



**ARLINGTON
VIRGINIA**

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VIRGINIA 22201**

NOTICE OF RIDER CONTRACT

TO: SHI INTERNATIONAL CORPORATION	DATE ISSUED:	JUNE 2, 2020
290 DAVIDSON AVENUE	CURRENT REFERENCE NO:	20-097-R
SOMERSET, NEW JERSEY 08873	CONTRACT TITLE:	PC DEVICES, PERIPHERALS, SERVERS AND MAINTENANCE

THIS IS A NOTICE OF A RIDER CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

Arlington rides the Lead Agency's contract referenced below for the goods and services so referenced. The contract documents consist of this notice and terms and conditions of the Lead Agency Agreement including any attachments or amendments thereto.

LEAD AGENCY NAME: COMMONWEALTH OF VIRGINIA

LEAD AGENCY CONTRACT NUMBER: VA-190822-SHI

EFFECTIVE DATE: AUGUST 22, 2023

EXPIRES: AUGUST 21, 2024

RENEWALS: NO RENEWAL REMAINS.

ATTACHMENTS:

ATTACHMENT A – RENEWAL NOTICE

ATTACHMENT B & C – PRICING

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: GREG SCEARCE

VENDOR TEL. NO.: (804) 510-7128

EMAIL ADDRESS: GREGORY.SCEARCE@VITA.VIRGINIA.GOV

COUNTY CONTACT: ISHAI TRANI(DTS)

COUNTY TEL. NO.: (703) 228-3406

COUNTY CONTACT EMAIL: ITRANI@ARLINGTONVA.US

PURCHASING DIVISION AUTHORIZATION

Name: Meloni Hurley **Title** Asst. Purchasing Agent

Signature: *Meloni Hurley* **Date** 8/23/2023
DocuSigned by: 534895882496484...

EXHIBIT A

From: [Scearce, Gregory \(VITA\)](#)
Bcc: sales@appliedtechnologyservices.com; [KIM HALL](#); [Mark Belluz \(mbelluz@cassevern.com\)](mailto:Mark Belluz (mbelluz@cassevern.com)); [Carl C. Dodson](#); [Tim Younger \(timyoun@cdwg.com\)](mailto:Tim Younger (timyoun@cdwg.com)); [Diane Gasper Jones \(dlg@daly.com\)](mailto:Diane Gasper Jones (dlg@daly.com)); [McFadden, Joe](#); [Hagerty, John V](#); [Banerjee, Jishnu](#); [Matthew Cooke \(mcooke@ncst.com\)](mailto:Matthew Cooke (mcooke@ncst.com)); [Brandon, Mark](#); sclark@networkingtech.com; [Claes Adler \(Rugged Depot\)](#); [Christian Costa](#)
Subject: Contract Renewal
Date: Friday, July 21, 2023 3:25:00 PM

Dear Supplier,

Per Section 3.A. (“Term and Termination”) of the above referenced contract, The Virginia Information Technologies Agency has elected to exercise its option to renew the contract for the next available annual renewal period as stated in your contract. Should you have any questions, please feel free to contact SCM.

The contract expiration date is now 8/21/2024.

Contracts under this renewal notice:

VA-190822-ATRO
VA-190822-ATS
VA-190822-CASS
VA-190822-CDWG
VA-190822-DALY
VA-190822-DELL
VA-190822-ELSY
VA-190822-HP
VA-190822-MCT
VA-190822-NCS
VA-190822-NTS
VA-190822-PCMG
VA-190822-SHI

This email serves as your renewal.

For those suppliers currently under a reporting review. Your response to our reporting review is still required. If your review is not completed in a timely fashion, VITA may exercise our right under the “Term and Termination” clause to terminate your contract.

Please reply confirming receipt of this notice.

Greg Scearce, CPPB, VCO
Strategic Sourcing Specialist, SCM
Virginia IT Agency (VITA)
Connecting – Protecting - Innovating
3-A17
gregory.scearce@vita.virginia.gov
www.vita.virginia.gov
(804) 510-7128 Office
Remote Availability on Monday’s & Friday’s: (804) 276-5899

EXHIBIT B

Product Category: PC, AIO & MINI - Acer

Intel or AMD Based

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Desktop					
Acer Veriton X4660G-LS650H bundled with warranty SKU 146.EE769.002	\$959.98	7.00%	\$892.78	0.00%	www.shi.com

Intel i5-8500 Processor (3.0GHZ, 2666MHZ 6m cache)
8GB DDR4 Memory
500GB 7200 rpm SATA
Microsoft Windows 10 Pro 64 Bit
Intel HD Graphics
USB Mouse
USB Keyboard
10/100/1000 RJ-45

1TB included

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
All-In-One					
Acer Veriton VZ4660G (DQ.VS0AA.002) bundled with warranty SKU 146.EE769.002	\$1,019.98	7.00%	\$948.58	0.00%	www.shi.com

Intel i5 (8th Gen) 8500 3.0GHZ
8GB Memory
500GB 7200 rpm SATA
Microsoft Windows 10 Pro 64 Bit
21.5 Display (1920x1080)
USB Mouse
USB Keyboard
Intel HD Graphics
10/100/1000 RJ45 and 802.11AC wireless

1TB included

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Mini Desktop					
Acer Veriton VN4660G (DT.VRDAA.005) bundled with warranty SKU 146.EE769.002	\$939.98	5.00%	\$892.98	0.00%	www.shi.com

i5 8th Generation Processor
8GB memory (1x 8GB SODIMM)
256GB SSD
Win 10 Pro
Two Front Facing USB Ports
Two button USB optical mouse with scroll wheel
Keyboard with 103 keys
10/100/1000 RJ-45

Warranty is three years on-site NBD for all Desktop, All-in-one, and Mini Desktop offerings and all future models. Additional types of warranties may be offered on the accessories tab

AMD processors must be equivalent to Intel processors specified above
Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.via.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

EXHIBIT C

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT C

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT C

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT C

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT C

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT C

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
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Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
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Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with

Andriod Tablets	Per Unit Services Cost
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Zero Touch Imaging	\$18
Asset Tagging	\$3 *combined cost with
Applying Cases/Peripherals	\$6 *combined cost with
Screen Protector Application	\$11
Laser Etching	\$14

Servers	Per Unit Services Cost
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HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
HW Installation of 11-15 Components	\$123
HW Installation of 16-24 Components	\$151
HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
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Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
Individual Hard Drives	\$6.00	\$12.00
Desktops / Laptops / Tablets	\$10.00	\$12.00
Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service:</p> <p>Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

<p>Based on your interested, SHI is happy to expand on this approach and lend further detail regarding this support model.</p>		
<p>SHI Lifecycle Services Defined for the State</p>		
<p><u><i>SHI Lifecycle Capabilities Statement:</i></u></p>		
<p>Servers, PC's, Laptops, Storage Devices and Mobile devices are the lifeline of our client's business operations. SHI understands the complexity and challenges involved in managing our clients IT Infrastructure. Through out Lifecycle Services Practice, we help our clients with the overall device management functions including Acquisition, Deployment, Device Installation, Device Support and Asset Recovery Services. The SHI team will leverage its agnostic approach throughout the Lifecycle process. SHI's Lifecycle Services Practice leverages over 25 years of combined support services experiences to help solve our client's most demanding requirements.</p>		
<p>SHI understands that purchasing new hardware equipment is only one aspect of the overall PC Lifecycle process. Integration Services becomes an integral part of the procurement process. The SHI team will help our clients with a full suite of Integration Services to help make the procurement process easier and simpler.</p>		
<p>SHI has a state-of-the-art Systems Integration Center located in Piscataway, NJ. This facility allows us to provide access to custom configured machines, pre-configured and ready-to-ship to ensure predictable just-in-time delivery upon request. Our 305,000 square foot facility is static-free; climate controlled, and is protected by the highest level of both physical and cyber-security. The Warehouse and Configuration Center are included under our ISO9001:2008 Registration and provide standardized processes, our commitment to quality control, as well as continual improvement.</p>		

EXHIBIT C

Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

TBD based on scope of services required, please call discuss.

EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

EXHIBIT C

SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
Imaging
Imaging

Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services

What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

EXHIBIT C

EXHIBIT C

EXHIBIT C

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EXHIBIT C

EXHIBIT B

Product Category: PC, AIO & MINI - Dell

Intel or AMD Based

Brand/Model # Dell Optiplex	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
3060 SFF	\$ 998.57	24.00%	\$ 758.91	0.00%	www.dell.com
<i>Minimum Configurations</i>					
Desktop					
Intel i5-8500 Processor (3.0GHz, 2866MHz 6m cache)					
8GB DDR4 Memory					
500GB 7200 rpm SATA					
Microsoft Windows 10 Pro 64 Bit					
Intel HD Graphics					
USB Mouse					
USB Keyboard					
10/100/1000 RJ-45					

Brand/Model # Dell Optiplex	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
5260 AIO	\$ 1,370.00	24.00%	\$ 1,041.20	0.00%	www.dell.com
<i>Minimum Configurations</i>					
All-in-One					
Intel i5 (8th Gen) 8500 3.0GHz					
8GB Memory					
500GB 7200 rpm SATA					
Microsoft Windows 10 Pro 64 Bit					
21.5 Display (1920x1080)					
USB Mouse					
USB Keyboard					
Intel HD Graphics					
10/100/1000 RJ-45 and 802.11AC wireless					

Brand/Model # Dell Optiplex	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
3060 MFF	\$ 1,055.72	24.00%	\$ 802.35	0.00%	www.dell.com
<i>Minimum Configurations</i>					
Mini Desktop					
i5 8th Generation Processor					
8GB memory (1x 8GB SODIMM)					
256GB SSD					
Win 10 Pro					
Two Front Facing USB Ports					
Two button USB optical mouse with scroll wheel					
USB Keyboard with 103 keys					
10/100/1000 RJ-45					

Warranty is three years on-site NBD for all Desktop, All-in-one, and Mini Desktop offerings and all future models. Additional types of warranties may be offered on the accessories tab

AMD processors must be equivalent to Intel processors specified above
 Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.vita.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

Product Category: WORKSTATION - Dell

Intel

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Entry Workstation 8th Gen Core i5, i7 or Xeon E processor 8 GB non-ECC (Core i) memory minimum Intel HD Graphics 630 minimum, AMD, or Nvidia discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 2 front facing USB ports Two button USB optical mouse with scroll wheel Wired USB Windows keyboard Gigabit Ethernet Desktop, Small Form Factor, or Mini chassis	Dell Precision 3430 SFF Core i5 included	\$ 1,439.67	14.00%	\$ 1,238.12	0.00%	www.dell.com

Small Form Factor

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Performance Workstation - Single Socket Intel Xeon W or Intel Core X-Series processor 8 GB DDR4 non-ECC (Core X) memory minimum AMD or Nvidia discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 2 front facing USB ports Two button USB optical mouse with scroll wheel Wired USB Windows keyboard Gigabit Ethernet	Dell Precision 5820 Tower	\$ 2,352.96	14.00%	\$ 2,023.55	0.00%	www.dell.com

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Performance Workstation - Dual Socket Intel Xeon Scalable Processor 16 GB DDR4 ECC memory minimum AMD or Nvidia discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 2 front facing USB ports Two button USB optical mouse with scroll wheel Wired USB Windows keyboard Gigabit Ethernet	Dell Precision 7620 Tower XCTO Xeon Bronze Dual Proc 32GB included	\$ 3,841.53	14.00%	\$ 3,303.72	0.00%	www.dell.com

Warranty is three years on-site NBD for all Workstation offerings and all future models. Additional types of warranties may be offered on the accessories tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.vta.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

Product Category: MOBILE WORKSTATION - Dell

Brand/Model # (see note #1)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Mobile Workstation					
8th Gen Intel Core i5 or i7 processor					
8 GB DDR4 memory minimum					
AMD Radeon Pro discrete graphics					
256 GB m.2 SSD minimum					
Windows 10 Pro					
14" Diagonal, FHD minimum					
options for touch and/or Ultra High Definition displays					
Up to 10 hours battery life					
3 year battery warranty					
Brand/Model # (see note #1)	3530 XCTO - 210 - AOSH	14.00%	\$ 1,854.16	0.00%	www.dell.com
Core i5 included					
NVIDIA P600 included					
15.6" included					

Brand/Model # (see note #1)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Premium Mobile Workstation					
8th Gen Intel Core i5, i7, or Xeon E processor					
8 GB DDR4 non-ECC (Core i) memory minimum					
Nvidia Quadro P1000 discrete graphics					
256 GB m.2 SSD minimum					
Windows 10 Pro					
14" Diagonal, FHD minimum					
15" display, FHD minimum					
convertible tablet chassis					
Up to 16 hours battery life					
3 year battery warranty					
Brand/Model # (see note #1)	Dell Precision 5530 XCTO - 210 - AOSN	24.00%	\$ 2,237.44	0.00%	www.dell.com
i5 included					
15.6" included					

Brand/Model # (see note #1)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Detachable Mobile Workstation					
8th Gen Intel Core i5, i7, or Xeon E processor					
8 GB DDR4 memory minimum					
Nvidia or Equivalent, Quadro Professional discrete graphics					
256 GB m.2 SSD minimum					
Windows 10 Pro					
14" Diagonal, FHD minimum					
14" UWVA touch display					
IR Webcam					
8 megapixel world facing camera					
Up to 10 hours battery life					
3 year battery warranty					
Brand/Model # (see note #1)	Dell Precision 5530 2 in 1 XCTO - 210 - AORX	14.00%	\$ 2,543.51	0.00%	www.dell.com
Core i5 included					
15.6" included					

Brand/Model # (see note #1)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Performance Mobile Workstation					
8th Gen Intel Core i5, i7, or Xeon E processor					
16 GB DDR4 non-ECC (Core i) memory minimum					
Nvidia Quadro or AMD Radeon Pro discrete graphics					
256 GB m.2 SSD minimum					
Windows 10 Pro					
14" Diagonal, FHD minimum					
15" display, FHD minimum					
Up to 16 hours battery life					
3 year battery warranty					
Brand/Model # (see note #1)	Dell Precision 7530	15.00%	\$ 2,339.25	0.00%	www.dell.com
Core i5 included					
15.6" included					

Warranty is three years on-site NBD for all Mobile Workstation offerings and all future models. Additional types of warranties may be offered on the accessories tab

Minimum Percentage Discount for Mobile Workstation Accessories (see note #3)	10.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.vita.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

Note #3 - These are items like cases, docking stations, monitors, mice, keyboards, peripherals category.

EXHIBIT B

Product Category: LAPTOP - Dell

Intel Based

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Dell Latitude 3590	\$ 1,369.57	24.00%	\$ 1,040.87	0.00%	www.dell.com

Minimum Configurations

Intel i5-8250U Processor (3.40GHz 6M Cache)

8GB RAM

500GB, 7200 RPM SATA hard drive or greater

720p HD Camera w/Mic

Microsoft Windows 10 Pro 64 Bit

802.11a/b/g/n/ac

Energy Star qualified

15.6" HD

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Dell Latitude 7390 2 in 1	\$ 2,666.57	24.00%	\$ 2,026.59	0.00%	www.dell.com

Minimum Configurations

Convertible Laptop Offering

8th Gen processor minimum

Intel Core i3

8 GB DDR 4 minimum

256 GB m.2 SSD Minimum

Windows 10 Professional

802.11AC WLAN

Energy Star qualified

13" FHD touch display

Up to 18 hours battery life

3 year warranty

Core i5 included

13.3" included

Warranty is three years next day exchange for all laptop offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Minimum Percentage Discount for Laptop Accessories (see note #3)	10.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.vita.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

Note #3 - These are items like cases, docking stations, monitors, mice, keyboards, items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT B

Products Category: CHROMEBOOK - Dell

<i>Minimum Configurations</i>					
Chromebook					
Intel Quad Core M8173C 2.10 GHz					
4GB RAM					
32GB Flash Memory					
Chrome OS Operating System					
802.11ac					
HD Webcam					
11.6 inch Multi Touch Screen					
Dell Chromebook #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price	
11 3180 BTX	\$ 374.71	24.00%	\$ 284.78	www.dell.com	

<i>Minimum Configurations</i>					
Chromebook - Convertible tablet					
Intel Celeron N3350					
4 GB DDR4					
32 GB eMMC					
Chrome OS Operating System					
Support Android apps					
802.11AC-WLAN					
HD Webcam					
11.6" HD touch display					
Min 2 USB 3.1 Gen 1 and 2 USB-C					
Up to 12 hours battery life					
Dell Chromebook #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price	
11 3189 BTX	\$ 503.28	24.00%	\$ 382.49	www.dell.com	

Warranty is One year NBD Exchange for all Chromebook offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Minimum Percentage Discount for Chromebook Accessories (see note #2)	5.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT C

Product Category: THIN CLIENT - Dell

Intel/ AMD Based

<i>Minimum Configurations</i>	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Thin Client	Dell Wyse 5070	\$ 686.00	21.00%	\$ 541.94	www.dell.com

Celeron 2.4Ghz included

4 USB Ports
Intel 2 GHz Processor or Equivalent
10/100/1000 Base-T
32GB Flash Storage
8GB Memory DDR4 Memory
USB Keyboard and Mouse
Energy Star Qualified
Windows 10

Warranty is three years NBD exchange for all Thin Client offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

EXHIBIT B

Product Category: RUGGED LAPTOP - Dell

Intel/ AMD Based

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Rugged Laptop Mil-Std 810G Certified Intel Core i5 7300 U Vpro processor 8GB RAM 256GB SSD Integrated dual array Microphone and Speaker Microsoft Windows 10 Pro 802.11a/b/g/n/ac integrated wireless 12" (1920 x 1080) inch screen or greater 10/100/1000 RJ45	Dell Latitude 5420	\$ 2,801.57	24.00%	\$ 2,129.19	www.dell.com
	Core i5-8350U Processor included				
	14" FHD included				

Warranty is three years NBD Exchange for all Rugged laptop offerings and future models. Additional types of warranty may be offered on the Services & Warranty tab

Minimum Percentage Discount for Rugged Laptop Accessories (see note #2)	10.00%
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Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT B

Product Category: RUGGED TABLET - WINDOWS - Dell

<i>Minimum Configurations</i>	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Rugged Tablet - Windows	Dell Latitude 7212	\$ 2,862.86	24.00%	\$ 2,175.77	www.dell.com
Mil-Std 810G Certified	Intel Core i3-7100U included				
Intel or AMD Processor	8GB included				
4GB RAM					
128GB Storage					
Microsoft Windows 10					
802.11a/g/n integrated wireless					
10.1 inch screen	11.6" FHD included				

Intel Core i3-7100U included
8GB included

11.6" FHD included

Warranty is three years NBD Exchange for all Rugged Tablet Windows offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Rugged Tablets Win Accessories (see note #2)	10.00%
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Product Category: WINDOWS TABLET - Dell

<i>Minimum Configurations</i>	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Windows Tablet	Dell Latitude 5290 2 in 1 BTX	\$ 2,330.43	24.00%	\$ 1,771.13	www.dell.com
Intel i5 7300U Dual Core or AMD Processor	Intel Core i5-8350U included				
4GB Memory	8GB included				
256GB SSD Hard Drive					
Windows 10 Pro 64 bit					
802.11ac integrated wireless					
SD Card Memory Expansion slot					
Front and rear camera					
10 inch screen	12.3" included				

Warranty is One year NBD Exchange for all Windows Tablet offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Windows Tablets Accessories (see note #2)	10.00%
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EXHIBIT B

Product Category: SERVERS - Dell

Intel/ AMD Based

Minimum Configurations

Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Dell Poweredge T440	3,722.00	17.00%	\$ 3,089.26	www.dell.com

Tower Server Offering
 Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores
 16GB memory (1x 16GB DIMM/RDIMM)
 300GB 10k RPM SAS Hard Drive
 Onboard SATA
 No optical drive standard
 Dual Power Supply, 500W Minimum
 No OS installed
 4-Port Gigabit Ethernet NIC

Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Dell Poweredge R440	3,397.00	17.00%	\$ 2,819.51	www.dell.com

Rack Server Offering
 Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores
 16GB memory (1x 16GB DIMM/RDIMM)
 Onboard SATA
 300GB 10k RPM SAS Hard Drive
 4-Port Gigabit Ethernet NIC
 Dual Power Supply, 500W Minimum
 No OS installed

Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Dell Poweredge M640	4,027.00	17.00%	\$ 3,342.41	www.dell.com

Blade Server Offering
 Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores
 16GB memory (1x 16GB DIMM/RDIMM)
 300GB SAS 12G 15k RPM SFF Hard Drive
 2-port 10GbE Ethernet Adapter
 No OS installed

Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Dell VxRail E5600JF	80,217.00	17.00%	\$ 66,580.11	www.dell.com

HyperConverged Server Offering
 2x Intel Xeon Gold-5120 Processors - 2.2Ghz - 14 cores
 240GB memory
 5x 1.92TB SSDs - Includes mezz card
 2-port 10GbE Ethernet Adapter
 No OS installed

Warranty is three years on-site for all server models and future models. Additional warranty and services may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Minimum Percentage Discount for Server Accessories (see note #2)	10.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFO process

Note #2 - These are items like blade enclosures, racks for rack mount servers, rack UPS units, KVM switches, items such as network switches, and Enterprise Storage are covered under other VITA contracts.

EXHIBIT B

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT B

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT B

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT C

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT C

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT C

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
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Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
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Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
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Andriod Tablets	Per Unit Services Cost
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Zero Touch Imaging	\$18
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Screen Protector Application	\$11
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Servers	Per Unit Services Cost
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HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
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HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
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Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
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Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service: Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

Based on your interested, SHI is happy to expand on this approach and lend further detail regarding this support model.		
SHI Lifecycle Services Defined for the State <u><i>SHI Lifecycle Capabilities Statement:</i></u> Servers, PC's, Laptops, Storage Devices and Mobile devices are the lifeline of our client's business operations. SHI understands the complexity and challenges involved in managing our clients IT Infrastructure. Through out Lifecycle Services Practice, we help our clients with the overall device management functions including Acquisition, Deployment, Device Installation, Device Support and Asset Recovery Services. The SHI team will leverage its agnostic approach throughout the Lifecycle process. SHI's Lifecycle Services Practice leverages over 25 years of combined support services experiences to help solve our client's most demanding requirements. SHI understands that purchasing new hardware equipment is only one aspect of the overall PC Lifecycle process. Integration Services becomes an integral part of the procurement process. The SHI team will help our clients with a full suite of Integration Services to help make the procurement process easier and simpler. SHI has a state-of-the-art Systems Integration Center located in Piscataway, NJ. This facility allows us to provide access to custom configured machines, pre-configured and ready-to-ship to ensure predictable just-in-time delivery upon request. Our 305,000 square foot facility is static-free; climate controlled, and is protected by the highest level of both physical and cyber-security. The Warehouse and Configuration Center are included under our ISO9001:2008 Registration and provide standardized processes, our commitment to quality control, as well as continual improvement.		

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Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

TBD based on scope of services required, please call discuss.

EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

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SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
Imaging
Imaging

Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services

What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

EXHIBIT C

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EXHIBIT C

Product Category: Resident Self Service Kiosk - Dynatouch

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note below)	Discounted Price	Annual Maintenance	Public Site to Verify Model #/List Price
COVID Response Kiosk	TIPS1	\$37,700.00	0.00%	\$37,700.00	\$ 3,800.00	www.shi.com
TIPS Kiosk (Premium PHA OneStop Model)						
TIPS Pro Plus (Kiosk Management Software)						
TIPS Cloud™ Bundle (Kiosk Administration Portal)						
Live Help Desk Support (Mon-Fri, 7am-7pm)						
TIPS Kiosk Management Software Maintenance						
Kiosk Hardware Support						
Implementation & Deployment Services						

*Note - Discount from list price increases as the qty ordered increases.

EXHIBIT C

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (wide aspect)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT C

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT C

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT C

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT C

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT C

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

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Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
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EXHIBIT C

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EXHIBIT C

Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

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EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

EXHIBIT C

SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
Imaging
Imaging

Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services

What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
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<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
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<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

EXHIBIT C

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EXHIBIT C

EXHIBIT C

EXHIBIT B

Product Category: SERVERS - Hpe

Intel/ AMD Based

Minimum Configurations

Tower Server Offering	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores 16GB memory (1x 16GB DIMM/RDIMM) 300GB 10k RPM SAS Hard Drive Onboard SATA No optical drive standard Dual Power Supply, 500W Minimum No OS installed 4-Port Gigabit Ethernet NIC	HPE ProLiant ML110 Gen10 Tower	\$ 4,833.00	30.00%	\$ 3,383.10	www.hpe.com

Rack Server Offering	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores 16GB memory (1x 16GB DIMM/RDIMM) Onboard SATA 300GB 10k RPM SAS Hard Drive 4-Port Gigabit Ethernet NIC Dual Power Supply, 500W Minimum No OS installed	HPE ProLiant DL380 Gen 10	\$ 6,869.00	30.00%	\$ 4,808.30	www.hpe.com

Blade Server Offering	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Intel Xeon Bronze 3104 Processor - 1.7GHz - 6 cores 16GB memory (1x 16GB DIMM/RDIMM) 300GB SAS 12G 15K RPM SFF Hard Drive 2-port 10GbE Ethernet Adapter No OS installed	HPE ProLiant BL460c Blade	\$ 7,348.00	30.00%	\$ 5,143.60	www.hpe.com

HyperConverged Server Offering	Brand/Model	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
2x Intel Xeon Gold-5120 Processors - 2.2Ghz - 14 cores 240GB memory 5x 1.92TB SSD's 2-port 10GbE Ethernet Adapter No OS installed	HPE SimpliVity 380 Gen 10	\$ 111,850.00	40.00%	\$ 67,110.00	www.hpe.com

Minimum Percentage Discount for Server Accessories (see note #2)
10.00%

Warranty is three years on-site for all server models and future models. Additional warranty and services may be offered on the Services & Warranty tab

AMD processors must be at least equivalent to listed Intel processors

Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFO process

Note #2 - These are items like blade enclosures, racks for rack mount servers, rack, UPS units, KVM switches, items such network switches, and Enterprise Storage are covered under other VITA contracts.

EXHIBIT B

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT B

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT B

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT B

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT B

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT B

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
---	------------------------

Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
-------------------	------------------------

Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
-------------	------------------------

Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
--------------	------------------------

Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with

Andriod Tablets	Per Unit Services Cost
-----------------	------------------------

Zero Touch Imaging	\$18
Asset Tagging	\$3 *combined cost with
Applying Cases/Peripherals	\$6 *combined cost with
Screen Protector Application	\$11
Laser Etching	\$14

Servers	Per Unit Services Cost
---------	------------------------

HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
HW Installation of 11-15 Components	\$123
HW Installation of 16-24 Components	\$151
HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
-------------	------------------------

Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
Individual Hard Drives	\$6.00	\$12.00
Desktops / Laptops / Tablets	\$10.00	\$12.00
Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service: Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

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EXHIBIT C

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2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

EXHIBIT C

SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
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Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services



What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
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<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
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EXHIBIT C

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EXHIBIT C

Product Category: MOBILE WORKSTATION - Microsoft Surface

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
Mobile Workstation 8th Gen Intel Core i5 or i7 processor 8 GB DDR4 memory minimum AMD Radeon Pro discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 15" display; FHD minimum 14" Display, FHD minimum, options for touch and/or Ultra High Definition displays Up to 10 hours battery life 3 year battery warranty	Surface Book 2 15" - HNS-00001 with additional warranty SKU F9W-00144 17 included NVIDIA GeForce GTX 1060 included	\$ 2,647.76	8.00%	\$ 2,436.03	0.00%	www.sjh.com
Premium Mobile Workstation 8th Gen Intel Core i5, i7, or Xeon E processor 8 GB DDR4 non-ECC (Core i) memory minimum Nvidia Quadro P1000 discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 15" display; FHD minimum convertible tablet chassis Up to 16 hours battery life 3 year battery warranty	Surface Book 2 15" - HNS-00001 with additional warranty SKU F9W-00144 17 included NVIDIA GeForce GTX 1060	\$ 2,647.76	8.00%	\$ 2,436.03	0.00%	www.sjh.com
Detachable Mobile Workstation 8th Gen Intel Core i5 or i7 processor 8 GB DDR4 memory minimum Nvidia or Equivalent Quadro Professional discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 14" UWVA touch display IR Webcam 8 megapixel world facing camera Up to 10 hours battery life 3 year battery warranty	Surface Book 2 15" - HNS-00001 with additional warranty SKU F9W-00144 17 included NVIDIA GeForce GTX 1060 included	\$ 2,647.76	8.00%	\$ 2,436.03	0.00%	www.sjh.com
Performance Mobile Workstation 8th Gen Intel Core i5, i7, or Xeon E processor 16 GB DDR4 non-ECC (Core i) memory minimum Nvidia Quadro or AMD Radeon Pro discrete graphics 256 GB m.2 SSD minimum Windows 10 Pro 15" display; FHD minimum Up to 16 hours battery life 3 year battery warranty	Surface Book 2 15" - HNS-00001 with additional warranty SKU F9W-00144 17 included NVIDIA GeForce GTX 1060 included	\$ 2,647.76	8.00%	\$ 2,436.03	0.00%	www.sjh.com

Warranty is three years on-site NBD for all Mobile Workstation offerings and all future models. Additional types of warranties may be offered on the accessories tab.

Note #1 - The percentage discount will be the minimum discount for this model and all other models in the category using the same contract type. Suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process.

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.via.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program>

Note #3 - These are items like cases, docking stations, monitors, mice, keyboards, items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Mobile Workstation Accessories (see note #3)
10.00%

EXHIBIT B

Product Category: WINDOWS TABLET - Microsoft Surface

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Windows Tablet	Surface Pro - LQ6-00001 with additional warranty SKU F9W-007149	\$ 1,578.00	5.00%	\$ 1,499.10	www.shi.com

Intel i5 7300U Dual Core or AMD Processor
4GB Memory
256GB SSD Hard Drive
Windows 10 Pro 64 bit
802.11ac integrated wireless
SD Card Memory Expansion slot
Front and rear camera
10 inch screen
Core i5 8350U included
8GB included
12.3" Touchscreen

Warranty is One year NBD Exchange for all Windows Tablet offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Minimum Percentage Discount for Windows Tablets Accessories (see note #2)	10.00%
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Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT B

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT B

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT B

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT B

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT B

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT B

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
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Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
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Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with

Andriod Tablets	Per Unit Services Cost
-----------------	------------------------

Zero Touch Imaging	\$18
Asset Tagging	\$3 *combined cost with
Applying Cases/Peripherals	\$6 *combined cost with
Screen Protector Application	\$11
Laser Etching	\$14

Servers	Per Unit Services Cost
---------	------------------------

HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
HW Installation of 11-15 Components	\$123
HW Installation of 16-24 Components	\$151
HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
-------------	------------------------

Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
Individual Hard Drives	\$6.00	\$12.00
Desktops / Laptops / Tablets	\$10.00	\$12.00
Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service: Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

Based on your interested, SHI is happy to expand on this approach and lend further detail regarding this support model.		
SHI Lifecycle Services Defined for the State <u><i>SHI Lifecycle Capabilities Statement:</i></u> Servers, PC's, Laptops, Storage Devices and Mobile devices are the lifeline of our client's business operations. SHI understands the complexity and challenges involved in managing our clients IT Infrastructure. Through out Lifecycle Services Practice, we help our clients with the overall device management functions including Acquisition, Deployment, Device Installation, Device Support and Asset Recovery Services. The SHI team will leverage its agnostic approach throughout the Lifecycle process. SHI's Lifecycle Services Practice leverages over 25 years of combined support services experiences to help solve our client's most demanding requirements. SHI understands that purchasing new hardware equipment is only one aspect of the overall PC Lifecycle process. Integration Services becomes an integral part of the procurement process. The SHI team will help our clients with a full suite of Integration Services to help make the procurement process easier and simpler. SHI has a state-of-the-art Systems Integration Center located in Piscataway, NJ. This facility allows us to provide access to custom configured machines, pre-configured and ready-to-ship to ensure predictable just-in-time delivery upon request. Our 305,000 square foot facility is static-free; climate controlled, and is protected by the highest level of both physical and cyber-security. The Warehouse and Configuration Center are included under our ISO9001:2008 Registration and provide standardized processes, our commitment to quality control, as well as continual improvement.		

EXHIBIT C

Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

TBD based on scope of services required, please call discuss.

EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

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EXHIBIT C

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Enrollment

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EXHIBIT C

additional services

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<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

EXHIBIT C

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EXHIBIT C

EXHIBIT C

EXHIBIT B

Product Category: RUGGED TABLET - ANDROID - Samsung

Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Samsung TAB ACTIVE2 LTE (SM-T397UZKAXAA) bundled with warranty sku P-GT-2PXXT0M	\$723.98	18.00%	\$593.66	www.sgh.com

Minimum Configurations

Rugged Tablet - Android
Mil-Std 810G Certified
Texas Instruments Processor
1GB RAM
16GB Storage
Android 4.1 OS
802.11a/g/n integrated wireless
7 inch screen

1.6 GHz 8-core processor
3GB included
Android 7.1 (Nougat) included
8" TFT

Warranty is three years NBD Exchange for all Rugged Tablet Android offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Minimum Percentage Discount for Rugged Tablets Android Accessories (see note #2)	10.00%
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Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT B

Product Category: ANDROID TABLET - Samsung

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
Android Tablet	Samsung GALAXY TAB A (SM-T590NZKAXAR)	\$395.99	20.00%	\$316.79	www.shl.com
Quad Core Processor	8 Core included				
2GB RAM	3GB included				
16GB Storage	32GB included				
Android 6.0 Marshmallow	Android 8.0 (Oreo) included				
802.11b/g/n integrated wireless					
SD Card Memory Expansion slot					
Front and rear camera					
8 inch screen	10.5" included				

Warranty is One Year NBD Exchange for all Android Tablet offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

Minimum Percentage Discount for Android Tablet Accessories (see note #2)	10.00%
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Product Category: WINDOWS TABLET - Samsung

Minimum Configurations	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
<p>Windows Tablet</p> <p>Intel i5 7300U Dual Core or AMD Processor</p> <p>4GB Memory</p> <p>256GB SSD Hard Drive</p> <p>Windows 10 Pro 64 bit</p> <p>802.11ac integrated wireless</p> <p>SD Card Memory Expansion slot</p> <p>Front and rear camera</p> <p>10 inch screen -</p>	<p>Samsung GALAXY BOOK12 (SM-W723NZKAXAR)</p> <p>8GB included</p> <p>12" included</p>	\$1,715.99	16.00%	\$1,441.43	www.sgh.com

Warranty is One year NBD Exchange for all Windows Tablet offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Note #1 - The percentage discount will be the minimum discount for model specified above and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - These are items like cases, screen protectors, blue tooth items etc. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

<p>Minimum Percentage Discount for Windows Tablets Accessories (see note #2)</p>	10.00%
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EXHIBIT B

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT B

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT B

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT B

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT B

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT B

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
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Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
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Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with

Andriod Tablets	Per Unit Services Cost
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Zero Touch Imaging	\$18
Asset Tagging	\$3 *combined cost with
Applying Cases/Peripherals	\$6 *combined cost with
Screen Protector Application	\$11
Laser Etching	\$14

Servers	Per Unit Services Cost
---------	---------------------------

HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
HW Installation of 11-15 Components	\$123
HW Installation of 16-24 Components	\$151
HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
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Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
Individual Hard Drives	\$6.00	\$12.00
Desktops / Laptops / Tablets	\$10.00	\$12.00
Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service:</p> <p>Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

Based on your interested, SHI is happy to expand on this approach and lend further detail regarding this support model.		
SHI Lifecycle Services Defined for the State <u><i>SHI Lifecycle Capabilities Statement:</i></u> Servers, PC's, Laptops, Storage Devices and Mobile devices are the lifeline of our client's business operations. SHI understands the complexity and challenges involved in managing our clients IT Infrastructure. Through out Lifecycle Services Practice, we help our clients with the overall device management functions including Acquisition, Deployment, Device Installation, Device Support and Asset Recovery Services. The SHI team will leverage its agnostic approach throughout the Lifecycle process. SHI's Lifecycle Services Practice leverages over 25 years of combined support services experiences to help solve our client's most demanding requirements. SHI understands that purchasing new hardware equipment is only one aspect of the overall PC Lifecycle process. Integration Services becomes an integral part of the procurement process. The SHI team will help our clients with a full suite of Integration Services to help make the procurement process easier and simpler. SHI has a state-of-the-art Systems Integration Center located in Piscataway, NJ. This facility allows us to provide access to custom configured machines, pre-configured and ready-to-ship to ensure predictable just-in-time delivery upon request. Our 305,000 square foot facility is static-free; climate controlled, and is protected by the highest level of both physical and cyber-security. The Warehouse and Configuration Center are included under our ISO9001:2008 Registration and provide standardized processes, our commitment to quality control, as well as continual improvement.		

EXHIBIT C

Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

TBD based on scope of services required, please call discuss.

EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

EXHIBIT C

SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
Imaging
Imaging

Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services

What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

EXHIBIT C

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EXHIBIT B

Product Category: LAPTOP - Toshiba

Intel Based

Minimum Configurations	Brand/Model # (VIRINTECHA50E - Built to Order)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
<p>Laptop</p> <p>Intel i5-8250U Processor (3.40GHz 6M Cache)</p> <p>8GB RAM</p> <p>500GB 7200 RPM SATA hard drive or greater</p> <p>720p HD Camera w/Mic</p> <p>Microsoft Windows 10 Pro 64 Bit</p> <p>802.11a/b/g/n/ac</p> <p>Energy Star qualified</p> <p>15.6" HD</p>	Toshiba Teira A50-E (VIRINTECHA50E - Built to Order)	\$1,138.00	25.00%	\$853.50	0.00%	https://us.toshiba.com/computers/laptops/built-to-order

Minimum Configurations	Brand/Model # (VIRINTECHX30TE - Built to order)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
<p>Convertible Laptop Offering</p> <p>8th Gen processor minimum</p> <p>Intel Core i3</p> <p>8 GB DDR 4 minimum</p> <p>256 GB m.2 SSD Minimum</p> <p>Windows 10 Professional</p> <p>802.11AC WLAN</p> <p>Energy Star qualified</p> <p>13" FHD touch display</p> <p>Up to 18 hours battery life</p> <p>3 year battery warranty</p>	Toshiba Portege X30T-E (VIRINTECHX30TE - Built to order)	\$ 1,899.00	25.00%	\$1,424.25	0.00%	https://us.toshiba.com/computers/laptops/built-to-order

Minimum Configurations	Brand/Model # (VIRINTECHX30TE - Built to order)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
<p>Convertible Laptop Offering</p> <p>8th Gen processor minimum</p> <p>Intel Core i3</p> <p>8 GB DDR 4 minimum</p> <p>256 GB m.2 SSD Minimum</p> <p>Windows 10 Professional</p> <p>802.11AC WLAN</p> <p>Energy Star qualified</p> <p>13" FHD touch display</p> <p>Up to 18 hours battery life</p> <p>3 year battery warranty</p>	Toshiba Portege X30T-E (VIRINTECHX30TE - Built to order)	\$ 1,899.00	25.00%	\$1,424.25	0.00%	https://us.toshiba.com/computers/laptops/built-to-order

Minimum Configurations	Brand/Model # (VIRINTECHX30TE - Built to order)	LIST	Percentage Discount (see note #1 below)	Discounted Price	Teacher Discount from List (see note #2)	Public Site to Verify Model #/List Price
<p>Convertible Laptop Offering</p> <p>8th Gen processor minimum</p> <p>Intel Core i3</p> <p>8 GB DDR 4 minimum</p> <p>256 GB m.2 SSD Minimum</p> <p>Windows 10 Professional</p> <p>802.11AC WLAN</p> <p>Energy Star qualified</p> <p>13" FHD touch display</p> <p>Up to 18 hours battery life</p> <p>3 year battery warranty</p>	Toshiba Portege X30T-E (VIRINTECHX30TE - Built to order)	\$ 1,899.00	25.00%	\$1,424.25	0.00%	https://us.toshiba.com/computers/laptops/built-to-order

13.3" included

Warranty is three years next day exchange for all laptop offerings and future models. Additional types of warranties may be offered on the Services & Warranty tab

Minimum Percentage Discount for Laptop Accessories (see note #3)	10.00%
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Note #1 - The percentage discount will be the minimum discount for this model and all models sold in this category during the course of the contract. Winning suppliers may have the opportunity to increase percentage discount on a case by case basis during a RFQ process

Note #2 - Please review the following link that describes the Teacher Discount Program and provide a percentage off of list that would only apply to these qualified individuals: <https://www.vita.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

Note #3 - These are items like cases, docking stations, monitors, mice, keyboards. Items such as label printers, thumb drives, scanners will be awarded in the peripherals category.

EXHIBIT B

Category: PERIPHERALS

Flash Drives	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
8 GB	DTIG4/8GB	\$ 6.00	25%	\$ 4.50	www.shi.com
16 GB	DTIG4/16GB	\$ 6.00	25%	\$ 4.50	www.shi.com
32 GB	DTIG4/32GB	\$ 9.00	25%	\$ 6.75	www.shi.com
8 GB Encrypted Drive	DTPG3/8GB	\$ 28.00	30%	\$ 19.60	www.shi.com

Monitors (<i>wide aspect</i>)	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
19" LCD	VA1917A	\$ 93.00	20.00%	\$ 74.40	www.shi.com
27" LCD	VX2757-MHD	\$ 235.00	20.00%	\$ 188.00	www.shi.com

Power Strip	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
6 Outlet 6ft cord 790 Joule	TLP606B	\$ 16.00	40.00%	\$ 9.60	www.shi.com
8 Outlet 8ft cord 2500 Joule	TLP1008TELTV	\$ 54.40	40.00%	\$ 32.64	www.shi.com

Mouse	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Optical Scroll Mouse- USB	IMOUSEM6	\$ 6.95	30.00%	\$ 4.86	www.shi.com

Keyboard	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Standard Keyboard- USB	AKB-132UB	\$ 12.99	30.00%	\$ 9.09	www.shi.com

Wireless Keyboard/Mouse Combo	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wireless keyboard and mouse USB interface	920-007897	\$ 29.99	30.00%	\$ 20.99	www.shi.com

Patch Cables	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
10 ft CAT5e	M45PATCH10BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
7 ft CAT5e	M45PATCH7BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
3 ft CAT6	C6PATCH3BL	\$ 6.99	50.00%	\$ 3.50	www.shi.com
7' CAT6	C6PATCH7BL	\$ 7.99	50.00%	\$ 4.00	www.shi.com
HDMI to HDMI M/M 6ft	HDDMM6	\$ 9.99	50.00%	\$ 5.00	www.shi.com

EXHIBIT B

External Hard Drive	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
1 TB USB 3.0 (portable)	STDR1000103	\$ 99.99	35.00%	\$ 64.99	www.shi.com
2 TB USB 3.0 (external desktop)	STDR2000103	\$ 109.99	25.00%	\$ 82.49	www.shi.com
4 TB USB 3.0 (external desktop)	STEA4000400	\$ 169.99	30.00%	\$ 118.99	www.shi.com

Web Cams	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Color, Hi-speed USB, built-in microphone, 1920 x 1080 digital video resolution	960-000764	\$ 79.99	20.00%	\$ 63.99	www.shi.com
Color, Hi-Speed USB, 720p HD Widescreen, built-in microphone, 1280x720 digital video resolution	960-000694	\$ 39.99	20.00%	\$ 31.99	www.shi.com

USB Hubs	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
USB 3.0 7 port hub, power supply included	ST7300USB3B	\$ 64.99	40.00%	\$ 38.99	www.shi.com
Mini hub 4 port hi speed USB, no power supply needed	ST4200MINI2	\$ 18.99	50.00%	\$ 9.49	www.shi.com

Speakers	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included.	980-000800	\$ 29.99	20.00%	\$ 23.99	www.shi.com
PC Multimedia speakers system, 2 speakers, subwoofer, 30 watt audio system nominal output power, 2.1 channel speaker system configuration, mini-phone stereo 3.5mm, power supply included	980-000354	\$ 69.99	15.00%	\$ 59.49	www.shi.com

Label Printer	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
Wired USB, monochrome, direct thermal technology, max speed 50 labels per minute, 1 roll capacity, power supply included	QL-500	\$ 119.95	40.00%	\$ 71.97	www.shi.com

I. Battery Back Up Unit	Model #	List	Discount %	Discounted Price	Public Site to Verify Model #/List Price
UPS external, 550 VA power capacity, 3 min battery run time	BE600M1	\$ 102.00	30.00%	\$ 71.40	www.shi.com
UPS external, 1440 VA power capacity, 7 min battery run time	BR1500MS	\$ 330.00	30.00%	\$ 231.00	www.shi.com

EXHIBIT B

UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	www.shi.com
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******Additional shipping costs for UPS's must be pre-approved by Authorized User prior to shipment**

*****Warranty is manufacturer's warranty for all peripherals**

******Once a supplier wins the peripherals category, their entire catalog of peripherals can be offered to the Commonwealth of Virginia and other public bodies. VITA reserves the right to reject any proposed products during the term of an awarded contract**

EXHIBIT B

MANUFACTURER	MINIMUM PERCENTAGE DISCOUNT FROM LIST
3M	5%
Acer	5%
Actiontec	5%
Adesso	5%
Akai	5%
Alesis	5%
Alto	5%
APC	5%
Apple	0%
Apricorn	5%
Aten	5%
Avid	5%
Axiom	5%
Beamz	5%
Belkin	5%
BlueFlame	5%
BodyGuardz	5%
Bretford	5%
Brother	5%
Cables to Go	5%
Canon	5%
Casio	5%
Case Logic	5%
Cellebrite	5%
Centon	5%
chicBuds	5%
Chill Pill Audio	5%
CODi	5%
Copernicus	5%
ComXI World	5%
Cyber Acoustics	5%
CyberPower	5%
Dell	5%
Eizo	5%
EKG	5%
Epson	5%
Ergotron	5%
EX Dupe	5%
Fellowes	5%
Fujitsu	5%
Garmin	5%
GoGo Tech	5%
Gyration	5%
Griffin	5%
Havis	5%
HoverCam	5%
HP	5%
Humanetics	5%
iKey	5%
iLuv	5%

EXHIBIT B

Image Mechanics	5%
Imation	5%
Innergie	5%
iO Gear	5%
Jabra	5%
Kanex	5%
Kanguru	5%
Kensington	5%
Kingston	5%
Lenovo	5%
Lind	5%
Livescribe	5%
Lock 'n' Charge	5%
Logitech	5%
Lon	5%
MakerBot	5%
Matias	5%
M-Audio	5%
Maxell	5%
Micro Innovations	5%
Microsoft	5%
Mimoco	5%
Moshi	5%
Motorola	5%
Native Instruments	5%
NEC	5%
Netgear	5%
Numark	5%
OnHand	5%
Otter	5%
Panasonic	5%
Plantronics	5%
PNY	5%
Professional Cable	5%
Promethean	5%
PSIBER	5%
RCA	5%
Robo 3D	5%
Rocky Mountain Ram	5%
RSA	5%
Safetyvision	5%
Samsung	5%
SanDisk	5%
Seagate	5%
Seal Shield	5%
Smartboard	5%
Sonivox	5%
Sony	5%
Startech	5%
SuperMicro	5%
Swiftpoint	5%
Swivl	5%
Targus	5%
TouchIT	5%
Toshiba	5%

EXHIBIT B

Tribeca	5%
Tripp Lite	5%
Turning Technologies	5%
Uline	5%
Unitech	5%
Verbatim	5%
Verifone	5%
VieVu	5%
Viewsonic	5%
VisionTek	5%
Vxi	5%
Wacom	5%
Wasp Barcode	5%
ZipKord	5%
zMagik	5%

EXHIBIT C

Services and Warranty

SHI Integration Services

PC, AIO, Mini, Workstations, Laptops, Windows Tablets	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with
RAM install	\$3 *combined cost with
Component Install	\$6 *combined cost with
Encryption	\$15 *combined cost with

Displays/Monitors	Per Unit Services Cost
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Asset Tagging	\$14
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Chromebooks	Per Unit Services Cost
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Chromebook Enrollment	\$18
Asset Tagging	\$3 *combined cost with
Laser Etching	\$14

Thin Clients	Per Unit Services Cost
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Imaging	\$22
Asset Tagging	\$3 *combined cost with
BIOS Adjustments	\$6 *combined cost with

Andriod Tablets	Per Unit Services Cost
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Zero Touch Imaging	\$18
Asset Tagging	\$3 *combined cost with
Applying Cases/Peripherals	\$6 *combined cost with
Screen Protector Application	\$11
Laser Etching	\$14

Servers	Per Unit Services Cost
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HW Installation of 1-5 Components	\$65
HW Installation of 6-10 Components	\$94
HW Installation of 11-15 Components	\$123
HW Installation of 16-24 Components	\$151
HW Installation of 25+ Components	\$194
Base Image Install	\$79
Install Network OS	\$94

EXHIBIT C

Peripherals	Per Unit Services Cost
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Custom Kit Creation - Bundling Components \$3 * combined cost with

SHI Asset Recovery Program Pricing Table

Asset Type	National Processing Fee	International Processing Fee
Individual Hard Drives	\$6.00	\$12.00
Desktops / Laptops / Tablets	\$10.00	\$12.00
Phones	\$10.00	\$12.00
LCD Monitors	\$10.00	\$12.00
Other Serialized Assets	\$10.00	\$12.00
CRT Monitors	\$18.00	\$18.00
Servers	\$15.00	\$15.00
Printers/Fax/MFD's/Copiers	\$12.00	\$15.00
Networking Gear	\$12.00	\$15.00
Peripherals (Keyboards, Mice, Cables, etc.)	\$0.40	\$0.50

EXHIBIT C

Additional SHI Service Descriptions for the State	Minimum Requirements	Cost to the State
<p>Alternate Procurement Model for the State: Device as a Service: Full Device as a Service (DaaS)</p> <p>SHI recognizes a DaaS approach can be an alternative to a traditional Lifecycle Services procurement approach. This approach potentially can include pricing for a true “Managed Services” solution for your client/desktop environment. This type of model allows for a per-unit, per-month fee for the term of the contract that will include the pricing of the hardware and all related services bundled together.</p> <p>Currently, we provide this type of managed service to a select few SHI clients today. These are extremely successful programs which ensure a total managed lifecycles for our clients assets and SLAs for all aspects of the procurement model (purchasing, deployment, break/fix, end-of-life services, etc).</p> <p>This services model provides some substantial benefits you may want to consider.</p> <p>Those benefits include the following:</p> <ul style="list-style-type: none"> • Consistent budgeting request via the appropriations or budget setting process • Operational expenditures vs capital expenditures (which may be more difficult) • Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle • Consistent Program and services delivery including optional SLAs • The ability to reassign/retrain current staff towards higher value work for the organization <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p>500 unit deployment required, please call to discuss.</p>	<p>TBD based on scope of services required, please call discuss.</p>

EXHIBIT C

Based on your interested, SHI is happy to expand on this approach and lend further detail regarding this support model.		
SHI Lifecycle Services Defined for the State <u><i>SHI Lifecycle Capabilities Statement:</i></u> Servers, PC's, Laptops, Storage Devices and Mobile devices are the lifeline of our client's business operations. SHI understands the complexity and challenges involved in managing our clients IT Infrastructure. Through out Lifecycle Services Practice, we help our clients with the overall device management functions including Acquisition, Deployment, Device Installation, Device Support and Asset Recovery Services. The SHI team will leverage its agnostic approach throughout the Lifecycle process. SHI's Lifecycle Services Practice leverages over 25 years of combined support services experiences to help solve our client's most demanding requirements. SHI understands that purchasing new hardware equipment is only one aspect of the overall PC Lifecycle process. Integration Services becomes an integral part of the procurement process. The SHI team will help our clients with a full suite of Integration Services to help make the procurement process easier and simpler. SHI has a state-of-the-art Systems Integration Center located in Piscataway, NJ. This facility allows us to provide access to custom configured machines, pre-configured and ready-to-ship to ensure predictable just-in-time delivery upon request. Our 305,000 square foot facility is static-free; climate controlled, and is protected by the highest level of both physical and cyber-security. The Warehouse and Configuration Center are included under our ISO9001:2008 Registration and provide standardized processes, our commitment to quality control, as well as continual improvement.		

EXHIBIT C

Our Managed Services Support can be provided as a supplement to your current support infrastructure. Alternatively, through our Managed Services offerings, we can support your environment for you. Regardless of what the need is, SHI's goal is to support our clients throughout the lifecycle journey.

SHI Lifecycle Services include Moves, Adds and Change support to help manage your infrastructure once devices are initially deployed.

These services are typically performed for one or multiple users at a time and include:

1. Installation of new equipment
2. Equipment moves
3. Additions to existing devices
4. Configuration changes
5. Staff Augmentation
6. Help Desk/Remote Support
7. Network and Data Center Support
8. Completion of required documentation if applicable

As a part of SHI's Lifecycle offering, the SHI team can provide installation services on new assets. All assets will be loaded with a client-provided software image prior to delivery. Additionally, asset tags can be applied and recorded prior to packaging and preparation for shipment.

On-site installation services include:

1. Overall Project Management from start to finish
2. Unpacking new end user computing devices from shipping boxes, verify quantities and inspect components for any damages or shortages
3. Documenting and reporting any dead on arrival (DOA) or damaged devices
4. Organizing system components and peripherals (e.g., keyboards, power supplies, mice, and software) for deployment, if applicable
5. Stage the system for deployment
6. Perform administrative asset recording including required forms

EXHIBIT C

7. Completing designated installation instructions and install equipment at end user location
8. Mapping appropriate network printers to each new system
9. Completing secured device to device transfer of data from old to new system
10. Installing all specialty applications from tested and approved sources as specified in the User Installation Sheet
11. Completing validation & function test with the end user

The SHI Team will provide De-installation Services on all legacy assets in our clients IT infrastructure prior to new assets being deployed into production.

De-installation services include:

1. Performing de-installation work
2. Centralizing equipment in a client designated area
3. Completion of any required documentation
4. Single vendor management solution

An integral part of the IT Lifecycle is Warranty Management. SHI's Warranty Management program is called SHI CompleteCare. SHI CompleteCare coverage offers protection for all of your business devices. Better protection equals device longevity, budget savings and reliable equipment when it matters the most. We offer expanded and extended warranties on nearly every product we sell. You get options such as speedier response times, accidental breakage coverage and onsite repairs. Additionally, with our custom maintenance contracts, you will have experts on call and break/fix agreements that cover repair or replacement of your hardware.

Our protection plans are more comprehensive than any OEM on the market covering a vast array of items not limited to but including, Accidental Damage, Power Surge, Mechanical and electrical failure and Manufacturer defects all with a product repair or replacement guarantee!

TBD based on scope of services required, please call discuss.

TBD based on scope of services required, please call discuss.

EXHIBIT C

Standard product coverage includes:

1. Laptops
2. Desktops
3. Chromebooks
4. Smartphones
5. Printers
6. Scanners
7. MacBook
8. Cameras
9. Projectors
10. POS stations
11. Monitors
12. Keyboards, Headphones, Speakers, Mice
13. Projectors
14. POS stations
15. Monitors
16. Keyboards, Headphones, Speakers, Mice

Service options include:

1. Depot
2. Onsite
3. AX (Advanced Exchange)

Completing our Lifecycle Services approach is SHI's Asset Disposition Program. SHI understands that Environmental Sustainability is a primary goal for all of our clients. Additionally, SHI understands that 70-85% of electronic components are re-usable. As a result, SHI offers a complete range of asset recovery services that are designed to offer a cost effective and efficient asset re-deployment and disposal services for our clients. SHI's solution for testing/auditing, fair market evaluation and proper disposal includes the following services:

1. Logistics planning and support
2. Asset inspection/Test/Audit
3. Certified data destruction/DoD drive sanitization
4. Shipment of assets to appropriate partner with shipment manifest documentation
5. Certification of data destruction/disposal
6. Asset recovery reporting

EXHIBIT C

SHI believes that we have established a unique position in the asset recovery marketplace. We have developed a "hybrid" model of distributed processing capabilities directly connected via a common, distributed asset recovery management system. Our model leverages the best of both worlds: reduced freight costs through multiple, regional partners tightly integrated into a complete solution via SHI's Asset Disposition Management Systems.

In support of our Managed services, the SHI Team can provide ongoing service reporting, to ensure the services delivered meet or exceed our client's expectations. The SHI Team is prepared to develop and manage to any service levels agreed to by the SHI Team and our clients.

Our Monthly SLA reporting typically includes the following information:

1. Organization Name
2. Severity Level
3. Status
4. Address
5. Resolution Time (Hours)
6. Resolution Time (Minutes)
7. Hold Time
8. Service Element
9. Category
10. Subcategory
11. Resolution Action
12. SHI Service Request Number
13. Serial Number
14. Product Description
15. Ticket Number
16. Customer Date Time Opened
17. Customer Date Time Closed
18. Summary Reports

Based on your interested, SHI is happy to expand on any of the approaches above and lend further detail regarding our programs.

EXHIBIT C

Imaging
Imaging
Imaging
Imaging
Imaging

Enrollment

Imaging
Imaging

Imaging
Imaging

EXHIBIT C

additional services

What's Included?
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure of 1 HDD (extra HDDs to be charged per HDD – see above price) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Offsite serial # capture <input type="checkbox"/> Offsite HDD shred or erasure (if applicable) <input type="checkbox"/> Asset Remarketing (if applicable) <input type="checkbox"/> Recycling (if applicable)
<ul style="list-style-type: none"> <input type="checkbox"/> Recycling

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