

## EXHIBIT B

## Product Category: PC, AIO &amp; MINI - Fujitsu

Intel or AMD Based

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
<b>Desktop</b>	Fujitsu- Esprimo D538	\$ 972.00	24.00%	\$ 738.72	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						

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
<b>All-In-One</b>	Fujitsu- Esprimo K558/24	\$ 1,337.00	24.00%	\$ 1,016.12	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						

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
<b>Mini Desktop</b>	Fujitsu- Esprimo Q558	\$ 1,032.00	24.00%	\$ 783.91	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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/>

## EXHIBIT B

## Product Category: WORKSTATION - Fujitsu

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
<b>Entry Workstation</b>	Fujitsu- Celsius J580	\$ 1,506.00	24.00%	\$ 1,144.56	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						

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
<b>Performance Workstation - Single Socket</b>	Fujitsu- Celsius M770	\$ 1,992.00	24.00%	\$ 1,513.92	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						

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
<b>Performance Workstation - Dual Socket</b>	Fujitsu- Celsius R970	\$ 3,490.00	24.00%	\$ 2,652.40	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						

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.vita.virginia.gov/supply-chain/place-an-order/teacher-pc-purchase-program/>

## EXHIBIT B

## Product Category: LAPTOP - Fujitsu

## 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
<i>Minimum Configurations</i>						
<b>Laptop</b>	Fujitsu- E558	\$ 2,089.00	31.00%	\$ 1,441.41	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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						
<i>Minimum Configurations</i>						
<b>Convertible Laptop Offering</b>	Fujitsu- T938	\$ 2,319.00	31.00%	\$ 1,600.11	0.00%	<a href="http://www.shi.com">www.shi.com</a>
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 battery warranty						

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

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.

<b>Minimum Percentage Discount for Laptop Accessories (see note #3)</b>	<b>10.00%</b>
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## EXHIBIT B

**Product Category: THIN CLIENT - Fujitsu**

Intel/ AMD Based

*Minimum Configurations*

	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
<b>Thin Client</b>	<b>Fujitsu- Futro S540</b>	<b>\$ 729.00</b>	<b>45.00%</b>	<b>\$ 400.95</b>	<a href="http://www.shi.com">www.shi.com</a>
4 USB Ports					
Intel 2 GHz Pcessor					
10/100/1000 Base-T					
32GB Flash Storage					
8GB Memory DDR4 Memory					
USB Keyboard and Mouse					
Energy Star Qualified					
<b>Windows 10</b>					

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: WINDOWS TABLET - Fujitsu**

<i>Minimum Configurations</i>	Brand/Model #	LIST	Percentage Discount (see note #1 below)	Discounted Price	Public Site to Verify Model #/List Price
<b>Windows Tablet</b>	<b>P728</b>	<b>\$ 1,854.00</b>	<b>31.00%</b>	<b>\$ 1,279.26</b>	<a href="http://www.shi.com">www.shi.com</a>
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					

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.

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

**Category: PERIPHERALS**

<b>Flash Drives</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
8 GB	<b>DTIG4/8GB</b>	\$ 6.00	25%	\$ 4.50	<a href="http://www.shi.com">www.shi.com</a>
16 GB	<b>DTIG4/16GB</b>	\$ 6.00	25%	\$ 4.50	<a href="http://www.shi.com">www.shi.com</a>
32 GB	<b>DTIG4/32GB</b>	\$ 9.00	25%	\$ 6.75	<a href="http://www.shi.com">www.shi.com</a>
8 GB Encrypted Drive	<b>DTLPG3/8GB</b>	\$ 28.00	30%	\$ 19.60	<a href="http://www.shi.com">www.shi.com</a>
<b>Monitors (wide aspect)</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
19" LCD	<b>VA1917A</b>	\$ 93.00	20.00%	\$ 74.40	<a href="http://www.shi.com">www.shi.com</a>
27" LCD	<b>VX2757-MHD</b>	\$ 235.00	20.00%	\$ 188.00	<a href="http://www.shi.com">www.shi.com</a>
<b>Power Strip</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
6 Outlet 6ft cord 790 Joule	<b>TLP606B</b>	\$ 16.00	40.00%	\$ 9.60	<a href="http://www.shi.com">www.shi.com</a>
8 Outlet 8ft cord 2500 Joule	<b>TLP1008TELT</b>	\$ 54.40	40.00%	\$ 32.64	<a href="http://www.shi.com">www.shi.com</a>
<b>Mouse</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
Optical Scroll Mouse- USB	<b>IMOUSEM6</b>	\$ 6.95	30.00%	\$ 4.86	<a href="http://www.shi.com">www.shi.com</a>
<b>Keyboard</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
Standard Keyboard- USB	<b>AKB-132UB</b>	\$ 12.99	30.00%	\$ 9.09	<a href="http://www.shi.com">www.shi.com</a>
<b>Wireless Keyboard/Mouse Combo</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
Wireless keyboard and mouse USB interface	<b>920-007897</b>	\$ 29.99	30.00%	\$ 20.99	<a href="http://www.shi.com">www.shi.com</a>
<b>Patch Cables</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
10 ft CAT5e	<b>M45PATCH10BL</b>	\$ 7.99	50.00%	\$ 4.00	<a href="http://www.shi.com">www.shi.com</a>
7 ft CAT5e	<b>M45PATCH7BL</b>	\$ 6.99	50.00%	\$ 3.50	<a href="http://www.shi.com">www.shi.com</a>
3 ft CAT6	<b>C6PATCH3BL</b>	\$ 6.99	50.00%	\$ 3.50	<a href="http://www.shi.com">www.shi.com</a>
7' CAT6	<b>C6PATCH7BL</b>	\$ 7.99	50.00%	\$ 4.00	<a href="http://www.shi.com">www.shi.com</a>
HDMI to HDMI M/M 6ft	<b>HDMM6</b>	\$ 9.99	50.00%	\$ 5.00	<a href="http://www.shi.com">www.shi.com</a>



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

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

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

<b>Speakers</b>	<b>Model #</b>	<b>List</b>	<b>Discount %</b>	<b>Discounted Price</b>	<b>Public Site to Verify Model #/List Price</b>
PC Multimedia Speakers, mini-phone stereo 3.5mm, integrated audio amplifier, 5 watt nominal output, 2 speakers, power supply included,	<b>980-000800</b>	\$ 29.99	20.00%	\$ 23.99	<a href="http://www.shi.com">www.shi.com</a>
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	<b>980-000354</b>	\$ 69.99	15.00%	\$ 59.49	<a href="http://www.shi.com">www.shi.com</a>

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

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

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UPS 750 VA power capacity, 16 min battery run time	SMT750C	\$ 474.00	30.00%	\$ 331.80	<a href="http://www.shi.com">www.shi.com</a>
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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%
Gyraton	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:</p> <p><b>Full Device as a Service (DaaS)</b></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"> <li>• Consistent budgeting request via the appropriations or budget setting process</li> <li>• Operational expenditures vs capital expenditures (which may be more difficult)</li> <li>• Consistent refresh of technology across the Enterprise on assets that have a finite, short lifecycle</li> <li>• Consistent Program and services delivery including optional SLAs</li> <li>• The ability to reassign/retrain current staff towards higher value work for the organization</li> </ul> <p>We urge you to consider this alternative approach to a more efficient operational model.</p>	<p><b>500 unit deployment required, please call to discuss.</b></p>	<p><b>TBD based on scope of services required, please call discuss.</b></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

#### *SHI Lifecycle Capabilities Statement:*

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

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

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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!

## 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  
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Enrollment

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## EXHIBIT C

additional services

What's Included?	
<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)
<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)
<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)
<input type="checkbox"/>	Offsite serial # capture
<input type="checkbox"/>	Asset Remarketing (if applicable)
<input type="checkbox"/>	Recycling (if applicable)
<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)
<input type="checkbox"/>	Offsite serial # capture
<input type="checkbox"/>	Asset Remarketing (if applicable)
<input type="checkbox"/>	Recycling (if applicable)
<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)
<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)
<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)
<input type="checkbox"/>	Recycling

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