** The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract, on behalf of the City, is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, any other party to this Contract with respect to the subject matter of the Contract. Termination shall be effective when written notice from the City's Director of Procurement is received by the parties to this Contract, unless the notice specifies a later time.

**41. TERMINATION OF CONTRACT:** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

The City reserves the right to terminate the whole or any part of this Contract due to the failure of the Contractor to carry out any term or condition of the Contract. The City will issue a written ten (10) day notice of default to the Contractor for acting or failing to act as specified in any of the following:

In the opinion of the City, the Contractor provides personnel that do not meet the requirements of the Contract;

In the opinion of the City, the Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this Contract;

In the opinion of the City, the Contractor attempts to impose personnel, materials, products or workmanship of an unacceptable quality;

The Contractor fails to furnish the required service and/or product within the time stipulated in the Contract;

In the opinion of the City, the Contractor fails to make progress in the performance of the requirements of the Contract;

The Contractor gives the City a positive indication that the Contractor will not or cannot perform to the requirements of the Contract.

Each payment obligation of the City created by this Contract is conditioned upon the availability of City, State and Federal funds that are appropriated or allocated for the payment of such an obligation. If funds are not allocated by the City and available for the continued purchase of the services and/or materials provided under this Contract, this Contract may be terminated by the City at the end of the period for which funds are available. The City will endeavor to notify the Contractor in the event that continued service will or may be affected by non-appropriation. No penalty shall accrue to the City in the event this provision is exercised, and the City shall not be obligated or liable for any future payments due or for any damages as a result of termination under this paragraph.

**42. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.

**43. WARRANTIES:** Contractor warrants that all material or service delivered under this Contract shall conform to the specifications of this Contract. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in this document.

## OFFER AND ACCEPTANCE

### OFFER

**TO THE CITY OF TUCSON:**

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

\_\_\_\_\_  
Company Name

Name: \_\_\_\_\_

\_\_\_\_\_  
Address

Title: \_\_\_\_\_

\_\_\_\_\_  
City State Zip

Phone: \_\_\_\_\_

\_\_\_\_\_  
Signature of Person Authorized to Sign

Fax: \_\_\_\_\_

\_\_\_\_\_  
Printed Name

E-mail: \_\_\_\_\_

\_\_\_\_\_  
Title

### ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. \_\_\_\_\_.

**CITY OF TUCSON**, a municipal corporation

Approved as to form this \_\_\_\_ day of \_\_\_\_\_, 2016.

Awarded this \_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
As Tucson City Attorney and not personally

\_\_\_\_\_  
Marcheta Gillespie, CPPO, C.P.M., CPPB, CPM  
As Director of Procurement and not personally

### **Exhibit A – Equipment Currently in Use by the City of Tucson**

<u>Department</u>	<u>Manufacturer</u>	<u>Model Number</u>	<u>Installed Quantity</u>	<u>Installed in Vehicle Type</u>
Tucson Fire	Panasonic	CF31	130	MDTs
Tucson Fire	Panasonic	CF19	74	ePCR
Tucson Fire	Panasonic	FZ-G1/CF20	30	Fire Inspector

**NOTES:**

CF31 - MDTs installed on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350

CF19 - Reporting software/ePCR for use on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350

FZ-G1 - Fire Inspector reporting tablet

DEMO UNITS: 3 MDTs, 3ePCRs and 3 Inspector units.

<u>Department</u>	<u>Manufacturer</u>	<u>Model Number</u>	<u>Quantity</u>	<u>Vehicle Type</u>
Tucson Police	Panasonic	CF19	45	Motorcycles
Tucson Police	Panasonic	CF53	835	Patrol & unmarked units (SUVs and sedans)/ Assigned to individual detectives
Tucson Police	Panasonic	CF54	25	Patrol & unmarked units (SUV's and sedans)

DEMO UNITS: 6 Patrol Units and 3 Motorcycles.

## **ATTACHMENTS**

**Attachment 1 – National IPA Requirements**

**Attachment 2 – Price Page**

# CITY OF TUCSON

## DEPARTMENT OF PROCUREMENT

REQUEST FOR PROPOSAL NO. 171725

### **MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. ONE (1)

DATE ISSUED: Tuesday, May 2, 2017

The referenced document has been modified as per the attached Amendment No. One (1).

**Please sign this Amendment where designated and return the executed copy with the submission of your proposal.** This amendment is hereby made part of the referenced proposal as though fully set forth therein. Any questions regarding this amendment should be addressed to Lloyd Windle, CPPB, Principal Contract Officer at (520) 837-4105 or [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

# REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4105/FAX: (520) 791-4735  
ISSUE DATE: Tuesday, May 2, 2017  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: One (1)  
PAGE 1 Of 5  
RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE, CPPB

A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.  
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

## MOBILE COMPUTING SOLUTIONS

### ITEM ONE (1): RFP DUE DATE:

**REMAINS:** May 11, 2017 at 4:00 pm Local AZ Time.

### ITEM TWO (2): OTHER MODIFICATIONS / CLARIFICATIONS / ADDITIONAL INFORMATION:

1. The due date of the bid is posted by the City of Tucson Department of Procurement indicating the bid opening date is 5/11/17, as well as page 1 of RFP # 171725 solicitation, which conflicts with the Schedule of Events that indicates the due date is May 12, 2017. Will the City please clarify and reconfirm the due date and time deadline?

**ANSWER:** The proposal due date is May 11, 2017. Replace "May 12, 2017" in the Schedule of Events table on Page 4 with "May 11, 2017".

2. Quantity of proposals to submit.

**ANSWER:** Instructions to Offerors, Paragraph 9. Proposal/Submittal Format. Replace the 1<sup>st</sup> and 2<sup>nd</sup> sentences with the following.

An original and 9 copies (10 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit two (2) electronic copies of the proposals on a cd or thumb-drive.

3. Can you please provide the list of attendees at the pre-bid conference?

**ANSWER:** Please see the attachment to this bid amendment. RFP #171725 – Pre-Proposal Attendance Sheet

4. What CAD is the Police Department using?

**ANSWER:** Intergraph. Now known as Hexagon S&I. We are on version 9.1.1 SP 11 that only works up to Windows 7. We are looking to upgrade to version 9.4 which will support Windows 10.

5. With respects to a vehicle based connection (gateways like Cradlepoint or Sierra), does the City have preferences for CAD by sending the GPS from the gateway via Ethernet/Wi-Fi (local forwarding) to the MDT vs. sending the GPS from the gateway via cellular, straight to the CAD server (remote forwarding)? Laptop behavior can impact the GPS updating to CAD when the laptop itself manages the communication to CAD.

**ANSWER:** Currently the GPS is being fed into the mobile device via a 3<sup>rd</sup> party puck (USB and Serial) the CAD application once it gets the GPS coordinates it acts as the middleware to send the GPS over to the CAD DB. Our Motors are getting the GPS directly from Cellular (Verizon) which the CAD application treats the coordinates the same as the data from the pucks. Currently the Fire Department is testing Mobile routers which would pass GPS through Ethernet.

6. Does the current design use Verizon (VZW) issued Static IPs? Static IPs are common as they allow the GPS info to have a unique identifier so that CAD can tell what unit (vehicle) is intended for each GPS update coming in from the field.

ANSWER: We use static IP addresses over a Verizon Private VPN.

7. Is the Police Department using NetMotion?

ANSWER: No. TPD and TFD use Verizon Private Network, for encryption TPD uses RadioIP's solution MultiIP.

8. If the private network requires Static IPs, does the next purchase of VZW connected laptops and/or gateways require being IPv6 capable?

ANSWER: Currently the availability of IPv4 addresses for our Private Network would not require us to be connected to IPv6 addresses, to the best of my knowledge.

9. Is the private network tunnel a full tunnel, piping all vehicle traffic to the City data center regardless of end point destination, ex. internet (Zoll Data Relay Service or other cloud based application server) OR does it allow a split tunnel to send non-sensitive and self-encrypting data (ePCR) straight to the cloud, bypassing the city network (reducing DMZ tonnage)?

ANSWER: All Verizon traffic is tunneled to the City edge and then routed appropriately.

10. Is the Police Department using 2 factor authentication?

ANSWER: Yes. VPN and RFID

11. What operating system is the city currently using?

ANSWER: Windows 7

12. Is the Police Department using E-Citation?

ANSWER: Yes

13. This connects up via USB; can we assume this will continue to be the requirement (at least one USB port for the e-Citation), are there other items in the patrol car that needs connectivity vis USB? Or via Ethernet (besides the MDT machine for CAD) or via Wi-Fi?

ANSWER: The police department also uses Morpho which uses USB to the best of my knowledge. As for Fire, they use Bluetooth to transfer 12Lead information to FireRMS and to the hospital on medical runs; this may change as many are moving over to Wi-Fi/cellular.

14. What printers are used currently in the vehicles?

ANSWER: Zebra in Police and Brother in Fire (both via USB)

15. What vehicle mounts and docks are currently in use?

ANSWER: Gamber Johnson and Havis

16. What EPCR software is used by EMS?

ANSWER: Zoll Rescuenet Suite

17. What are the specs of the current rugged laptops/tablets used by the City (processor, RAM, additional options)? This will be worked on?

**ANSWER:**

1. CF-31, 4GB Ram, 2300 i5, Intel Dual Band Wireless-N 7260, 156GB HDD
2. CF-19, 4GB Ram, 2300, 2700 i5, Intel Centrino Advanced-N 6235, 500GB HDD
3. CF-53, 4GB Ram, 2520M i5 Quadcore processor, Intel Wireless N Adapter, Hitachi 500GB 7200rpm HDD
4. FZ-G1, 4GB Ram, i5, Intel Centrino Advanced-N 6235, 120GB HDD
5. CF-54, 8GB Ram, Intel i5 Quadcore, AC Wireless Wifi, 1GB Ethernet NIC, 256GB SSD HDD

The above specs can vary within the different models. Some may have more memory, bigger/small HDD, etc.

We prefer to have hardware with specs equivalent, or better, to the CF-54s as far as memory, processor, wifi, hard drive, etc.

18. What model heart monitor is in use?

**ANSWER:** Phillips Heart monitors model HeartStart MRx Monitor/Defibrillators (HeartStart MRx)

19. BT connectivity was mentioned and we can present solution that continue to support that.

**ANSWER:** Currently the ePCR tablets have to get 12 lead information from heart monitors via Bluetooth. This may change depending on the outcome of the new monitors fire wants to purchase.

20. Wi-Fi radio of devices (laptops or gateways) be that as an AP or as a client: Does the city want proposals that assume 802.11ac may be present in city depots and stations, use ex. for Wi-Fi uploading of video?

**ANSWER:** Yes

21. Does the city want proposals to assume that devices such as tablet PCR machines are connecting via 802.11ac Wi-Fi or via 802.11n?

**ANSWER:** Currently the city PCR tablets are on solely cellular. Should the department move to a mobile router in car solution it would connect via Wi-Fi for either a/c/n

22. Cellular radio, we understand VZW as the carrier provider; the embedded radios today for most laptops and gateways will be one of two variants. Radios will either include VZW EV-DO (3G) connectivity with xLTE (4G) and exclude LTE-A (4.5G) or the radio will include VZW xLTE (4G) and LTE-A (4.5) and exclude EV-DO (3G). Does the City anticipate having any dead zones (EV-DO 3G coverage only), if the LTE-A enabled machines are chosen?

**ANSWER:** There are locations in the NE and SE of Tucson that do not have 4G coverage the recommendation is to go with the EV-DO and xLTE radio solution. As the one that incorporates the LTE-A will drop if the antenna is not powerful enough. (which it will be the case for build in air cards.)

23. Does the City want a solution partner/ application offering that can help provide actual empirical coverage quality data including differentiating between EV-DO (3G) and LTE (4G) coverage areas?

**ANSWER:** There is a free service that updates daily online that is fairly accurate that vendors use. I see no need of this solution they would want to present.

24. Does the City want a solution that affords for more than one carrier network, ex. Verizon and AT&T or Verizon and Band14?

ANSWER: Yes, but this is dependent on whether both Agencies are looking into FirstNet (backed by AT&T) as a secondary solution in the future once completed by the FEDS. This is also dependent on TFD moving over to a mobile router in car solution.

25. Does the City have a premise or cloud based application preference?

ANSWER: Not currently.

26. If premise based, is it a VMware environment or prefer rack space HW (should any applications arise that require such)?

ANSWER: If we did it would be a VMware environment.

27. Can you please advise if the Fire Dept. will open the testing to include other EOM solutions similar to the CradlePoint offering?

ANSWER: The City is open to evaluating other mobile routers that are available and their associated price point. Just to point out any mobile router in the market would work with any device with either an Ethernet port or wi-fi card.

28. What is the year, make and model for the current vehicles in which rugged computers are installed? Provide for TPD, TFD and other vehicles if known.

ANSWER: This information is not readily available to provide at this time.

29. Please further clarify the definition of "Ultra Rugged" vs "Fully Rugged" benchmark metrics per MIL STD 810G testing standards?

ANSWER: The reference to military grade is to provide a quality standard for submitting the "Ultra Rugged" devices. Fully Rugged devices do not meet all of the military grade specs.

30. From typical contracting terminology there is usually a disclaimer for consequential damages; can you please advise where that verbiage is in this bid or if City of Tucson Department of Procurement has omitted this for some reason?

ANSWER: Refer to Paragraph 31. Protection of Government Property of the Standard Terms and Conditions.

31. In order to insure that each offeror is fully authorized and will provide the best level of service and support to the customer(s), does the City require a letter of authorization for products to be offered be on the OEM manufacturer letterhead and signed by the respective manufacturer representative? This will insure that the offeror is authorized and can provide the products, service and support and the overall agreement and offering from the offeror is legal and legitimate.

ANSWER: The Offeror should submit documentation that provides proof of authorization for the products being offered. This documentation should be submitted in response to Proposal Evaluation Requirements, II.C. Qualifications & Experience, Question 2.

32. Does the City require the proposed A. Ultra rugged; b. Fully rugged; c. Semi or Business Rugged laptops, tablets or handheld devices to be Trade Agreement Act (TAA) compliant for federal grant funding awards to the City?

ANSWER: No. However, please advise if the proposed devices are compliant.

33. Can you please confirm on the National IPA document the exhibits you mentioned? I have Exhibit A, B and E for signature and acknowledgment.

ANSWER: The Offeror main focus are Exhibits A, B, and E. There are no signature fields for those pages, however it is a recommendation they respond:





**ATTENDENCE  
PRE-PROPOSAL CONFERENCE**

This is to acknowledge that the undersigned were present at Information Technology Administrative Building, 1<sup>st</sup> Floor Old Pueblo Room, 480 S. Paseo Redondo, Tucson AZ 85701 at 8:30 A.M., on Monday, April 24, 2017 at the pre-proposal conference for Mobile Computing Solutions, RFP 171725.

NAME OF PERSON	NAME OF FIRM	PHONE NUMBER	E-MAIL ADDRESS
Bob Morrow	CDWG	916-698-2878	robemor@cdw.com
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Signed: *Lloyd Windle*  
Lloyd Windle, Contract Officer

**CITY OF TUCSON**  
DEPARTMENT OF PROCUREMENT

REQUEST FOR PROPOSAL NO. 171725

**MOBILE COMPUTING SOLUTIONS**

AMENDMENT NO. TWO (2)

DATE ISSUED: Wednesday, May 3, 2017

The referenced document has been modified as per the attached Amendment No. Two (2).

**Please sign this Amendment where designated and return the executed copy with the submission of your proposal.** This amendment is hereby made part of the referenced proposal as though fully set forth therein. Any questions regarding this amendment should be addressed to Lloyd Windle, CPPB, Principal Contract Officer at (520) 837-4105 or [Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov).

# REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT  
255 W. ALAMEDA, 6<sup>TH</sup> FLOOR, TUCSON, AZ 85701  
P.O. BOX 27210, TUCSON, AZ 85726  
PHONE: (520) 837-4105/FAX: (520) 791-4735  
ISSUE DATE: Wednesday, May 3, 2017  
[Lloyd.windle@tucsonaz.gov](mailto:Lloyd.windle@tucsonaz.gov)

REQUEST FOR PROPOSAL NO.: 171725  
RFP AMENDMENT NO.: Two (2)  
PAGE 1 Of 1  
RFP DUE DATE: THURSDAY, May 11, 2017 @ 4:00 P.M., Local AZ Time  
PRINCIPAL CONTRACT OFFICER: LLOYD WINDLE, C.P.M., CPPB

A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.  
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

## MOBILE COMPUTING SOLUTIONS

### ITEM ONE (1): RFP DUE DATE:

**REMAINS:** The proposal due date remains for **May 11, 2017** at 4:00 pm Local AZ Time.

### ITEM TWO (2): OTHER MODIFICATIONS / CLARIFICATIONS / ADDITIONAL INFORMATION:

1. Additional Instructions for Attachment 2 – Mobile Computing Solutions Excel Price Page

**INSTRUCTIONS:** For Group 1 and 2. Please insert rows in the respective category (ultra-rugged, fully-rugged and semi/business-rugged) to offer different models for TPD and TFD based on the current information provided in Exhibit A of the RFP. Please submit specifications sheets for the proposed models.

2. The RFP states Imaging and with that the City of Tucson will need to provide us with the Image Template on disk. Is the device Image available to provide to us?

**ANSWER:** In your written narrative, provide details of the imaging services your firm offers. If the City or any other agency elects to use imaging services, those details would be mutually agreed to by both parties, including providing an image template.

3. What Cradlepoint (or other peripherals), items do they currently have that they'd like to continue to use? What will need to be replaced? What type of Mounting Brackets and/ or other related hardware currently in place?

**ANSWER:** The intent is to engage in discussions with those Offerors who are short-listed or those who advance further in the evaluation process.

5. What is the Rollout Schedule once the decision has been made? Do you have a planned rollout by department or other?

**ANSWER:** The intent is to engage in discussions on a rollout schedule/implementation plan during the evaluation process with those Offerors who are either short-listed or advance to other stages of the evaluation process which could include revised offer, best and final offer and/or negotiations.

ALL OTHER PROVISIONS OF THE REQUEST FOR PROPOSAL SHALL REMAIN IN THEIR ENTIRETY.  
VENDOR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE ABOVE AMENDMENT.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City State Zip