

CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 8TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
PHONE: (520) 837-4105 / FAX: (520) 791-4735
Lloyd.Windle@tucsonaz.gov
ISSUE DATE: MARCH 31, 2016

CONTRACT #120471
CONTRACT AMENDMENT NUMBER: TEN (10)
PAGE 1 of 1
LW/slf
CONTRACT OFFICER: LLOYD B. WINDLE II, C.P.M., CPPB

PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

ITEM ONE (1): RENEWAL

Pursuant to Paragraph 5 (Term and Renewal) of the Special Terms and Conditions section, the City is hereby exercising its option to renew the contract for the period of August 1, 2016 through July 31, 2017,

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

CONTRACTOR:

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



Signature of person authorized to sign Date 4/4/16

Regina Tokar, Vice President
Name and Title (typed or printed legibly)

Panasonic System Communications Company of North America, Division of Panasonic Corporation of North America
Company Name

Two Riverfront Plaza
Address

contracts@us.panasonic.com
Email Address

Newark NJ 07102
City State Zip

CITY OF TUCSON:

THE ABOVE REFERENCED CONTRACT AMENDMENT IS HEREBY EXECUTED THIS 6 DAY OF April, 2016, AT TUCSON, ARIZONA.



Marcheta Gillespie, CFPO, C.P.M., CPPB, CPM
as Director of Procurement and not personally

CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
(520) 837-4105
ISSUE DATE: FEBRUARY 5, 2015

CONTRACT NO.: 120471
CONTRACT AMENDMENT NO.: NINE (9)
PAGE 1 of 1
SA
CONTRACT OFFICER: LLOYD WINDLE

THIS CONTRACT IS AMENDED AS FOLLOWS:

PANASONIC SOLUTIONS

1. Pursuant to Contract No. 120471, Special Terms and Conditions, Term and Renewal, the City is hereby exercising its option to renew the contract for the period of August 1, 2015 through July 31, 2016.

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

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

THE ABOVE REFERENCED CONTRACT AMENDMENT
IS HEREBY EXECUTED THIS 18th DAY
OF February, 2015, AT TUCSON, ARIZONA.

 2/18/15
Signature Date

Donald W. Szczepaniak

Typed Name and Title

Panasonic System Communications Company of North America
Division of Panasonic Corporation of North America

Company Name

Two Riverfront Plaza

Address

contracts@us.panasonic.com

Email Address

Newark NJ 0710

City State Zip


As Director of Procurement and not personally

CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
(520) 837-4136
ISSUE DATE: OCTOBER 10, 2014

CONTRACT NO.: 120471
CONTRACT AMENDMENT NO.: EIGHT (8)
PAGE 1 of 1
CQ
CONTRACT OFFICER: LLOYD B. WINDLE II, C.P.M., CPPB

THIS CONTRACT IS AMENDED AS FOLLOWS:

PANASONIC SOLUTIONS

1. Whiteboard Accessories and Professional Display Accessories are hereby added to the contract with the following discounts:

Whiteboard Accessories - 5% off MSRP
Professional Display Accessories - 5% off MSRP

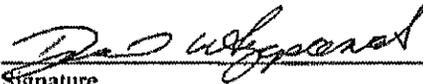
2. Standard Terms and Conditions, Paragraph 21 shall hereby be replaced with the following:

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

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

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

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

 10/30/14
Signature Date

Donald W. Szczepaniak, Vice President
Typed Name and Title
Panasonic System Communications Company of North America,
Division of Panasonic Corporation of North America
Company Name

Two Riverfront Plaza
Address

contracts@us.panasonic.com
Email Address

Newark NJ 07102
City State Zip

THE ABOVE REFERENCED CONTRACT AMENDMENT
IS HEREBY EXECUTED THIS 30th DAY
OF October, 2014, AT TUCSON, ARIZONA.


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

CONTRACT AMENDMENT

CITY OF TUCSON DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
(520) 837-4136
ISSUE DATE: JUNE 17, 2014

CONTRACT NO.: 120471
CONTRACT AMENDMENT NO.: SEVEN (7)
PAGE 1 of 1
JM
CONTRACT OFFICER: NATHAN DAOU

THIS CONTRACT IS AMENDED AS FOLLOWS:

PANASONIC SOLUTIONS

1. The Panasonic Network Communication Platform (NCP) Telephone System product line is hereby added to the contract for all Authorized Panasonic Resellers. Resellers shall offer a 5% discount off of the current Panasonic MSRP for all products in the Panasonic NCP Telephone System product line. The current MSRP pricing for the NCP Telephones, as well as related services, is described on the attached pages.
2. Pursuant to Contract No.120471, Special Terms and Conditions, Term and Renewal, the City is hereby exercising its option to renew the contract for the period of August 1, 2014 through July 31, 2015.

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

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

 6/27/14
Signature Date

Donald W. Szczepaniak, Vice President

Typed Name and Title

Panasonic System Communications Company of North America, Division
Panasonic Corporation of North America

Company Name

Two Riverfront Plaza

Address

contracts@us.panasonic.com

Email Address

Newark NJ 07102-5490
City State Zip

THE ABOVE REFERENCED CONTRACT AMENDMENT

IS HEREBY EXECUTED THIS 30th DAY
OF June, 2014, AT TUCSON, ARIZONA.



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

National IPA Contract

SIP Phones Price list

Feb-14

Model Number	Description	MSRP	Discount	Contract Cost
KX-TA Series Cabinets				
KX-TA824PK	3 X 8 ANALOG PBX MAIN UNIT W/ (3) KX-T7731-B ENDPOINTS & 8 HYBRID EXTN	\$923.15	5%	\$876.99
Station Cards				
KX-TA82470	8 PORT HYBRID EXTENSION CARD (TA ONLY)	\$368.15	5%	\$349.74
Combination Cards				
KX-TA82481	2 PORT ANALOG CO LINE AND 8 PORT HYBRID EXTENSION CARD (TA ONLY)	\$421.80	5%	\$400.71
KX-TA82483	3 PORT ANALOG CO LINE AND 8 PORT HYBRID EXNTENSION CARD (TA ONLY)	\$473.60	5%	\$449.92
Accessories				
KX-TA82461	4 PORT DOORPHONE CARD (TA ONLY)	\$164.65	5%	\$156.42
KX-TA82491	MESSAGE EXPANSION CARD FOR DISA OGMS (TA ONLY)	\$312.65	5%	\$297.02
KX-TA82492	2 CHANNEL VOICE MESSAGE CARD (TA ONLY)	\$434.75	5%	\$413.01
KX-TA82493	3 PORT CO LINE CALLER ID CARD (TA ONLY)	\$183.15	5%	\$173.99
KX-T7700 Series Analog Proprietary Telephones				
KX-T7720	24 CO BUTTONS, NO LCD, SP-PHONE (WHITE)	\$183.15	5%	\$173.99
KX-T7720-B	24 CO BUTTONS, NO LCD, SP-PHONE (BLACK)	\$183.15	5%	\$173.99
KX-T7731	1-LINE LCD W/BACKLIT (WHITE)	\$231.25	5%	\$219.69
KX-T7731-B	1-LINE LCD W/BACKLIT (BLACK)	\$231.25	5%	\$219.69
KX-T7736	3-LINE LCD W/BACKLIGHT (WHITE)	\$296.00	5%	\$281.20
KX-T7736-B	3-LINE LCD W/BACKLIGHT (BLACK)	\$296.00	5%	\$281.20
KX-T7740-B	48-BUTTON DSS CONSOLE (BLACK)	\$257.15	5%	\$244.29
Mounting Hardware				
KX-A244	19" BRACKET FOR THE KX-TDA50G	\$95.02	5%	\$90.27
Station Cards				
KX-TDA5170	4-PORT HYBRID LINE CARD (HLC4)	\$249.75	5%	\$237.26

KX-TDA5171	4-PORT DIGITAL LINE CARD (DLC4)	\$151.70	5%	\$144.12
KX-TDA5172	8-PORT DIGITAL LINE CARD (DLC8)	\$231.25	5%	\$219.69
KX-TDA5174	8-PORT SINGLE LINE CARD (SLC8)	\$460.65	5%	\$437.62
KX-TDA5176	8-PORT PROPRIETARY ANALOG EXTENSION CARD (PLC8)	\$368.15	5%	\$349.74
KX-TDA5470	IP EXTENSION CARD (IP- EXT4)	\$1,193.25	5%	\$1,133.59
Central Office (CO) Cards				
KX-TDA5180	4-PORT LOOP START CO CARD (LCOT4)	\$231.25	5%	\$219.69
KX-TDA5450	4 CH SIP TRUNK CARD	\$1,015.65	5%	\$964.87
KX-TDA5451	4 CH ADDITIONAL SIP TRUNK (DAUGHTER CARD)	\$506.90	5%	\$481.56
KX-TDA5480	VOIP GATEWAY CARD (IPGW4) AND CTI LAN PORT	\$1,202.50	5%	\$1,142.38
Optional CTI Software				
KX-TDA5920	CTI/NETWORK SYSTEM APPLICATION SOFTWARE (FOR TDA50)	\$518.00	5%	\$492.10
Accessories				
KX-TDA5105	MEMORY EXPANSION CARD (MEC) FOR TDA50	\$647.50	5%	\$615.13
KX-TDA5161	4-PORT DOORPHONE / DOOR OPENER CARD (DPH4)	\$183.15	5%	\$173.99
KX-TDA5168	EXTENSION CALLER ID CARD (EXT-CID)	\$222.00	5%	\$210.90
KX-TDA5193	4-PORT CALLER ID CARD (CID4)	\$222.00	5%	\$210.90
KX-TDA5194	2 CHANNEL ENHANCED SIMPLIFIED VOICE MESSAGE CARD	\$312.65	5%	\$297.02
KX-TDA5196	REMOTE CARD (V.90) (RMT)	\$183.15	5%	\$173.99
KX-A236	ADDITIONAL AC POWER SUPPLY	\$247.44	5%	\$235.07
KX-TDA50G Bundle SKUs				
KX-TDA50D3	Digital Endpoint Bundle (1) KX-TDA50G (Main Cabinet) (3) KX-DT333-B (3 Line LCD)	\$1,206.00	5%	\$1,145.70
KX-TDA50D1E	Digital Endpoint and DECT Wireless Bundle (1) KX-TDA50G (Main Cabinet) (1) KX-DT333-B (3 Line LCD) (1) KX-WT125 (DECT Wireless) (1) KX-T0155 (Decl Cell Station)	\$1,206.00	5%	\$1,145.70
	Digital Endpoint Bundle with Voicemail			

KX-TDA50D3V	(1) KX-TDA50G (Main Cabinet) (3) KX-DT343-B (3 Line Backlit LCD) (1) KX-TVA50 (Voice Processing System)	\$1,828.00		
			5%	\$1,736.60
KX-TDA50D2VE	Digital Endpoint Bundle w/ DECT Wireless and Voicemail (1) KX-TDA50G (Main Cabinet) (2) KX-DT343-B (3 Line Backlit LCD) (1) KX-TVA50 (Voice Processing System) (1) KX-WT125 (DECT Wireless) (1) KX-T0155 (DECT Cell Station)	\$1,828.00		
			5%	\$1,736.60
KX-TDE100/200/600 Series Cabinets				
KX-TDE100	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 128 CO AND 128 EXT	\$1,138.21	5%	\$1,081.30
KX-TDE200	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 128 CO AND 256 EXT	\$2,036.90	5%	\$1,935.06
KX-TDE600	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 640 CO AND 992 EXT	\$3,513.61	5%	\$3,337.93
KX-TDE620	CONVERGED IP-PBX EXPANSION SHELF W/ 160 PORTS (11 FREE SLOTS)	\$1,413.36	5%	\$1,342.69
Mounting Hardware				
KX-A243	19" BRACKET FOR THE KX-TDE100	\$95.01	5%	\$90.26
KX-A242	19" BRACKET FOR THE RACKMOUNT KIT (FOR TDE200/600/620)	\$95.01	5%	\$90.26
KX-TDA6201	*WALL BRACING KIT FOR TDE600 ONLY	\$429.55	5%	\$408.07
System Power Supplies				
KX-TDA0103	L-TYPE POWER SUPPLY	\$1,336.16	5%	\$1,269.35
KX-TDA0104	M-TYPE POWER SUPPLY	\$667.09	5%	\$633.74
KX-TDA0108	S-TYPE POWER SUPPLY (CAN NOT BE USED FOR TDE600)	\$316.72	5%	\$300.88
IPCMR Options				
KX-TDE0110	16-CHANNEL VOIP DSP CARD (DSP16)	\$506.46	5%	\$481.14
KX-TDE0111	64-CHANNEL VOIP CARD (DSP64)	\$2,159.23	5%	\$2,051.27
Station Cards				
KX-TDA0170	8 PORT DIGITAL HYBRID LINE CARD (DHLC8)	\$617.60	5%	\$586.72
KX-TDA0172	16 PORT DIGITAL LINE CARD (DLC16)	\$395.90	5%	\$376.11
KX-TDA0470	16 CHANNEL IP EXTENTION CARD (IP-EXT16)	\$1,484.63	5%	\$1,410.40
TDE100/200 Only				
KX-TDA0174	16 PORT SINGLE LINE CARD (SLC16)	\$922.45	5%	\$876.33

KX-TDA0175	16 PORT SINGLE LINE CARD w/ MESSAGE WAITING (MSLC16)	\$1,140.62	5%	\$1,083.59
KX-TDA0177	16 PORT SLT CARD WITH CID (CIDSLT16)	\$1,217.19	5%	\$1,156.33
KX-TDA1176	16 PORT SINGLE LINE CARD W/ CALLER ID AND MESSAGE WAITING (REQUIRES KX-TDE0105 CARD)	\$893.70	5%	\$849.02
KX-TDA1178	24 PORT SINGLE LINE CARD W/ CALLER ID AND MESSAGE WAITING (REQUIRES KX-TDE0105 CARD)	\$1,370.70	5%	\$1,302.17
TDE600 Only				
KX-TDA6174	*16-PORT SINGLE LINE CARD (ESLC16)	\$1,021.42	5%	\$970.35
KX-TDA6175	*16-PORT SINGLE LINE CARD w/ MESSAGE WAITING (EMSLC16)	\$1,180.58	5%	\$1,121.55
KX-TDA6178	*24- PORT SLT CARD W/CID ECSC24	\$1,729.07	5%	\$1,642.62
KX-TDA6179	24-PORT SLC w/CID AND MWI	\$1,540.00	5%	\$1,463.00
Central Office (CO) Cards				
KX-TDA0180	8 PORT LOOP START CO TRUNK CARD (LCOT8)	\$536.50	5%	\$509.68
KX-TDA0181	16 PORT LOOP START CO TRUNK CARD (LCOT16)	\$870.98	5%	\$827.43
KX-TDA0187	T1 TRUNK CARD (T1)	\$1,286.68	5%	\$1,222.35
KX-TDA0290	ISDN PRIMARY RATE INTERFACE (PRI23)	\$1,286.68	5%	\$1,222.35
KX-TDA0484	4 CHANNEL IP GATEWAY CARD (IP-GW4)	\$1,286.68	5%	\$1,222.35
KX-TDA0490	16 CHANNEL IP GATEWAY CARD (IP-GW16)	\$5,146.70	5%	\$4,889.37
TDE600 Only				
KX-TDA6181	*16-PORT LOOP START CO TRUNK CARD (ELCOT16)	\$1,237.19	5%	\$1,175.33
DECT Cell Station Interface Cards				
KX-TDA0144	8 PORT CELL STATION AND INTERFACE CARD (CSIF8)	\$1,779.57	5%	\$1,690.59
KX-TDA0156	4-CHANNEL DECT CELL STATION (DCS)	\$356.31	5%	\$338.49
KX-NCP0158	8 CHAN DECT CELL STATION AND INTERFACE CARD (IP)	\$1,230.25	5%	\$1,168.74
KX-T0155	2-CHANNEL DECT CELL STATION (DCS)	\$347.95	5%	\$330.55
KX-T0158	8-CHANNEL DECT CELL STATION (DCS)	\$964.61	5%	\$916.38
KX-TDE100/200/600 Series Cabinets				
KX-TDE100	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 128 CO AND 128 EXT	\$1,138.21	5%	\$1,081.30

KX-TDE200	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 128 CO AND 256 EXT	\$2,036.90	5%	\$1,935.06
KX-TDE600	CONVERGED IP-PBX CONTROL UNIT w/ UP TO 640 CO AND 992 EXT	\$3,513.61	5%	\$3,337.93
KX-TDE620	CONVERGED IP-PBX EXPANSION SHELF W/ 160 PORTS (11 FREE SLOTS)	\$1,413.36	5%	\$1,342.69
Mounting Hardware				
KX-A243	19" BRACKET FOR THE KX-TDE100	\$95.01	5%	\$90.26
KX-A242	19" BRACKET FOR THE RACKMOUNT KIT (FOR TDE200/600/620)	\$95.01	5%	\$90.26
KX-TDA6201	*WALL BRACING KIT FOR TDE600 ONLY	\$429.55	5%	\$408.07
System Power Supplies				
KX-TDA0103	L-TYPE POWER SUPPLY	\$1,336.16	5%	\$1,269.35
KX-TDA0104	M-TYPE POWER SUPPLY	\$667.09	5%	\$633.74
KX-TDA0108	S-TYPE POWER SUPPLY (CAN NOT BE USED FOR TDE600)	\$316.72	5%	\$300.88
IPCMPPR Options				
KX-TDE0110	16-CHANNEL VOIP DSP CARD (DSP16)	\$506.46	5%	\$481.14
KX-TDE0111	64-CHANNEL VOIP CARD (DSP64)	\$2,159.23	5%	\$2,051.27
Station Cards				
KX-TDA0170	8 PORT DIGITAL HYBRID LINE CARD (DHLC8)	\$617.60	5%	\$586.72
KX-TDA0172	16 PORT DIGITAL LINE CARD (DLC16)	\$395.90	5%	\$376.11
KX-TDA0470	16 CHANNEL IP EXTENTION CARD (IP-EXT16)	\$1,484.63	5%	\$1,410.40
TDE100/200 Only				
KX-TDA0174	16 PORT SINGLE LINE CARD (SLC16)	\$922.45	5%	\$876.33
KX-TDA0175	16 PORT SINGLE LINE CARD w/ MESSAGE WAITING (MSLC16)	\$1,140.62	5%	\$1,083.59
KX-TDA0177	16 PORT SLT CARD WITH CID (CIDSLT16)	\$1,217.19	5%	\$1,156.33
KX-TDA1176	16 PORT SINGLE LINE CARD W/ CALLER ID AND MESSAGE WAITING (REQUIRES KX-TDE0105 CARD)	\$893.70	5%	\$849.02
KX-TDA1178	24 PORT SINGLE LINE CARD W/ CALLER ID AND MESSAGE WAITING (REQUIRES KX-TDE0105 CARD)	\$1,370.70	5%	\$1,302.17
TDE600 Only				
KX-TDA6174	*16-PORT SINGLE LINE CARD (ESLC16)	\$1,021.42	5%	\$970.35

KX-TDA6175	*16-PORT SINGLE LINE CARD w/ MESSAGE WAITING (EMSLC16)	\$1,180.58	5%	\$1,121.55
KX-TDA6178	*24- PORT SLT CARD W/CID ECSLC24	\$1,729.07	5%	\$1,642.62
KX-TDA6179	24-PORT SLC w/CID AND MWI	\$1,540.00	5%	\$1,463.00
Central Office (CO) Cards				
KX-TDA0180	8 PORT LOOP START CO TRUNK CARD (LCOT8)	\$536.50	5%	\$509.68
KX-TDA0181	16 PORT LOOP START CO TRUNK CARD (LCOT16)	\$870.98	5%	\$827.43
KX-TDA0187	T1 TRUNK CARD (T1)	\$1,286.68	5%	\$1,222.35
KX-TDA0290	ISDN PRIMARY RATE INTERFACE (PRI23)	\$1,286.68	5%	\$1,222.35
KX-TDA0484	4 CHANNEL IP GATEWAY CARD (IP-GW4)	\$1,286.68	5%	\$1,222.35
KX-TDA0490	16 CHANNEL IP GATEWAY CARD (IP-GW16)	\$5,146.70	5%	\$4,889.37
TDE600 Only				
KX-TDA6181	*16-PORT LOOP START CO TRUNK CARD (ELCOT16)	\$1,237.19	5%	\$1,175.33
DECT Cell Station Interface Cards				
KX-TDA0144	8 PORT CELL STATION AND INTERFACE CARD (CSIF8)	\$1,779.57	5%	\$1,690.59
KX-TDA0156	4-CHANNEL DECT CELL STATION (DCS)	\$356.31	5%	\$338.49
KX-NCP0158	8 CHAN DECT CELL STATION AND INTERFACE CARD (IP)	\$1,230.25	5%	\$1,168.74
KX-T0155	2-CHANNEL DECT CELL STATION (DCS)	\$347.95	5%	\$330.55
KX-T0158	8-CHANNEL DECT CELL STATION (DCS)	\$964.61	5%	\$916.38
KX-NCP Series Cabinets				
KX-NCP500	HYBRID IP PBX CONTROL UNIT W/5 FREE SLOTS	\$1,344.23	5%	\$1,277.02
KX-NCP1000	HYBRID IP PBX CONTROL UNIT W/7 FREE SLOTS	\$1,778.42	5%	\$1,689.50
IPCMRP Options				
KX-NCP1104	4 CHANNEL VOIP DSP CARD (DSP4) Initial Setting: (4 IP/SIP Lines) (8 IP-PTs)	\$396.27	5%	\$376.46
KX-TDE0110	16 CHANNEL VOIP DSP CARD (DSP16) Initial Setting: (4 IP/SIP Lines) (8 IP-PTs)	\$506.46	5%	\$481.14
KX-TDE0111	64 CHANNEL VOIP DSP CARD (DSP64) Initial Setting: (16 IP/SIP Lines) (32 IP-PTs)	\$2,159.23	5%	\$2,051.27
Station Cards				
KX-NCP1170	4-PORT DIGITAL HYBRID EXTENSION CARD (DHLC4) -SMALL FREE SLOT	\$380.82	5%	\$361.78

KX-NCP1171	8-PORT DIGITAL EXTENSION CARD (DLC8) – REGULAR FREE SLOT	\$295.76	5%	\$280.97
KX-NCP1172	16-PORT DIGITAL EXTENSION CARD (DLC16) – REGULAR FREE SLOT	\$392.40	5%	\$372.78
KX-NCP1173	8-SINGLE LINE TELEPHONE EXTENSION CARD W/CALLER ID (SLC8)	\$608.91	5%	\$578.46
KX-NCP1174	16-SINGLE LINE TELEPHONE EXTENSION CARD W/CALLER ID (SLC16)	\$1,097.98	5%	\$1,043.08
Central Office (CO) Cards				
KX-NCP1180	4-PORT ANALOG TRUNK CARD (LCOT4) – SMALL FREE SLOT	\$367.28	5%	\$348.92
KX-NCP1187	T1 TRUNK CARD (T1) – REGULAR FREE SLOT	\$1,256.50	5%	\$1,193.68
KX-NCP1290	ISDN PRIMARY RATE INTERFACE CARD (PRI23) – SMALL FREE SLOT	\$1,275.91	5%	\$1,212.11
DECT Call Station Interface Cards				
KX-T0155	2-CHANNEL DECT CELL STATION (DCS)	\$347.95	5%	\$330.55
KX-T0158	8-CHANNEL DECT CELL STATION (DCS)	\$964.61	5%	\$916.38
KX-NCP0158	8 CHAN DECT CELL STATION AND INTERFACE CARD (IP)	\$1,230.25	5%	\$1,168.74
Resource and Feature Cards				
KX-TDA0196	ANALOG MODEM CARD FOR REMOTE COMMUNICATION	\$294.95	5%	\$280.20
KX-NCP1190	OPTIONAL 3-SLOT BASE CARD (OPB3) – REGULAR FREE SLOT	\$295.76	5%	\$280.97
KX-TDA0161	4-PORT DOORPHONE CARD (DPH4)	\$257.34	5%	\$244.47
KX-TDA0164	4 PORT EXTERNAL INPUT/OUTPUT CARD (EIO4)	\$136.59	5%	\$129.76
KX-TDA0166	16-PORT ECHO CANCELLATION CARD (ECHO16)	\$1,082.25	5%	\$1,028.14
KX-TDA0191	4-CHANNEL MESSAGE CARD (MSG4)	\$789.82	5%	\$750.33
KX-TDA0194	4-CHANNEL VOICE MESSAGE CARD (ESVM4)	\$591.87	5%	\$562.28
KX-NCPS01	SD MEMORY CARD FOR VOIP ENCRYPTION	\$247.44	5%	\$235.07
IP Softphone Licenses				
KX-NCS3201	1-CHANNEL IP SOFTPHONE ACTIVATION KEY (IPPTS1)	\$244.01	5%	\$231.81
KX-NCS3204	4-CHANNEL IP SOFTPHONE ACTIVATION KEY (IPPTS4)	\$968.68	5%	\$920.25
KX-NCS3208	8-CHANNEL IP SOFTPHONE ACTIVATION KEY (IPPTS8)	\$1,921.47	5%	\$1,825.40

KX-NCS3216	16-CHANNEL IP SOFTPHONE ACTIVATION KEY (IPPTS16)	\$3,756.37	5%	\$3,568.55
IP Proprietary Telephone (IP-PT) Licenses				
KX-NCS3501	1-CHANNEL ADVANCED IP TELEPHONE ACTIVATION KEY (1 IP PT)	\$41.48	5%	\$39.41
KX-NCS3504	4-CHANNEL ADVANCED IP TELEPHONE ACTIVATION KEY (4 IP PT)	\$158.58	5%	\$150.65
KX-NCS3508	8-CHANNEL ADVANCED IP TELEPHONE ACTIVATION KEY (8 IP PT)	\$288.03	5%	\$273.63
KX-NCS3516	16-CHANNEL ADVANCED IP TELEPHONE ACTIVATION KEY (16 IP PT)	\$560.42	5%	\$532.40
Enhanced Feature Licenses				
KX-NCS3910	ACTIVATION KEY FOR ENHANCED FEATURES (UCAV2)	\$433.01	5%	\$411.36
SIP Trunk/Gateway Licenses				
KX-NCS3102	2-CHANNEL SIP TRUNK / H.323 ACTIVATION KEY (SHGW2)	\$151.53	5%	\$143.95
KX-NCS3104	4-CHANNEL SIP TRUNK / H.323 ACTIVATION KEY (SHGW4)	\$288.03	5%	\$273.63
3-Party SIP Licenses				
KX-NCS3701	1-CHANNEL SIP EXTENSION ACTIVATION KEY (1 SIP EXTENSION)	\$50.82	5%	\$48.28
KX-NCS3704	4-CHANNEL SIP EXTENSION ACTIVATION KEY (4 SIP EXTENSION)	\$195.49	5%	\$185.72
KX-NCS3708	8-CHANNEL SIP EXTENSION ACTIVATION KEY (8 SIP EXTENSION)	\$376.22	5%	\$357.41
KX-NCS3716	16-CHANNEL SIP EXTENSION ACTIVATION KEY(SPE16)	\$722.96	5%	\$686.81
KX-NS Series Cabinets				
KX-NS1000	MAIN UNIT	\$1,270.53	5%	\$1,207.00
KX-NS1020	EXPANSION CABINET (include KX-NS0131)	\$2,051.26	5%	\$1,948.70
KX-NS Series Cards				
KX-NS0106	FAX INTERFACE CARD	\$1,740.65	5%	\$1,653.62
KX-NS0110	VOIP DSP CARD (S TYPE)	\$460.28	5%	\$437.27
KX-NS0111	VOIP DSP CARD (M TYPE)	\$1,150.61	5%	\$1,093.08
KX-NS0112	VOIP DSP CARD (L TYPE)	\$2,301.21	5%	\$2,186.15
KX-NS0130	STACKING MASTER CARD (STACK-M)	\$694.16	5%	\$659.45
KX-NS0131	STACKING CARD (NCP)	\$1,139.59	5%	\$1,082.61
KX-NS0132	STACKING CARD (TDE)	\$1,139.59	5%	\$1,082.61
KX-NS0135	STORAGE MEMORY (S TYPE)	\$1,294.57	5%	\$1,229.84
KX-NS0136	STORAGE MEMORY (M TYPE)	\$2,265.47	5%	\$2,152.20
KX-NS0137	STORAGE MEMORY (L TYPE)	\$3,236.40	5%	\$3,074.58
KX-NS0161	DOORPHONE INTERFACE CARD	\$170.63	5%	\$162.10

KX-NS0180	2-PORT ANALOG TRUNK / 2-PORT SLT CARD (SLC2/LCOT2)	\$395.06	5%	\$375.31
KX-NS0290	PRI23 / 2-PORT SLT CARD (SLC2/PRI23)	\$1,687.70	5%	\$1,603.32
KX-NS8290	PRI ADAPTOR	\$1,519.45	5%	\$1,443.48
KX-NS Series Licenses				
KX-NSA010W	CTI – THIN CLIENT LICENSE	\$835.70	5%	\$793.92
KX-NSA020W	CTI – CSTA MULTIPLEXOR LICENSE	\$1,606.82	5%	\$1,526.48
KX-NSA201W	COMMUNICATION ASSISTANT PRO – 1 USER	\$170.94	5%	\$162.39
KX-NSA205W	COMMUNICATION ASSISTANT PRO – 5 USER	\$729.34	5%	\$692.87
KX-NSA210W	COMMUNICATION ASSISTANT PRO – 10 USER	\$1,215.56	5%	\$1,154.78
KX-NSA240W	COMMUNICATION ASSISTANT PRO – 40 USER	\$4,026.55	5%	\$3,825.22
KX-NSA249W	COMMUNICATION ASSISTANT PRO – 128 USER	\$9,496.59	5%	\$9,021.76
KX-NSA301W	COMMUNICATION ASSISTANT ICD SUPERVISOR	\$759.73	5%	\$721.74
KX-NSA401W	COMMUNICATION ASSISTANT OPERATOR CONSOLE	\$1,519.45	5%	\$1,443.48
KX-NSA901W	COMMUNICATION ASSISTANT QSIG NETWORK PLUG-IN – 1 USER	\$170.94	5%	\$162.39
KX-NSA905W	COMMUNICATION ASSISTANT QSIG NETWORK PLUG-IN – 5 USER	\$573.59	5%	\$544.91
KX-NSA910W	COMMUNICATION ASSISTANT QSIG NETWORK PLUG-IN – 10 USER	\$717.94	5%	\$682.04
KX-NSA940W	COMMUNICATION ASSISTANT QSIG NETWORK PLUG-IN – 40 USER	\$1,367.51	5%	\$1,299.13
KX-NSA949W	COMMUNICATION ASSISTANT QSIG NETWORK PLUG-IN – 128 USER	\$3,114.88	5%	\$2,959.14
KX-NSE101W	ACTIVATION KEY FOR MOBILE EXTENSION – 1 USER	\$37.99	5%	\$36.09
KX-NSE105W	ACTIVATION KEY FOR MOBILE EXTENSION – 5 USER	\$172.84	5%	\$164.20
KX-NSE110W	ACTIVATION KEY FOR MOBILE EXTENSION – 10 USER	\$314.57	5%	\$298.84
KX-NSE120W	ACTIVATION KEY FOR MOBILE EXTENSION – 20 USER	\$572.49	5%	\$543.87

KX-NSF101W	CTI - 3 rd PARTY CTI	\$759.73	5%	\$721.74
KX-NSM005W	IP PHONE CAPACITY ACTIVATION KEY - UP TO 50 IP PHONES	\$1,266.20	5%	\$1,202.89
KX-NSM010W	IP PHONE CAPACITY ACTIVATION KEY - UP TO 100 IP PHONES	\$2,110.37	5%	\$2,004.85
KX-NSM030W	IP PHONE CAPACITY ACTIVATION KEY - UP TO 300 IP PHONES	\$4,220.70	5%	\$4,009.67
KX-NSM099W	IP PHONE CAPACITY ACTIVATION KEY - UP TO SYSTEM LIMIT	\$21,103.55	5%	\$20,048.37
KX-NSM102W	2-CHANNEL IP TRUNK ACTIVATION KEY	\$167.90	5%	\$159.51
KX-NSM104W	4-CHANNEL IP TRUNK ACTIVATION KEY	\$335.80	5%	\$319.01
KX-NSM108W	8-CHANNEL IP TRUNK ACTIVATION KEY	\$671.60	5%	\$638.02
KX-NSM116W	16-CHANNEL IP TRUNK ACTIVATION KEY	\$1,343.20	5%	\$1,276.04
KX-NSM201W	1-CHANNEL IP SOFTPHONE / IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$280.87	5%	\$266.83
KX-NSM205W	5-CHANNEL IP SOFTPHONE / IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$1,404.36	5%	\$1,334.14
KX-NSM210W	10-CHANNEL IP SOFTPHONE / IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$2,808.71	5%	\$2,668.27
KX-NSM220W	20-CHANNEL IP SOFTPHONE / IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$5,617.42	5%	\$5,336.55
KX-NS Series Licenses				
KX-NSM501W	1-CHANNEL IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$41.41	5%	\$39.34
KX-NSM505W	5-CHANNEL IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$207.03	5%	\$196.68
KX-NSM510W	10-CHANNEL IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$414.05	5%	\$393.35
KX-NSM520W	20-CHANNEL IP PROPRIETARY TELEPHONE ACTIVATION KEY	\$828.10	5%	\$786.70
KX-NSM701W	1-CHANNEL SIP EXTENSION ACTIVATION KEY	\$55.19	5%	\$52.43

KX-NSM705W	5-CHANNEL SIP EXTENSION ACTIVATION KEY	\$275.97	5%	\$262.17
KX-NSM710W	10-CHANNEL SIP EXTENSION ACTIVATION KEY	\$551.94	5%	\$524.34
KX-NSM720W	20-CHANNEL SIP EXTENSION ACTIVATION KEY	\$1,103.88	5%	\$1,048.69
KX-NSN001W	ONELOOK NETWORKING (PER SYSTEM)	\$1,477.25	5%	\$1,403.39
KX-NSN002W	Q-SIG NETWORKING (PER SYSTEM)	\$379.86	5%	\$360.87
KX-NSP001W	BASIC USER CONFIGURATION: VOICEMAIL AND RECORDING 1 USER - (INCLUDES - 1x KX- NSU201, 1x KX-NSU301)	\$64.58		
			5%	\$61.35
KX-NSP005W	BASIC USER CONFIGURATION: VOICEMAIL AND RECORDING 5 USERS - (INCLUDES - 5x KX-NSU201, 5x KX-NSU301)	\$293.86		
			5%	\$279.17
KX-NSP010W	BASIC USER CONFIGURATION: VOICEMAIL AND RECORDING 10 USERS - (INCLUDES - 10x KX-NSU201, 10x KX- NSU301)	\$534.73		
			5%	\$507.99
KX-NSP020W	BASIC USER CONFIGURATION: VOICEMAIL AND RECORDING 20 USERS - (INCLUDES - 20x KX-NSU201, 20x KX- NSU301)	\$973.29		
			5%	\$924.63
KX-NSP101W	ADVANCED USER CONFIGURATION: VOICEMAIL, RECORDING, MOBILE AND CA PRO 1 USER - (INCLUDES 1x KX- NSU201, 1x KX-NSU301, 1x KX-NSE101, 1x KX-NSA201)	\$273.50		
			5%	\$259.83
KX-NSP105W	ADVANCED USER CONFIGURATION: VOICEMAIL, RECORDING, MOBILE AND CA PRO 5 USERS - (INCLUDES 5x KX NSU201, 5x KX-NSU301, 5x KX-NSE101, 5x KX-NSA201)	\$1,196.04		
			5%	\$1,136.24
KX-NSP110W	ADVANCED USER CONFIGURATION: VOICEMAIL, RECORDING, MOBILE AND CA PRO	\$2,064.86		

	10 USERS - (INCLUDES 10x KX-NSU201, 10x KX-NSU301, 10x KX-NSE101, 10x KX-NSA201)		5%	\$1,961.62
KX-NSP120W	ADVANCED USER CONFIGURATION: VOICEMAIL, RECORDING, MOBILE AND CA PRO 20 USERS - (INCLUDES 20x KX-NSU201, 20x KX-NSU301, 20x KX-NSE101, 20x KX-NSA201)	\$3,976.91	5%	\$3,778.06
KX-NSP201W	MOBILE USER CONFIGURATION 1 USER (INCLUDES 1x KX-NSU201, 1x KX-NSE101)	\$83.57	5%	\$79.39
KX-NSP205W	MOBILE USER CONFIGURATION 5 USERS (INCLUDES 5x KX-NSU201, 5x KX-NSE101)	\$380.24	5%	\$361.23
KX-NSP210W	MOBILE USER CONFIGURATION 10 USERS (INCLUDES 10x KX-NSU201, 10x KX-NSE101)	\$692.04	5%	\$657.44
KX-NSP220W	MOBILE USER CONFIGURATION 20 USERS (INCLUDES 20x KX-NSU201, 20x KX-NSE101)	\$1,259.51	5%	\$1,196.53
KX-NSU002W	2 WAY RECORDING MANAGER CONTROL	\$759.73	5%	\$721.74
KX-NSU003W	BACK-UP RECORDING DATA	\$569.80	5%	\$541.31
KX-NSU102W	2 CHANNEL VOICEMAIL (UM)	\$633.12	5%	\$601.46
KX-NSU104W	4 CHANNEL VOICEMAIL (UM)	\$1,139.59	5%	\$1,082.61
KX-NSU201W	VOICEMAIL/FAX ARRIVAL NOTIFICATION BY E-MAIL – 1 USER	\$45.58	5%	\$43.30
KX-NSU205W	VOICEMAIL/FAX ARRIVAL NOTIFICATION BY E-MAIL – 5 USERS	\$207.41	5%	\$197.04
KX-NSU210W	VOICEMAIL/FAX ARRIVAL NOTIFICATION BY E-MAIL – 10 USERS	\$377.47	5%	\$358.60
KX-NSU220W	VOICEMAIL/FAX ARRIVAL NOTIFICATION BY E-MAIL – 20 USERS	\$687.02	5%	\$652.67
KX-NSU299W	VOICEMAIL/FAX ARRIVAL NOTIFICATION BY E-MAIL – SYSTEM WIDE (MAX USERS)	\$3,435.07	5%	\$3,263.32
KX-NSU301W	MANUAL 2 WAY RECORDING – 1 USER	\$18.99	5%	\$18.04
KX-NSU305W	MANUAL 2 WAY RECORDING – 5 USERS	\$86.46	5%	\$82.14
KX-NSU310W	MANUAL 2 WAY RECORDING – 10 USERS	\$157.26	5%	\$149.40

KX-NSU320W	MANUAL 2 WAY RECORDING - 20 USERS	\$286.27	5%	\$271.96
KX-NSU399W	MANUAL 2 WAY RECORDING - SYSTEM WIDE (MAX USERS)	\$1,431.29	5%	\$1,359.73
KX-DT300 Series Digital Endpoints				
KX-DT346	24 BUTTON 6-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (WHITE)	\$349.65	5%	\$332.17
KX-DT346-B	24 BUTTON 6-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (BLACK)	\$349.65	5%	\$332.17
KX-DT343	24 BUTTON 3-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (WHITE)	\$275.65	5%	\$261.87
KX-DT343-B	24 BUTTON 3-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (BLACK)	\$275.65	5%	\$261.87
KX-DT333	24 BUTTON 3-LINE LCD DISPLAY DIGITAL TELEPHONE (WHITE)	\$229.40	5%	\$217.93
KX-DT333-B	24 BUTTON 3-LINE LCD DISPLAY DIGITAL TELEPHONE (BLACK)	\$229.40	5%	\$217.93
KX-DT321	8 BUTTON 1-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (WHITE)	\$183.15	5%	\$173.99
KX-DT321-B	8 BUTTON 1-LINE BACKLIT LCD DISPLAY DIGITAL TELEPHONE (BLACK)	\$183.15	5%	\$173.99
KX-DT390	DSS CONSOLE (WHITE)	\$271.03	5%	\$257.48
KX-DT390-B	DSS CONSOLE (BLACK)	\$271.03	5%	\$257.48
KX-NT307	BLUETOOTH MODULE FOR HEADSET (Can also be used on the backlit DT Series)	\$277.50	5%	\$263.63
KX-NT303	12-KEY ADD ON MODULE (WHITE) (Can also be used on the backlit DT Series)	\$94.35	5%	\$89.63
KX-NT303-B	12-KEY ADD ON MODULE (BLACK) (Can also be used on the backlit DT Series)	\$94.35	5%	\$89.63
KX-NT300 Series IP Endpoints				
KX-NT366	6-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS SELF LABELING PROGRAMABLE KEYS (WHITE)	\$460.65	5%	\$437.62
KX-NT366-B	6-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS SELF LABELING PROGRAMABLE KEYS (BLACK)	\$460.65	5%	\$437.62

KX-NT346	6-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (WHITE)	\$331.15	5%	\$314.59
KX-NT346-B	6-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (BLACK)	\$331.15	5%	\$314.59
KX-NT343	3-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (WHITE)	\$284.90	5%	\$270.66
KX-NT343-B	3-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (BLACK)	\$284.90	5%	\$270.66
KX-NT321	1-LINE BACKLIT LCD IP PHONE w/ 8 BUTTONS (WHITE)	\$229.40	5%	\$217.93
KX-NT321-B	1-LINE BACKLIT LCD IP PHONE w/ 8 BUTTONS (BLACK)	\$229.40	5%	\$217.93
KX-NT303	12-KEY ADD ON MODULE (WHITE)	\$94.35	5%	\$89.63
KX-NT303-B	12-KEY ADD ON MODULE (BLACK)	\$94.35	5%	\$89.63
KX-NT305	60-KEY ADD ON MODULE (WHITE)	\$259.00	5%	\$246.05
KX-NT305-B	60-KEY ADD ON MODULE (BLACK)	\$259.00	5%	\$246.05
KX-NT307	BLUETOOTH MODULE FOR HEADSET	\$277.50	5%	\$263.63
KX-A239	AC ADAPTOR FOR KX-NT300 SERIES TELEPHONES	\$35.76	5%	\$33.97
KX-NT600 Series IP Endpoints				
KX-NT543-B	3-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (BLACK)	\$281.82	5%	\$267.73
KX-NT546-B	6-LINE BACKLIT LCD IP PHONE w/ 24 BUTTONS (BLACK)	\$327.27	5%	\$310.91
KX-NT560-B	4.4" BACKLIT LCD DISPLAY IP PHONE w/ 24 BUTTONS SELF LABELING PROGRAMABLE KEYS, GIGA-BIT PORT, FULL-DUPLEX SPEAKERPHONE	\$490.91		
			5%	\$466.36
IP Media Endpoints				
KX-NT400	IP TELEPHONE COLOR, TOUCHSCREEN LCD (BLACK)	\$832.50	5%	\$790.88
KX-A420	AC ADAPTER FOR NT400	\$77.70	5%	\$73.82
IP Speakerphone		MSRP		
KX-NT700	SIP/SLT CONFERENCE SPEAKERPHONE WITH POE AND SD CARD SLOT FOR RECORDING (SILVER)	\$1,108.15		
			5%	\$1,052.74
KX-NT701	WIRED EXTERNAL MICROPHONE FOR USE WITH THE KX-NT700 CONFERENCE	\$175.75		

	SPEAKERPHONE (MAX 2 MICS)		5%	\$166.96
DECT Wireless Endpoints				
KX-TD7685	DECT MULTI CELL WIRELESS HANDSET (SILVER)	\$332.98	5%	\$316.33
KX-TD7695	COMPACT DECT MULTI CELL WIRELESS HANDSET (SILVER)	\$425.48	5%	\$404.21
KX-TD7696	RUGGEDIZED DECT WIRELESS PHONE IP54 (BLACK)	\$536.48	5%	\$509.66
KX-WT125	DECT HANDSET W/O VIBRATE	\$228.38	5%	\$216.96
KX-WT126	DECT HANDSET W/ VIBRATE	\$287.77	5%	\$273.38
KX-A405	DECT Repeater base station for use with Panasonic DECT Cell Stations	\$235.00	5%	\$223.25
2.4 GHz Wireless Endpoints		MSRP		
KX-TD7896-W	2.4 GHZ FHSS MULTI-LINE CORDLESS TELEPHONE WITH BLUE DISPLAY (WHITE)	\$578.00	5%	\$549.10
KX-TD7896	2.4 GHZ FHSS MULTI-LINE CORDLESS TELEPHONE WITH BLUE DISPLAY (BLACK)	\$578.00	5%	\$549.10
KX-T7700 Series Analog Proprietary Telephones				
KX-T7720	24 CO BUTTONS, NO LCD, SP-PHONE (WHITE)	\$183.15	5%	\$173.99
KX-T7720-B	24 CO BUTTONS, NO LCD, SP-PHONE (BLACK)	\$183.15	5%	\$173.99
KX-T7731	1-LINE LCD W/BACKLIT (WHITE)	\$231.25	5%	\$219.69
KX-T7731-B	1-LINE LCD W/BACKLIT (BLACK)	\$231.25	5%	\$219.69
KX-T7736	3-LINE LCD W/BACKLIGHT (WHITE)	\$296.00	5%	\$281.20
KX-T7736-B	3-LINE LCD W/BACKLIGHT (BLACK)	\$296.00	5%	\$281.20
KX-T7740-B	48-BUTTON DSS CONSOLE (BLACK)	\$257.15	5%	\$244.29
KX-T30865-W	STANDARD DOOR PHONE (WHITE)	\$53.65	5%	\$50.97
KX-T30865-B	STANDARD DOOR PHONE (BLACK)	\$53.65	5%	\$50.97
KX-T7765	DOORPHONE WITH SOLAR-POWERED LUMINOUS BUTTON	\$66.60	5%	\$63.27
KX-T7775	PREMIUM DOORPHONE	\$111.00	5%	\$105.45
KX-A402	BRUSHED STAINLESS STEEL FACEPLATE (For KX-T7775)	\$69.28	5%	\$65.82
KX-TGP Series SIP Phones				
KX-TGP550T04	SIP DECT Phone Corded / Cordless Base	\$299.95	5%	\$284.95
KX-TGP500B04	SIP DECT Phone Cordless Base	\$199.95	5%	\$189.95

KX-TPA50B04	Optional Handset for KX-TGP500 and KX-TGP550	\$99.95	5%	\$94.95
KX-UT Series SIP Phones				
KX-UT113-B	Basic SIP Phone, 3 Line Display LCD Display, 2 SIP Accounts	\$119.00	5%	\$113.05
KX-UT123-B	Basic SIP Phone, 3 Line Backlit LCD Display, 2 SIP Accounts	\$149.00	5%	\$141.55
KX-UT133-B	Standard SIP Phone, 3 Line Backlit LCD Display, 4 SIP Accounts	\$229.00	5%	\$217.55
KX-UT136-B	Standard SIP Phone, 6 Line Backlit LCD Display, 4 SIP Accounts	\$269.00	5%	\$255.55
KX-UT248-B	Executive SIP Phone, 4.4" Backlit LCD Display, 6 SIP Accounts	\$349.00	5%	\$331.55
KX-UT670	Executive SIP Phone 7" Color Touch Screen Display, 6 SIP Accounts	\$499.00	5%	\$474.05
KX-UT Series SIP Phone Accessories				
KX-A432-B	Wall Mount Kit for UT113/123	\$9.95	5%	\$9.45
KX-A433-B	Wall Mount Kit for UT133/136	\$9.95	5%	\$9.45
KX-A434	Wall Mount Kit for UT670	\$9.95	5%	\$9.45
KX-A422	Power adapter for UT670	\$29.95	5%	\$28.45
KX-A239	Power adapter for UT1xx/248	\$35.76	5%	\$33.97
KX-TVA Voice Processing Cabinets				
KX-TVA50	BASIC CABINET (Initial Configuration 2 PORT/4 HOURS)	\$750.23	5%	\$712.72
KX-TVA Voice Processing Cabinets				
KX-TVA200	BASIC CABINET (Initial 4 Port/1000 Hr, Max 24 Port)	\$2,771.30	5%	\$2,632.74
KX-TVA Expansion and Feature Cards				
KX-TVA502	2 PORT DPT/APT/SLT INTERFACE CARD	\$494.88	5%	\$470.14
KX-TVA503	2 PORT DPT INTERFACE CARD	\$207.85	5%	\$197.46
KX-TVA524	4 HOUR MEMORY EXPANSION CARD	\$207.85	5%	\$197.46
KX-TVA594	LAN I/F (KX-TVA50 Only)	\$326.62	5%	\$310.29
KX-TVA Expansion and Feature Cards				
KX-TVA204	4 PORT DPT INTERFACE CARD	\$593.85	5%	\$564.16
KX-TVA296	REMOTE MODEM CARD	\$195.97	5%	\$186.17
Mounting Hardware				
KX-A249	19" RACKMOUNT BRACKET FOR THE KX-TVA50	\$126.69	5%	\$120.36
Mounting Hardware				
KX-A244	19" RACKMOUNT BRACKET FOR THE KX-TVA200	\$95.02	5%	\$90.27

CommsOffice Voice (Analog)			
KX-AP3-CVR4A	CommsOffice Voice 4A (4 Analog/POTS Trunk Side Recorder)	\$4,470.00	5% \$4,246.50
KX-AP3-CVR8A	CommsOffice Voice 8A (8 Analog/POTS Trunk Side Recorder)	\$5,910.00	5% \$5,614.50
KX-AP3-CVR16A	CommsOffice Voice 16A (16 Analog/POTS Trunk Side Recorder)	\$6,650.00	5% \$6,317.50
KX-AP3-CVR24A	CommsOffice Voice 24A (24 Analog/POTS Trunk Side Recorder)	\$8,610.00	5% \$8,179.50
CommsOffice Voice (PRI)			
KX-AP3-CVRPR1	CommsOffice Voice PRI1 (Single T1/PRI Trunk Side Recorder)	\$12,170.00	5% \$11,561.50
KX-AP3-CVRPR2	CommsOffice Voice PRI2 (Single T1/PRI Trunk Side Recorder)	\$17,270.00	5% \$16,406.50
KX-AP3-CVRPR3	CommsOffice Voice PRI3 (Single T1/PRI Trunk Side Recorder)	\$24,810.00	5% \$23,569.50
KX-AP3-CVRPR4	CommsOffice Voice PRI4 (Quad T1/PRI Trunk Side Recorder)	\$30,210.00	5% \$28,699.50
CommsOffice Voice (Digital)			
KX-AP3-CVR4D	CommsOffice Voice 4D (4 Digital Station Side Recorder)	\$6,910.00	5% \$6,564.50
KX-AP3-CVR8D	CommsOffice Voice 8D (8 Digital Station Side Recorder)	\$8,160.00	5% \$7,752.00
KX-AP3-CVR12D	CommsOffice Voice 12D (12 Digital Station Side Recorder)	\$8,990.00	5% \$8,540.50
KX-AP3-CVR16D	CommsOffice Voice 16D (16 Digital Station Side Recorder)	\$9,680.00	5% \$9,196.00
KX-AP3-CVR24D	CommsOffice Voice 24D (24 Digital Station Side Recorder)	\$11,560.00	5% \$10,982.00
KX-AP3-CVR48D	CommsOffice Voice 48D (48 Digital Station Side Recorder)	\$19,230.00	5% \$18,268.50
ECO or SLT Recording Hardware			
KX-P-PCCRRASET-4A	4 Ports Analog Recording Hardware and Software Interface	\$997.00	5% \$947.15
KX-P-PCCRRASET-8A	8 Ports Analog Recording Hardware and Software Interface	\$1,246.25	5% \$1,183.94
KX-P-PCCRRASET-12A	12 Ports Analog Recording Hardware and Software Interface	\$1,744.74	5% \$1,657.50
KX-P-PCCRRASET-16A	16 Ports Analog Recording Hardware and Software Interface	\$1,993.99	5% \$1,894.29
Panasonic Digital Extension Recording Hardware			

KX-P-PCCRRRISE-8D	8 Ports Digital Recording Hardware and Software Interface	\$2,990.99	5%	\$2,841.44
KX-P-PCCRRRISE-16D	16 Ports Digital Recording Hardware and Software Interface	\$3,738.74	5%	\$3,551.80
KX-P-PCCRRRISE-24D	24 Ports Digital Recording Hardware and Software Interface	\$4,486.48	5%	\$4,262.16
PRI Recording Hardware				
KX-P-PCCRRRIST-1	E1/T1 (PRI) Recording Hardware and Software Interface	\$4,611.11	5%	\$4,380.55
KX-P-PCCRRRIST-2	2 E1/T1 (PRI) Recording Hardware and Software Interface	\$6,978.97	5%	\$6,630.02
Polys Chassis with Operating Systems				
KX-P-PY1UC	High end 19" rack mount chassis Super micro motherboard, Enterprise 1 TB WD HDD 1U Win7Pro, 1TB GB HDD (only 1 board can be installed)	\$1,993.99		\$1,894.29
			5%	
KX-P-PY1UCSRV	High end 19" rack mount chassis Super micro motherboard, Enterprise 1 TB WD HDD 1U Microsoft Windows Server Essentials, 1TB GB HDD (only 1 board can be installed)	\$2,741.74		\$2,604.65
			5%	
KX-P-PY2UC	High end 19" rack mount chassis Super micro motherboard, Enterprise 1 TB WD HDD 2U Win7 Pro, 1TB GB HDD (can install up to 3 boards)	\$1,993.99	5%	\$1,894.29
KX-P-PY2UCSRV	2U Microsoft Windows Server Essentials 1TB GB HDD (only 3 boards can be installed)	\$3,133.42	5%	\$2,976.75
KX-P-PY4UC-MP	High end 19" rack mount chassis Super micro motherboard, Enterprise 1 TB WD HDD 4U Win7Pro, mirrored 1TB GB HDD redundant power supply	\$3,115.61		
			5%	\$2,959.83
KX-P-PY4UC-MPSRV	High end 19" rack mount chassis Super micro motherboard, Enterprise 1 TB WD HDD 4U Microsoft Windows Server Essentials, mirrored 1TB GB HDD redundant power supply	\$3,863.36		
			5%	\$3,670.19
KX-P-PYMICROSRV	Micro Chassis Micro chassis 2.1" x 8.7" x 12.1" 4GB RAM, 60GB SSD, Microsoft Windows	\$1,682.43		

	Server Essentials (no additional boards supported)		5% \$1,598.31
KX-P-PYMICROW7	Micro Chassis Win7Pro Micro chassis 2.1" x 8.7" x 12.1" 4GB RAM, 60GB SSD, Win7Pro (no additional boards supported)	\$919.73	
			5% \$873.74

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 6
PAGE 1

CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

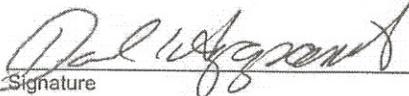
PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. In accordance with Paragraph 5 of the Special Terms and Conditions section of Contract #120471-01, the City hereby exercises its right to renew the contract for the additional one-year time period of August 1, 2013 through July 31, 2014.
2. Panasonic utilizes a network of resellers to sell goods and services through this contract. The most current list of Panasonic Resellers that are authorized to sell goods and services through this contract is posted at the following website: <http://www.nationalipa.org/panasonic.html> This link will display a listing of all Panasonic resellers, including a listing of the discounts that each of these resellers offers on Panasonic products, as well as on associated third party products.

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

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

 7/18/13
Signature Date

Donald W. Szczepaniak Vice President
Typed Name and Title

Panasonic System Communications Company of North America
Division of Panasonic Corporation of North America
Company Name

3 Panasonic Way, 2F-11

Secaucus NJ 07094
Address

City State Zip

THE ABOVE REFERENCED CONTRACT AMENDMENT

IS HEREBY EXECUTED THIS 25 DAY
OF July 2013, AT TUCSON, ARIZONA.


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

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 5
PAGE 1

CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

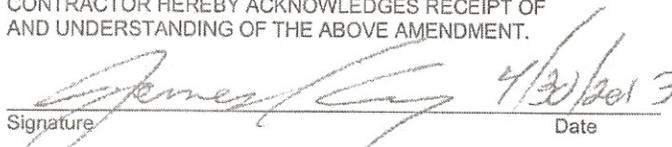
PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. Panasonic Resellers are authorized to provide direct installation services or to subcontract with a vendor who is authorized to perform the needed installation services. Invoicing for the installation services, whether they are performed by the Panasonic Reseller directly or by a subcontractor, will be sent by the Panasonic Reseller, and payment shall be made to the Panasonic Reseller.

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

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


Signature _____ Date 4/30/2013
James King
Typed Name and Title

THE ABOVE REFERENCED CONTRACT AMENDMENT

IS HEREBY EXECUTED THIS 1 DAY
OF May 2013, AT TUCSON, ARIZONA.

Panasonic System Communications Company of North America
Division of Panasonic Corporation of North America
Company Name
3 Panasonic Way, 2F-11
Address
Secaucus NJ 07094
City State Zip


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

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 4
PAGE 1

CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. The Gemalto product line is hereby added to the listing of 3rd party products for the Panasonic Reseller PCS Mobile. PCS Mobile shall offer a 2% discount off of the current Gemalto MSRP for all products in the Gemalto product line with the exception of ID Confirm 1000 Silver Support (1 year), part number 1001349. There will be a 0% discount off MSRP on ID Confirm 1000 Silver Support (1 year), part number 1001349.

The current MSRP pricing for the Gemalto product line is described on the attached pages.

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

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

THE ABOVE REFERENCED CONTRACT AMENDMENT

IS HEREBY EXECUTED THIS 19 DAY
OF April 2013, AT TUCSON, ARIZONA.

Signature

Date

James King, Sr. Vice President

Typed Name and Title

Panasonic System Communications Company of North America (formerly known as Panasonic Solutions)
Division of Panasonic Corporation of North America

Company Name

3 Panasonic Way, 2F-11

Address

Secaucus

NJ

07094

City

State

Zip

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

For TP3 Reseller Supporting Products and Price Lists click here:

<http://nationalipa.org/panasonic.html>

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 3
PAGE 1

CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. GovDirect is hereby added as an authorized reseller under this contract. GovDirect's contact information is as follows:

GovDirect
129 N. 10th Street, Suite 109
Lincoln, NE 68508

Danielle Zoz, CEO
dzoz@govdirect.com
Telephone: 888-TOUGH31 (sales)
Telephone: 402-323-4852 (direct)
website: www.govdirect.com

2. GovDirect shall offer products and pricing as per the attached listing of products and pricing.

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

CONTRACTOR HEREBY ACKNOWLEDGES RECEIPT OF
AND UNDERSTANDING OF THE ABOVE AMENDMENT


Signature _____ Date 3/13/2013
James King Senior Vice President
Typed Name and Title
Panasonic System Communications Company of North America
Division of Panasonic Corporation of North America
Company Name
3 Panasonic Way, 2F-11
Address
Secaucus NJ 07094
City State Zip

THE ABOVE REFERENCED CONTRACT AMENDMENT
IS HEREBY EXECUTED THIS 22 DAY
OF March 2013, AT TUCSON, ARIZONA.


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

For TP3 Reseller Supporting Products and Price Lists click here:

<http://nationalipa.org/panasonic.html>

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 2
PAGE 1
CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. The following category of products is hereby added under the Toughbook line of products on the Price Page of the contract:

Toughpads: 12% discount off of MSRP
Toughpad accessories: 11% discount off of MSRP

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

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

Signature

Date

James King

Senior Vice President

Typed Name and Title

Panasonic System Communications Company of North America,
Division of Panasonic Corporation of North America
Formerly known as Panasonic Solutions Company

Company Name

3 Panasonic Way

Address

Secaucus

NJ

07094

City

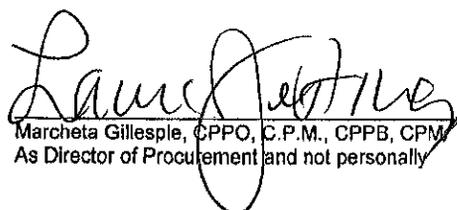
State

Zip

THE ABOVE REFERENCED CONTRACT AMENDMENT

IS HEREBY EXECUTED THIS 15 DAY

OF Feb 2013, AT TUCSON, ARIZONA.


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

CONTRACT AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR
TUCSON AZ 85726-7210

CONTRACT NO. 120471
CONTRACT AMENDMENT NO. 1
PAGE 1

CONTRACT OFFICER: NATHAN DAOU, CPPB, C.P.M., A.P.P.

PANASONIC SOLUTIONS

THIS CONTRACT IS AMENDED AS FOLLOWS:

1. Turn-Key Mobile is hereby added as an authorized reseller under this contract. Turn-Key Mobile's contact information is as follows:

Turn-Key Mobile, Inc.
501 Lakeview Heights Drive
Jefferson City, MO 65109

Mike Southard, President
mike@turnkeymobile.com
Telephone: 573-893-9888
Fax: 314-754-9794

2. Turn-Key Mobile, Inc. shall offer products and pricing as per the attached listing of products and pricing.

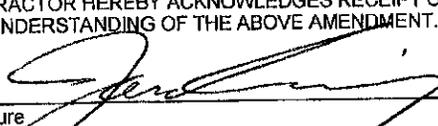
ALL OTHER PROVISIONS OF THE CONTRACT SHALL REMAIN IN THEIR ENTIRETY.

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

THE ABOVE REFERENCED CONTRACT AMENDMENT
IS HEREBY EXECUTED THIS 15 DAY
OF FEB 2013, AT TUCSON, ARIZONA.

Signature

Date


James King, Senior Vice President

2/13/2013

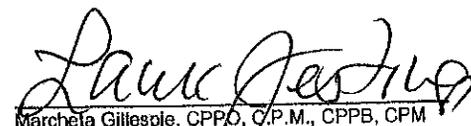
Panasonic System Communications Company of North America, Division of Panasonic Corporation of
North America (formerly known as Panasonic of North America)

Company Name

3 Panasonic Way, 2F-11

Address

Secaucus NJ 07094
City State Zip


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

For TP3 Reseller Supporting Products and Price Lists click here:

<http://nationalipa.org/panasonic.html>

City of Tucson

Contract 120471

for

Panasonic Solutions to Include Toughbooks, Tablets, Accessories and Associated Services

with

Panasonic System Communications Company of North America

Effective: August 1, 2012

The following documents comprise the executed contract between the City of Tucson and Panasonic System Communications Company of North America ("Panasonic"), effective August 1, 2012.

- I. Signed Offer and Acceptance
- II. Best and Final Offer
- III. Panasonic's Response to the RFP, incorporated by reference

National Cooperative, Term and Renewal, Scope and Pricing language are found in Panasonic's Response to the RFP.

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:

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

For clarification of this offer, contact:

Panasonic System Communications Company of North America

Company Name

3 Panasonic Way, 2F-11

Address

Secaucus

NJ

07094

City

State

Zip

Signature of Person Authorized to Sign

James King

Printed Name

Senior Vice President

Title

Name: _____

Title: _____

Phone: _____

Fax: _____

Email: _____

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. 120471.

CITY OF TUCSON, a municipal corporation

Approved as to form this 25th day of July, 2012.

Awarded this 25th day of July, 2012.

As Tucson City Attorney and not personally

As Director of Procurement and not personally

Panasonic

System Communications Company of North America
A Unit of Panasonic Corporation of North America

July 20, 2012

Nathan Daou, CPPB, C.P.M., A.P.P.
Principal Contract Officer
City of Tucson Department of Procurement
255 W. Alameda
P.O. Box 27210
Tucson, AZ 85726-7210

Re: Response to Request For Proposal No. 120471 – Panasonic System Communications Company of North America
RESPONSE TO REQUEST FOR BEST AND FINAL OFFER

Panasonic would like to thank the City and National IPA for the opportunity to work towards an implementation of a new contract to continue to support our customers and grow our business together.

This letter serves as Panasonic's clarification on Best and Final Offer with regards to the City of Tucson's RFP #120471. Here is our written response to the following items per the request letter:

1. Method of Approach, Section A1: In a previous discussion, you mentioned that Panasonic wished to add more resellers to the 7 resellers that were listed in Panasonic's response to the RFP. Please identify the additional resellers. Additionally, please provide the listing of products that each reseller offers.

Panasonic would like to add (2) additional resellers at this time, if possible.

ARC – They have been a long time Panasonic partner and have presence in CA and also the Northeast region. This partner is a small company but growing and has been selling Panasonic for many years. This would be a major contract for ARC to focus on if added. ARC would be offering the Toughbooks and Arbitrator products at this time.

PCN – This reseller partner was previously on the National IPA contract and has a strong relationship and presence in the DC area. Due to grants and other funding activity that we believe may be taking place for the DC market, we would request the consideration to have this reseller on the contract.

PCN would be offering the Toughbook products at this time.

2. Method of Approach, Section A1: In a previous discussion, you mentioned that some resellers may need to outsource the installation services for some products. Please identify the resellers who will need to outsource installation services and for which products they will need to do so.

Many of our reseller partners provide their own services. But specific to the installation for our large displays and projectors, this will require for some resellers an additional resource to do so. The only resellers that are authorized to do this sort of installation for the large displays and projectors on this potential new contract are AVI SPL and the Whitlock Group. All other reseller partners are not equipped nor are authorized to install these products and will need to use additional resources to do so.

3. Price, Section B: Please consider any additional discounts that Panasonic may be able to offer and submit a revised version of Section B, which will serve as Panasonic's Best and Final Price Offer. In addition, please provide more information on lines 8a and 8b by identifying the manufacturer. On the first Price Page that was submitted, the lines say "External Vehicle Antennas" and "Automatic License Plate Recognition," but the manufacturers of those products are not identified.

Panasonic was pleased to offer the best discount possible for this potential contract that was included in the original proposal.

For clarification, for these items as noted below:

*8a. External Vehicle Antennas – Discount offered 11 % off of SRP
Manufacturers would be Havis and Gamber Johnson*

*8b. Automatic License Plate Recognition – Discount offered 5 % off of SRP
Manufacturer is NDI.*

*Panasonic would also like to explore the addition of whiteboards and scanners to the contract.
Proposed Discount for these products is as follows:*

Scanners -- Discount offered 15 % off of SRP

Whiteboards --- Discount offered 14 % off of SRP

4. National IPA Administration Agreement, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



We look forward to working with the City and National IPA team to create new creative strategies for value added procurement options for our customers.

Thank you for the partnership and we are looking forward to continuing our growth together.

Sincerely,



Michelle Chapin
Senior Director, Contracts & Bids
Panasonic System Communications Company of North America (PSCNA)

*Proposal to Provide Products
and Services to the City Of
Tucson and National IPA
Participating Agencies
Nationwide*

Formal Response to RFP 120471

Submitted To:

**Nathan Daou, Contract Officer
City of Tucson Department of Procurement
255 W. Alameda, 6th Floor
Tucson, AZ 85701
520.837.4136 (P)
520.791.4735 (F)**

Submitted By:

**Panasonic System Communications
Company of North America
3 Panasonic Way, 2F-11
Secaucus, NJ 07094
(973) 303-7787
www.panasonic.com/business-solutions**

March 22, 2012

ORIGINAL





Introduction

March 22, 2012

Department of Procurement

Attn: Nathan Daou, Contract Officer

255 W. Alameda, 6th Floor

Tucson, AZ 85701

520.837.4136 (P)

520.791.4735 (F)

Subject: Letter of Transmittal – RFP Bid 120471.

We sincerely appreciate the opportunity to work with the National Intergovernmental Purchasing Alliance to provide Panasonic Mobile Computing products, professional displays, professional audio/visual (A/V) products, accessories, and related services to authorized customers as solicited through RFP 120471.

As you may be aware, Panasonic System Communications Company of North America (PSCNA) enjoys a relationship of effective service and product support to both Government and Commercial customers for Mobile Computing products such as those requested by your RFP. We believe strongly that the products that you have specified, and that we have proposed offer your purchasers the highest quality and durability for these classes of products available today.

We have always been pleased to have the opportunity to consult directly with our customers during the process of executing our contracts. To that end, our team of professionals, who are dedicated to support Panasonic operations in support of the National Intergovernmental Purchasing Alliance, will always be available to ensure that this contract is effectively supported.

As an organization, we know that we offer many competitive advantages to our customers where product quality, customer service, and competitive costs are concerned. Further, as a manufacturer, we know that quality and reliability are of paramount importance for the class of products that we have proposed. We believe that in this area in particular, we offer significant advantages to the purchasers who use the National Intergovernmental Purchasing Alliance contract that results from this solicitation.

The following key contacts are authorized to bind and/or negotiate on behalf of Panasonic System Communications Company of North America:



Primary Contract Signing Authority	Primary Negotiating Authority
<p>Jim King Vice President Panasonic System Communications Company of North America 3 Panasonic Way, 2F-11 Secaucus, NJ 07094 201-392-4147 201-392-6618 Jim.King@us.panasonic.com</p>	<p>Michelle Chapin Director – Contracts and Bids Panasonic System Communications Company of North America 21473 Glebe View Dr Ashburn VA 20148 973-303-7787 Michelle.Chapin@us.panasonic.com</p>

As of this writing and submission, there has been one addendum released against RFP 120471:

- Amendment 01, issued March 14, 2012

I am available to answer any questions as you review and consider our proposal, and we look forward to a mutually beneficial relationship with the National Intergovernmental Purchasing Alliance in support of the applications toward which our products will be applied.

Sincerely,

Michelle Chapin
Director – Contracts and Bids
Panasonic System Communications Company of North America
(973) 303-7787
Michelle.Chapin@us.panasonic.com

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:

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

For clarification of this offer, contact:

**Panasonic System Communications Company
of North America**

Company Name

3 Panasonic Way, 2F-11

Address

Secaucus NJ 07094

City

State

Zip

Signature of Person Authorized to Sign

James King

Printed Name

Senior Vice President

Title

Name: _____

Title: _____

Phone: _____

Fax: _____

Email: _____

ACCEPTANCE OF OFFER

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

CITY OF TUCSON, a municipal corporation

Approved as to form this ____ day of _____, 2012.

Awarded this ____ day of _____, 2012.

As Tucson City Attorney and not personally

Mark A. Neihart, C.P.M., CPPB, A.P.P., CPM
As Director of Procurement and not personally

REQUEST FOR PROPOSAL AMENDMENT

CITY OF TUCSON
DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
ISSUE DATE: March 14, 2012

REQUEST FOR PROPOSAL NO. 120471
RFP AMENDMENT NO. 1
PAGE NO. 1 OF 1
RFP DUE DATE: MARCH 22, 2012
RESPONSIBLE CONTRACT OFFICER: NATHAN DAOU

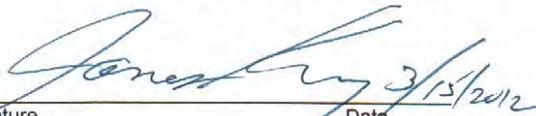
A SIGNED COPY OF THIS AMENDMENT MUST BE SUBMITTED WITH YOUR SEALED PROPOSAL.
THIS REQUEST FOR PROPOSAL IS AMENDED AS FOLLOWS:

PANASONIC SOLUTIONS TO INCLUDE TOUGHBOOKS, TABLETS, ACCESSORIES AND ASSOCIATED SERVICES

1. The Due Date and Time is hereby changed to March 22, 2012 at 4:00 PM Local Arizona Time.
2. The following paragraph is hereby added to the Scope of Work section:

"7. NATIONAL IPA EXHIBITS: Exhibits from National IPA are included as Attachment I to RFP #120471. It is expected that the successful offeror will execute these exhibits with National IPA. Offerors who wish to propose modifications to the National IPA Exhibits must clearly identify the proposed modifications and any proposed substitute language (subject to negotiation with National IPA) in their response to this RFP."

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


Signature _____ Date 3/15/2012
James King, Senior Vice President
Typed Name and Title

Panasonic System Communications
Company of North America
Company Name
3 Panasonic Way, 2F-11
Address
Secaucus NJ 07094
City State Zip



Original RFP Copy

As requested, a copy of the original National IPA solicitation appears on the following unnumbered pages.

This space intentionally left blank.

CITY OF TUCSON

REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NUMBER: 120471

PROPOSAL DUE DATE: MARCH 19, 2012 AT 4:00 P.M. LOCAL AZ TIME

PROPOSAL SUBMITTAL LOCATION: DEPARTMENT OF PROCUREMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

MATERIAL OR SERVICE: PANASONIC SOLUTIONS TO INCLUDE
TOUGHBOOKS, TABLETS, ACCESSORIES AND
ASSOCIATED SERVICES

PRE-PROPOSAL CONFERENCE DATE: MARCH 6, 2012
TIME: 3:00 P.M. LOCAL AZ TIME
LOCATION: CITY HALL, PROCUREMENT CONFERENCE ROOM
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

CONTRACT OFFICER: NATHAN DAOU, C.P.M., CPPB, A.P.P.
TELEPHONE NUMBER: (520) 837-4136
Nathan.daou@tucsonaz.gov

Interested offerors may obtain a copy of this complete solicitation by calling (520) 791-4217. A copy of this solicitation and possible future amendments may also be obtained from our Internet site at: <http://www.tucsonprocurement.com/> by selecting the Bid Opportunities link and the associated solicitation number.

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

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

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

****NOTICE****

Effective July 1, 2009, the City will no longer mail Notices of available solicitations via the U.S. Postal Service. Email notifications will be provided to those vendors that have updated their vendor record and selected email as their preferred delivery method. For information on how to update your vendor record, please visit www.tucsonprocurement.com, click on What's New? and read the section titled "Notice of Solicitations." You may also call (520) 791-4217 if you have questions.

ND/swb

PUBLISH DATE: February 17, 2012

INTRODUCTION

The City of Tucson ("The City") is soliciting proposals from qualified firms to provide **Panasonic Solutions to include Toughbooks, Tablets, Accessories and Associated Services**, to be delivered to various locations throughout the City of Tucson.

BACKGROUND

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

With corporate, pricing and sales commitments from the Supplier, National IPA provides marketing and administrative support for the Supplier that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis. Public Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and competed. The Supplier benefits from a contract that allows Participating Public Agencies to directly purchase goods and services without the Supplier's need to respond to additional competitive solicitations. As such, the Supplier must be able to accommodate a nationwide demand for services and to fulfill obligations as a nationwide Supplier and respond to the National IPA documents (Attachment I). The City, reserves the right to deem submissions that do not include a response to the National IPA documents as non-responsive.

The City anticipates spending approximately \$4,250,000 over the full potential Master Agreement term for Panasonic Public Safety Solutions. While no minimum volume is guaranteed to the Supplier, the estimated annual volume of product purchased under the Master Agreement through National IPA is approximately \$20 million. This projection is based on the current annual volumes among the City, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through National IPA, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and National IPA.

SCOPE OF WORK

1. **QUALIFIED VENDORS:** Offerors should meet the minimum qualifications:
 - a. Be an authorized TP3 Panasonic reseller.
 - b. Have a strong national presence in the computer industry.
 - c. Have a distribution model capable of delivering products nationwide.
 - d. Have a demonstrated sales presence.
 - e. Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.
 - f. Be able to provide the full range of Panasonic products to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.

2. **ORDERING:** Although the City is open to alternate ordering methods, the primary methods for customers placing orders with the Contractor is through the following:
 - a. Online
 - b. Telephone
 - c. Fax
 - d. Email

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

4. **SCOPE OF PRODUCTS:** The intent of this solicitation is to establish a contract with the ability to purchase complete and comprehensive Panasonic public safety solutions including but not limited to the following:
 - a. Toughbooks line including
 - i. Fully-rugged
 - ii. vehicle mounted rugged
 - iii. semi-rugged
 - iv. business rugged
 - b. Accessories including but not limited to vehicle mounts, desktop replicators, batteries, battery chargers, memory cards, external drives, extended warranties, etc.
 - c. Ancillary Products and Services – It is recognized that there may be ancillary products and services, not offered by Panasonic, that complement the Toughbook and Arbitrator product lines, such as vehicle mounts, antennas, etc. that may be purchased under this contract. The purchase of the ancillary products and services must be associated to a Panasonic product line.
 - d. Panasonic professional displays including LCD and plasma displays.
 - e. Panasonic professional audio visual including professional cameras.
 - f. Panasonic video conferencing products.

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

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

5. **ASSOCIATED SERVICES:** Offerors shall provide services, such as financing or leasing, consulting (i.e. public safety equipment needs assessment, grant assessment and writing, etc.), repair services, installation, imaging, protection plus, extended warranties, extended warranties for batteries, and other applicable services.
6. **DEFECTIVE PRODUCT:** All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, unpacking, inspection, re-packing, re-shipping or other like expenses shall be paid by the Contractor. All replacement products must be received by the City within seven (7) days of initial notification.

INSTRUCTIONS TO OFFERORS

1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION:

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

City: The City of Tucson, Arizona

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

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

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

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

May: Indicates something that is not mandatory but permissible.

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

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

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

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

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

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

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

6. PREPARATION OF PROPOSAL:

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

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

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

- D. The authorized person signing the proposal shall initial erasure, interlineations or other modifications on the proposal.
 - E. In case of error in the extension of prices in the proposal, unit price shall govern when applicable.
 - F. Periods of time, stated as a number of days, shall be in calendar days.
 - G. It is the responsibility of all offerors to examine the entire Request for Proposal package and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after due date and time.
 - H. The City shall not reimburse the cost of developing, presenting, submitting or providing any response to this solicitation.
 - I. Offeror must list any subcontractors to be utilized in the performance of the services specified herein. For each subcontractor, details on respective qualifications must be included.
- 7. PAYMENT DISCOUNTS:** Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period.
- 8. TAXES:** The City of Tucson is exempt from federal excise tax, including the federal transportation tax.
- 9. PROPOSAL/SUBMITTAL FORMAT:** An original and 4 copies (5 total) of each proposal should be submitted on the forms and in the format specified in the RFP. Offerors shall also submit one electronic copy of the proposal on cd, disc or zip disc in MS Office97 or .pdf format. Any confidential information shall be submitted on a separate cd, disc or zip disc. The original copy of the proposal should be clearly labeled "Original" and shall be single-sided, three hole punched and in a binder. The material should be in sequence and related to the RFP. **The sections of the submittal should be tabbed, clearly identifiable and should include a minimum of the following sections: the completed Offer and Acceptance Form, all signed Amendments, a copy of this RFP document and the Offeror's response to the Evaluation Criteria including the completed Price Page.** Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal.
- 10. EXCEPTIONS TO CONTRACT PROVISIONS:** A response to any Request for Proposal is an offer to contract with the City based upon the contract provisions contained in the City's Request for Proposal, including but not limited to, the specifications, scope of work and any terms and conditions. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed deviations and any proposed substitute language. The provisions of the Request for Proposal cannot be modified without the express written approval of the Director or his designee. If a proposal or offer is returned with modifications to the contract provisions that are not expressly approved in writing by the Director or his designee, the contract provisions contained in the City's Request for Proposal shall prevail.
- 11. PUBLIC RECORD:** All proposals submitted in response to this Request for Proposal shall become the property of the City and shall become a matter of public record available for review subsequent to the award notification.
- 12. CONFIDENTIAL INFORMATION:** The City of Tucson is obligated to abide by all public information laws. If an Offeror believes that any portion of a proposal, offer, specification, protest or correspondence contains information that should be withheld, a statement advising the Contract Officer of this fact should accompany the submission and the information shall be so identified wherever it appears. The City shall review all requests for confidentiality and may provide a written determination to designate specified documents confidential or the request may be denied. Price is not confidential and will not be withheld. If the confidential request is denied, such information shall be disclosed as public information, unless the offeror submits a formal written objection.
- 13. CERTIFICATION:** By signature on the Offer and Acceptance page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Offeror certifies:
- A. The submission of the offer did not involve collusion or other anti-competitive practices.
 - B. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal or State law.
 - C. The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer.
 - D. The Offeror hereby certifies that the individual signing the submittal is an authorized agent for the Offeror and has the authority to bind the Offeror to the Contract.
- 14. WHERE TO SUBMIT PROPOSALS:** In order to be considered, the Offeror must complete and submit its proposal to the City of Tucson Department of Procurement at the location indicated, prior to or at the exact date and time indicated on the Notice of Request for Proposal page. The Offeror's proposal shall be submitted in a sealed envelope. The words "SEALED

PROPOSAL" with the REQUEST FOR PROPOSAL TITLE, REQUEST FOR PROPOSAL NUMBER, PROPOSAL DUE DATE AND TIME and OFFEROR'S NAME AND ADDRESS shall be written on the envelope.

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

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

23. **PROPOSAL RESULTS:** The name(s) of the successful offeror(s) will be posted on the Procurement Department's Internet site at <http://www.tucsonprocurement.com/> upon issuance of a Notice of Intent to Award or upon final contract execution.
24. **PROTESTS:** A protest shall be in writing and shall be filed with the Director of Procurement. A protest of a Request for Proposal shall be received at the Department of Procurement not less than five (5) working days before the Request for Proposal due date. A protest of a proposed award or of an award shall be filed within ten (10) days after issuance of notification of award or issuance of a notice of intent to award, as applicable. A protest shall include:
 - A. The name, address, and telephone number of the protestant;
 - B. The signature of the protestant or its representative;
 - C. Identification of the Request for Proposal or Contract number;
 - D. A detailed statement of the legal and factual grounds of protest including copies of relevant documents; and

E. The form of relief requested.

PROPOSAL EVALUATION REQUIREMENTS

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

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

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

A. Method of Approach

1. Describe how products and service will be distributed nationwide.
2. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.
3. State any return and restocking policy, and any fees, if applicable associated with returns.
4. Outline a plan for marketing the products/services to Participating Agencies nationwide.
5. Explain how a national sales force will be educated about the contract.
6. Provide a detailed 90-day implementation plan describing how the contract will be implemented within the firm as the primary go to market strategy for government agencies.
7. Explain how the contract will be marketed to existing government customers and transition these customers to the contract. In addition, provide the amount of purchases from existing public agency clients that will be transitioned to the National IPA contract.
8. State the amount of your firm's state and local government sales for 2011. Provide a list of your top 10 public agency customers and the total 2011 purchase for each along with a key contact for each.
9. Describe the invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice?
10. Describe your delivery commitment:
 - a. What is your fill rate guarantee?
 - b. What are your delivery days?
 - c. Do you offer next day delivery?
 - d. How do you facilitate emergency orders?
 - e. Are shipping charges exempt for ALL who use this contract?
 - f. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. – resolved.
11. Describe the types of customer service available to agencies who use this contract:
 - a. Is online support available?
 - b. Is phone support available?
 - c. Can agencies request a dedicated service representative and/or a dedicated service team? If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?

- d. How are problems resolved?
 - e. What are the location and hours of your call centers?
 - f. What response time is guaranteed when a customer service request is made?
 - g. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?
12. Describe the warranty period of products. Submit information on your warranty program.
13. Describe how your firm will notify customers of new products.
14. Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.
15. Describe the Panasonic public safety solutions offered. At a minimum, please include the following:
- a. Toughbooks (Fully-rugged, vehicle mounted rugged, semi-rugged, business rugged, tablet, etc.)
 - b. Accessories including but not limited to vehicle mounts, desktop replicators, batteries, battery chargers, memory cards, external drives, extended warranties, etc.
 - c. Ancillary Products and Services – It is recognized that there may be ancillary products and services, not offered by Panasonic, that complement the Toughbook and Arbitrator product lines, such as vehicle mounts, antennas, etc. that may be purchased under this contract. The purchase of the ancillary products and services must be associated to a Panasonic product line.
 - d. Panasonic professional displays including LCD and plasma displays.
 - e. Panasonic professional audio visual including professional cameras.
 - f. Panasonic video conferencing products.
 - g. Any other Panasonic public safety product.
16. Describe the non-Panasonic ancillary products and services offered to compliment the Panasonic public safety solutions.
17. Describe the types of services you offer on the following:
- a. Imaging
 - b. Protection Plus
 - c. Extended Warranties
 - d. Extended Warranties for batteries
18. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same discount off list price indicated above. If new products become available and will not be offered at the same discount describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.
19. Describe what other products or services you offer that would be applicable to this contract.
20. Describe any leasing or financing options available. Include any financing or leasing documents that agencies would be required to sign.

B. Price Proposal

1. Provide price proposal as requested on the Price Page attached herein.
2. As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by _____%, if payment is made within _____ days.
3. Will payment be accepted via commercial credit card? _____Yes _____No
 - a. If yes, can commercial payment(s) be made online? _____Yes _____No
 - b. Will a third party be processing the commercial credit card payment(s)? _____Yes _____No

- c. If yes, indicate the flat fee per transaction \$_____ (as allowable, per Section 5.2.E of Visa Operating Regulations).
- d. If "no" to above, will consideration be given to accept the card? _____Yes _____No
4. Does your firm have a City of Tucson Business License? _____Yes _____No
If yes, please provide a copy of your City of Tucson Business license.

C. Technology

1. Describe your website and the ease-of-use for customers to perform the following types of tasks:
 - a. to search for products
 - b. to find alternate products (if a certain product is not available)
 - c. to perform side-by-side price comparison to other Panasonic products
 - d. to order products
 - e. to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)
 - f. to track order status, to include backordered items
 - g. to determine when an item was received and who received it
 - h. to restrict/block the ordering of certain line items and to restrict/block the ordering of groups
 - i. to create approval paths/levels for orders, to include creating an approval path for restricted items
 - j. to create a "favorites" list or other personalized list of frequently ordered items
 - k. to create a "shared" list for an agency to use
 - l. to obtain online customer service
 - m. to receive online training
 - n. to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders)
 - o. to track their budget for Panasonic purchases
 - p. to generate reports
2. Describe additional functionality offered by your website. Provide screen shots, a demo "CD," a demo URL, a manual, etc., or any other format that will aid the City in our evaluation of our website.
3. Describe any national awards and/or other recognition that your website has received.
4. Describe the hours your website is available? What are your hours of downtime, such as for system maintenance?
5. Does your website offer real time product availability?
6. If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer?
7. Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?
8. Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self-registration, are you available to assist in the registration process?
9. Describe if your website can be customized for an agency's specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.

10. Describe the types of online reporting that are available. Is customized reporting available?
11. Describe your online return process (if available).
12. Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?
13. Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc.

D. Qualifications & Experience

1. Provide a brief history and description of your firm.
2. Provide the total number and location of sales persons employed by your firm.
3. Provide the number and location of support centers (if applicable).
4. Provide your firm's annual sales for 2009, 2010, and 2011. Breakout the total annual sales for each of the following segments: Federal government, states, local government, k-12 and higher education.
5. Provide proof your firm is an authorized TP3 Panasonic reseller.
6. Submit your FEIN and Dun & Bradstreet report.
7. Provide contact information for the person(s) who will be responsible for the following areas including resumes:
 - Marketing
 - Sales
 - Sales Support
 - Financial Reporting
8. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, are preferred.
9. Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.
10. Provide information regarding if your organization ever failed to complete any work awarded.
11. Provide information regarding if your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

A. Shortlist:

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

B. Interviews:

The City reserves the right to conduct interviews with some or all of the offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the offeror for the costs associated with the interview process.

C. Additional Investigations:

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

D. Prior Experience:

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

E. Multiple Awards:

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

SPECIAL TERMS AND CONDITIONS

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

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

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

- 2. FEDERAL, STATE AND LOCAL TAXES, LICENSES AND PERMITS:** The Supplier shall comply with all Federal, State, and local licenses and permits required for the operation of the business conducted by the Supplier as applicable to this Contract. The Supplier shall, at no expense to the City, National IPA, or other Participating Agencies, procure and keep in force during the entire period of the Agreement all such permits and licenses.
- 3. FOB DESTINATION FREIGHT PREPAID:** Prices shall be FOB Destination Freight Prepaid to the delivery location designated. Contractor shall retain title and control of all goods until they are delivered and the Contract of coverage has been completed. All risk of transportation and all related charges shall be the responsibility of the Contractor. All claims for visible or concealed damage shall be filed by the Contractor. The City will assist the Contractor in arranging for inspection.
- 4. RIGHT TO TERMINATE FOR CHANGE IN OWNERSHIP OR MATERIAL RESTRUCTURE OF THE CONTRACTOR:** In addition to Paragraph 40 of the Standard Terms and Conditions section of this solicitation and resulting contract, the City reserves the right to cancel the whole or part of this contract within 60 days written notice of the completion of any material change of ownership in the Contractor's company, including its sale, merger, consolidation or dissolution.
- 5. TERM AND RENEWAL:** The term of the Contract shall commence upon award and shall remain in effect for a period of one (1) year, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for four (4) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.

STANDARD TERMS AND CONDITIONS

1. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract without prior written consent of the City's Director of Procurement.
2. **AFFIRMATIVE ACTION:** Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.
3. **AMERICANS WITH DISABILITIES ACT:** The Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101, et seq.) and applicable Federal regulations under the Act.
4. **APPLICABLE LAW:** This Contract shall be governed, and the City and Contractor shall have all remedies afforded to each, by the Tucson Procurement Code and the law of the State of Arizona. State law claims shall be brought only in Pima County Superior Court.
5. **ASSIGNMENT-DELEGATION:** No right or interest in this Contract shall be assigned by the Contractor without prior written permission of the City, and no delegation of any duty of the Contractor shall be made without prior written permission of the City's Director of Procurement. The City shall not unreasonably withhold approval and shall notify the Contractor of the City's position by written notice.
6. **CERTIFICATION OF COMPLIANCE WITH A.R.S. SEC. 35-393 ET SEQ.:** By signing this contract, the Contractor certifies that it does not have scrutinized business operations in Iran as required by A.R.S. sec. 35-393 et seq. If the City determines that the Contractor has submitted a false certification, the City may impose remedies as provided in the Tucson Procurement Code up to and including termination of this contract.
7. **CHILD/SWEAT-FREE LABOR POLICY:** The Contractor shall comply with all applicable provisions of the United States Federal and State Child Labor and Worker's Right laws and agrees if called upon to affirm in writing, that they, and any subcontractor involved in the provision of goods to the City, are in compliance.
8. **CLEAN UP:** The Contractor shall at all times keep the contract area, including storage areas used by the Contractor, free from accumulation of waste material or rubbish and, prior to completion of the work, remove any rubbish from the premises and all tools, scaffolding, equipment and materials not property of the City. Upon completion of the repair, the Contractor shall leave the work and premises in clean, neat and workmanlike condition.
9. **COMMENCEMENT OF WORK:** The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives purchase order or is otherwise directed to do so, in writing, by the City.
10. **CONFIDENTIALITY OF RECORDS:** The Contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that no information contained in its records or obtained from the City or from others in carrying out its functions under the Contract shall be used by or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the City. Information pertaining to individual persons shall not be divulged other than to employees or officers of Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the City.
11. **CONTRACT AMENDMENTS:** The Procurement Department has the sole authority to:
 - A. Amend the contract or enter into supplemental verbal or written agreements;
 - B. Grant time extensions or contract renewals;
 - C. Otherwise modify the scope or terms and provisions of the contract.

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

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

prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

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

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

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

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

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

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

- 20. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless the City of Tucson, its agents, representatives, officers, directors, officials and employees from and against all allegations, demands, proceedings, suits, actions, claims, including claims of patent or copyright infringement, damages, losses, expenses, including but not limited to, attorney fees, court costs, and the cost of appellate proceedings, and all claim adjusting and handling expense, related to, arising from or out of or resulting from any actions, acts, errors, mistakes or omissions caused in whole or part by Contractor relating to work, services and/or products provided in the performance of this Contract, including but not limited to, any Subcontractor or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable and any injury or damages claimed by any of Contractor's and Subcontractor's employees.

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

The Contractor shall not be entitled to compensation in the form of salaries, paid vacation or sick days by the City.

The City of Tucson will not provide any insurance coverage to the Contractor, including Worker's Compensation coverage. The Contractor is advised that taxes, social security payments, and other withholdings shall not be withheld from a City payment issued under this Contract and that Contractor should make arrangements to directly pay such expenses.

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

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

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

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

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

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

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

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

Unless payment is made by credit card at time of order or point of sale, a separate invoice shall be issued for each shipment of material or service performed, and no payment shall be issued prior to receipt of material or service and correct invoice.

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

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

31. PROVISIONS REQUIRED BY LAW: Each and every provision of law and any clause required by law to be in the Contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not

inserted, or is not correctly inserted, then upon the application of either party the Contract shall be amended to make such insertion or correction.

- 32. RECORDS:** Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. The City may, at reasonable times and places, audit the books and records of the Contractor and/or any subcontractors. Said audit shall be limited to this Contract.
- 33. RIGHT TO ASSURANCE:** Whenever one party to this Contract has reason to question, in good faith, the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as the other party's intent not to perform and as a cause for possible Contract termination.
- 34. RIGHT TO INSPECT:** The City may, at reasonable times, and at the City's expense, inspect the place of business of a Contractor or subcontractor which is related to the performance of any Contract as awarded or to be awarded.
- 35. RIGHTS AND REMEDIES:** No provision in this document or in the Contractor's proposal shall be construed, expressly or by implication, as a waiver by either party of any existing or future right and/or remedy available by law in the event of any claim, default or breach of contract. The failure of either party to insist upon the strict performance of any term or condition of the Contract, to exercise or delay the exercise of any right or remedy provided in the Contract or by law, or to accept materials or services required by this Contract or by law shall not be deemed a waiver of any right of either party to insist upon the strict performance of the Contract.
- 36. SEVERABILITY:** The provisions of this Contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the Contract which may remain in effect without the valid provision or application.
- 37. SHIPMENT UNDER RESERVATION PROHIBITED:** No tender of a bill of lading shall operate as a tender of the materials. Non-compliance shall conform to the termination clause set forth within this document.
- 38. SUBCONTRACTS:** No subcontract shall be entered into by the Contractor with any other party to furnish any of the material/service specified herein without the advance written approval of the City's Director of Procurement. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract, as if the subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not subcontractors are used.
- 39. SUBSEQUENT EMPLOYMENT:** The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. Section 38-511 if any person significantly involved in initiating, negotiating, securing, drafting, or creating the Contract, on behalf of the City, is or becomes, at any time while the Contract or any extension of the Contract is in effect, an employee of, or a contractor to, any other party to this Contract with respect to the subject matter of the Contract. Termination shall be effective when written notice from the City's Director of Procurement is received by the parties to this Contract, unless the notice specifies a later time.
- 40. TERMINATION OF CONTRACT:** This Contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving thirty (30) days written notice. The City, at its convenience, by written notice, may terminate this Contract, in whole or in part. If this Contract is terminated, the City shall be liable only for payment under the payment provisions of this Contract for services rendered and accepted material received by the City before the effective date of termination.

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

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

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

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

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

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

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

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

- 41. TITLE AND RISK OF LOSS:** The title and risk of loss of material or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
- 42. WARRANTIES:** Contractor warrants that all material or service delivered under this Contract shall conform to the specifications of this Contract. Mere receipt of shipment of the material or service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in this document.

PRICE PAGE

Offerors shall provide discounts off the Panasonic SRP for each product category.

ITEM NO.	PRODUCT GROUP	PERCENT DISCOUNT OFF PANASONIC SRP
1.	Toughbook Product Line	
1a.	Fully-Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Fully-Rugged product group.)</i>	_____ %
1b.	Accessories	_____ %
	Semi-Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Semi-Rugged product group.)</i>	_____ %
1c.	Accessories	_____ %
1d.	Accessories	_____ %
1e.	Business Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Business Rugged product group.)</i>	_____ %
1f.	Accessories	_____ %
	Wireless Display <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Wireless Display product group.)</i>	_____ %
1g.	Accessories	_____ %
1h.	Accessories	_____ %
2.	Arbitrator	_____ %
3.	Arbitrator and Toughbook Accessories	
3a.	Memory Expansion	_____ %
3b.	Carry Cases	_____ %
3c.	Power Accessories	_____ %
3d.	Drives	_____ %
3e.	Docking/Port Replicators	_____ %
3f.	External Displays	_____ %
3g.	Vehicle Mounts	_____ %
3h..	All Other Accessories	_____ %
4.	Panasonic Professional Displays	_____ %
5.	Panasonic Professional Audio Visual	_____ %
6.	Panasonic Video Conferencing	_____ %
7.	Other Panasonic Public Safety Solutions Products	
	_____	_____ %
	_____	_____ %
	_____	_____ %
	_____	_____ %

_____ %
Attach additional sheets, if required

8. Complementary Non-Panasonic Accessories Manufacturers

List manufacturers proposed:

- 8a. _____
- 8b. _____
- 8c. _____
- 8d. _____
- 8e. _____

Attach additional sheets, if required

Provide proposed discount by manufacturer

- _____ %
- _____ %
- _____ %
- _____ %
- _____ %

9. Services

- 9a. Imaging
- 9b. Protection Plus
- 9c. Extended Warranties
- 9d. Extended Warranties – Batteries
- 9e. Consulting
- 9f. Installation
- 9g. Repair

- _____ %
- _____ %
- _____ %
- _____ %
- _____ %
- _____ %
- _____ %

9h. List other services provided:

- _____
- _____
- _____

Attach additional sheets, if required

Provide proposed discount for each service

- _____ %
- _____ %
- _____ %

HAVE YOU SUBMITTED **ALL** AMENDMENTS? CHECK OUR WEBSITE **NOW!**
AMENDMENTS MAY BE DOWNLOADED AT <http://www.tucsonprocurement.com/>

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:

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

For clarification of this offer, contact:

Company Name

Address

City State Zip

Signature of Person Authorized to Sign

Printed Name

Title

Name: _____

Title: _____

Phone: _____

Fax: _____

E-mail: _____

ACCEPTANCE OF OFFER

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

Approved as to form this ____ day of _____, 2012.

CITY OF TUCSON, a municipal corporation

Awarded this ____ day of _____, 2012.

As Tucson City Attorney and not personally

Mark A. Neihart, C.P.M., CPPB, A.P.P., CPM
As Director of Procurement and not personally

ATTACHMENTS

Attachment I: National IPA Exhibits



Table of Contents

Introduction	2
Offer and Acceptance Page.....	4
Acknowledgement of Amendment(s)	5
Original RFP Copy.....	6
Executive Summary	10
A. Method of Approach.....	12
A1. Distribution Plan	12
Designated Panasonic TP3 Resellers	13
A2. Distribution Facilities, Warehouses, and Retail Network Information	14
A3. Return and Restocking Policy	15
A4. Marketing Plan	16
National Contract Management	19
National Sales Management	19
Local Tucson & Regional Sales Management	19
Financial Reporting	19
Biographies of Key Panasonic Personnel	19
A5. Sales Force Education	25
A6. 90-Day Implementation Plan	26
A7. Marketing to and Transitioning Existing Government Customers.....	28
A8. State and Local Government Sales (2011)	28
A9. Invoicing Process	28
Representative TP3 Response	29
Representative TP3 Response (2)	31
A10. Delivery Commitment.....	31
Representative TP3 Response	32
A11. Customer Service.....	33
Field-based Customer Service Reviews	34
Technical Service Managers.....	34
Field Engineers and Technical Managers	34
Turnaround Time.....	35
Hardware Repair Services	36
Panasonic Global Service Program	41
Global Service Center Locations.....	41
Representative TP3 Response	41
Representative TP3 Response (2)	45
A12. Warranty Information.....	46
Warranty Information.....	47



A13. New Product Notification	54
A14. Technical Support Capabilities	54
A15. Public Safety Solutions Offered.....	54
A16. Ancillary Products and Services Offered	56
A17. Imaging, Protection Plus, and Extended Warranties	58
A18. Continuation of Discount Levels for New Products.....	59
A19. Other Applicable Products or Services.....	60
Other TP3 Approach and Methodology Considerations	61
A20. Leasing / Financing Options	61
B. Price Proposal	64
B1. Price Page.....	64
B2. Discount Percentage(s).....	68
B3. Payment Acceptance via Commercial Credit Card.....	68
B4. City of Tucson Business License.....	68
C. Technology	70
C1. Website Capabilities.....	70
Manufacturer's Response	70
Representative TP3 Response	72
Representative TP3 Response (2)	75
C2. Additional Website Functionality	76
C3. National Awards / Recognition for the Website	78
C4. Website Availability	78
C5. Real-Time Product Availability	79
C6. Automatic Handling of Volume Discounts	79
C7. Email Confirmations	79
C8. Registration Process for New Customers	79
C9. Website Customization Capability.....	80
C10. Available Online Reporting.....	81
C11. Online Return Process	82
C12. Third-Party Integration	82
C13. Strategic Vision for the Website	84
D. Qualifications & Experience	89
D1. Company History and Description.....	89
D2. Sales Staff Employed.....	90
PSCNA Public Sector Sales Staffing – Management.....	90
PSCNA Public Sector Sales Staffing – Arbitrator Team.....	91
PSCNA Public Sector Sales Staffing – Public Safety Team.....	91
D3. Support Centers	93
D4. Annual Sales (2009 – 2011).....	93
D5. Proof of Authorized TP3 Status.....	94



D6. FEIN and D&B Report.....	94
D7. Contact Information for Designated Project Areas	100
National Business Development / National Contract Management.....	100
National Sales Management / Contract Sales Management.....	100
Local Tucson & Regional Sales Management	100
Financial Reporting	100
D8. Similar Project Experience	101
D9. Resumes and References (CSRs)	102
D10. Failure to Deliver or Complete Work Awarded	103
D11. Information Regarding Litigation, Bankruptcy, or Reorganization	103
Other TP3 Qualifications Considerations	103
Enclosure: Marketing Brochure.....	104
Enclosure: Future Technologies.....	107
Toughpad Tablet.....	108
Arbitrator AdvantagePoint.....	110
Clarifications	113



Executive Summary

This document represents our formal response to the City of Tucson and the National Intergovernmental Purchasing Alliance RFP 120471, dated 17 February 2012. We welcome your RFP and recognize the diligent efforts that went into the construction of this document. In keeping with our professional business practices, we have responded fully and enthusiastically to your requirements.

We look forward to building a relationship with The City and National IPA for the inclusion of the Panasonic Toughbook line of IT products and accessories, LCD and Plasma displays, audio/visual equipment, and video conferencing products within the National IPA procurement programs.

We offer our customers significant advantages in the areas of quality and reliability for the class of products you have specified. Because of the reputation of durability that these products deservedly enjoy, they are favored for applications within the Public Safety sector and by Government agencies that support mobile operations.

Product categories that we have proposed are directly aligned with your specifications, as follows:

- Panasonic **Toughbook**[®] portable computer products including:
 - i. Fully-rugged
 - ii. Vehicle mounted rugged
 - iii. Semi-rugged
 - iv. Business rugged
- Panasonic **Accessories** including but not limited to vehicle mounts, desktop replicators, batteries, battery chargers, memory cards, external drives, extended warranties, etc.
- **Ancillary Products and Services** – It is recognized that there may be ancillary products and services, not offered by Panasonic, that complement the Toughbook and Arbitrator product lines, such as vehicle mounts, antennas, etc. that may be purchased under this contract. The purchase of the ancillary products and services must be associated to a Panasonic product line.
- Panasonic **professional displays** including LCD and plasma displays.
- Panasonic **professional audio visual** equipment, including professional cameras.
- Panasonic **video conferencing** products.



We have submitted our proposal as the manufacturer of the Panasonic products presented, and have specifically designated the Panasonic TP3 Resellers that we have authorized to service this contract according to the national service and supply requirements specified.

As a management team, we look forward to supporting The City's and National IPA's goals of reducing the purchasing time, costs, and burden required to procure these products by purchasing officers of eligible and participating agencies. Our dedicated support team, and our reseller's support teams for this contract will ensure that your buyers have the tools and enabling resources that they require to effectively support their procurement efforts.

In closing, we believe that when The City and National IPA considers all factors, including Panasonic's proven reputation for product quality and support, as well as proposed cost discounts, our program management methodology, and the quality of our TP3 resellers support, that Panasonic System Communications Company of North America will stand out as an advantageous choice for contract re-award.

The balance of our submission addresses the specific information requirements established within RFP 120471. We will welcome any and all questions as you evaluate the merits of our proposal response.



A. Method of Approach

The following section directly addresses your questions related to the actions that Panasonic, and our designated TP3 resellers will take to fulfill the marketing and logistical requirements associated with the contract that will result from this solicitation.

A1. Distribution Plan

Your Requirement: *Describe how products and services will be distributed nationwide.*

Our Response:

As an organization, Panasonic offers The City and National IPA all of the cost and efficiency benefits of doing business directly with the manufacturer, as well as the benefits of the personalized and focused support that will be provided. In responding to this opportunity, we have designated seven (7) Panasonic TP3 resellers to service the resulting contract. Each of the TP3 resellers we have designated enjoys a strong reputation for quality, innovation, and results oriented service within the public sector.

Currently, PSCNA, along with the strong partnership of our many resellers, extensively services Government and Public Agency organizations throughout all 50 states. Likewise, our designated TP3 Resellers who will service this contract have comprehensive experience in meeting these needs on a national scale as well. Products and services provided through our distribution and support channel includes:

- Pre-Sales Support and Engineering
- Toughbook Products
- Toughbook Accessories
- Vehicle Mounts
- Panasonic Arbitrator Products
- Warranty Services
- Extended Warranty Services
- Deployment Services
- Professional Services

Throughout the performance of this contract, Panasonic and our TP3 resellers will work as a coordinated team to ensure that the needs of The City and National IPA eligible agencies are fully met. Upon contract award, we will begin a detailed planning and deployment process designed to ensure that all contract requirements are aligned and that processes, procedures, and assets are focused on meeting the needs of the agencies throughout the United States that this contract will service.



Designated Panasonic TP3 Resellers

In the same fashion as Panasonic operated the last one, we have enlisted seven (7) TP3 resellers for this contract. These resellers are:



Visual Pro 360

Gunny Gant, National Account Sales Executive

Office: (817) 898-0436

Cell: (817) 239-7565

ggant@visualpro360.com

www.visualpro360.com



Mobile Concepts Technology, LLC (MCT)

West Coast - Arizona

13669 S. 37th Place

Phoenix, AZ 85044

480-299-3166

East Coast - Washington, DC

7835 Royal Sydney Drive

Gainesville, VA 20155

703-577-0780

Bill Duncan

bduncan@mobileconceptstech.com



CDW-G

200 North Milwaukee Ave

Vernon Hills, IL 60061

FEIN: 36-3310735

Wilson Garcia

Office: 312.705.3363

www.cdwg.com

wilsgar@cdw.com



PCS Mobile (formerly Portable Computer Solutions)

PCS Denver Office

1200 W. Mississippi Avenue

Denver, CO 80223

Kathy Pakkebier

Office: 303-346-2487

www.portablecomputersystems.com

kathyp@portablecomputersystems.com



Insight Public Sector
 105 West Fifth Avenue
 Tallahassee, FL 32303
 FEIN: 36-3949000
 Office: 800-491-6822
www2.ips.insight.com



AVI SPL
 6301 Benjamin Rd. STE 101
 Tampa, FL 33634
 Tom Corzine, VP, Government Sales
 800-282-6733
tom.corzine@avispl.com



Whitlock Group
 12820 West Creek Parkway
 Richmond, VA 23238
 Phillip Reyes, VP-Government Sales
 (410) 537-6300
 (443) 306-4849
reyesp@whitlock.com

We are pleased to offer the reseller partners of AVI SPL and the Whitlock Group, as they are our strategic partners whose focus is to support our Professional Display Products and Professional Audio Visual Products.

A2. Distribution Facilities, Warehouses, and Retail Network Information

Your Requirement: Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.

Our Response: Each of our designated TP3 resellers offers an extensive set of recourses that will be required to fulfill this contract. In designating TP3 resellers, as well as our distributor, each requisite function related to pre-sales, order, order fulfillment, and customer support are redundantly covered within the scope of operations that will be required to successfully fulfill the terms and intent of this award.

Note: Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

The following section describes in greater detail the PSCNA structure:



- ❖ Panasonic System Communications Company of North America (PSCNA) is a unit company of Panasonic Corporation of North America, which is a Subsidiary of Matsushita Electric Industrial Co., Ltd. (NYSE: MC).
- ❖ Panasonic System Communications Company of North America operates facilities and offices throughout the United States, with our headquarters at:
 - 3 Panasonic Way, 2F-11**
 - Secaucus, NJ 07094**
- ❖ Specifics with respect to the allocation and location of labor sources for the following activities are described as follows:
 - Accounting and customer service functions are performed from our headquarters location in Secaucus, NJ.
 - Inside and outside sales, K-12 sales, and Public Safety sales support functions are performed within the United States by the representatives we have designated within our bid.
 - Implementation services and on-site repair are performed within the United States (as may be separately purchased) by PSCNA employees.
 - Technical call center services and warranty support for **National IPA and its customers** under this contract by the Panasonic National Service Center at Heartland located at 14206 Overbrook, Leawood, KS 66224.
 - Product shipping activities in support of this contract for **for National IPA and its customers** are performed by our facility in Secaucus, NJ as well as our network of Distributors to include CDW-G, PCS, and Insight, among others.
 - Product manufacturing operations is performed at our plants in Kobe, Japan, Osaka, Japan and Taiwan.

The Panasonic National Service Center at Heartland center located in Leawood, Kansas is a third-party sub-contract facility exclusively dedicated to Panasonic technical and warranty support.

A3. Return and Restocking Policy

Your Requirement: *State any return and restocking policy, and any fees, if applicable associated with returns.*

Our Response: Returns under this contract will be handled according to Panasonic's standard RMA process. Additional information with respect to RMA procedures is included within the Panasonic Warranty and Service Agreement information that has



been attached as Attachment A – see our response to Question **A12**.

There are no fees associated with covered repairs. Units that are DOA can be returned for replacement with no additional charge. Policies on other returns and/or value-added warranty services may vary with each Authorized Reseller we have designated.

Note: Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

A4. Marketing Plan

Your Requirement: *Outline a plan for marketing the products/services to Participating Agencies nationwide.*

Our Response: Panasonic has a worldwide reputation for the depth and diversity of our research capabilities, manufacturing expertise and product offerings. Toughbooks are the mobile PCs that feature industry-leading reliability. With the backing of Panasonic, rugged Toughbooks feature the latest technological advancements while providing the organizations that you support with the best defense against downtime.

The products that you have specified for inclusion within this award all enjoy a strong reputation for high durability and performance. As such, they are widely recognized as ideal for public safety and various high demand field applications. In addition to the Toughbook line of products we offer, Panasonic is also pleased to offer the following products for the National IPA contract:

Document	Description
 19 spec sheet - Nov 2011.pdf	Toughbooks® (Fully Rugged) 19
 31_ss - Nov 2011.pdf	 31
 H2_ss - Jan 2012.pdf	 H2



Document	Description
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 53_ss - Nov 2011.pdf	Toughbooks® (Semi-Rugged) 53
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Document	Description
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 F9_ss - June 2011.pdf	Toughbooks® (Business Rugged) F9
 S10_ss - June 2011.pdf	S10
 C1-ss - June 2011.pdf	C1

Document	Description
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 Arbitrator_360_brochure - Jan 2011.pdf	Arbitrator
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Document	Description
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 Plasma - th-50_42pf30 - June 2	Plasma
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Document	Description
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 VTC product overview - march 2012.pdf	Tactical Video Conferencing (VTC)
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Document	Description
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 Camera - AG-HMC150_brochure	Audio/Visual Camera
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To support our marketing efforts, measures that Panasonic will apply to the process of marketing our products to National IPA's Participating Agencies include:

- General media exposure for all products offered through Panasonic's ongoing advertising efforts in many media formats, including television and printed publications.
- Online catalog sites through Panasonic and our TP3 resellers along with online product specifications information.
- Printed product material and specifications available through the Authorized Resellers we have proposed.
- Authorized Reseller outreach activities to existing customers and participating agencies within their respective areas of operation or vertical focus.
- Reseller education programs designed to focus on National IPA operations and product alignment to the missions that National IPA Participating Agencies support.
- Manufacturer support to Authorized Resellers for both Pre-Sales and Post-Sales account management support (below).

Panasonic has shipped millions of dollars worth of products to Government, Education, and Public Safety customers worldwide. Our products have shown the best overall performance metrics. Panasonic has been able to achieve this success by working with industry experts, customers and partners with the purpose of continually pushing the mobile computing envelope. In addition, Panasonic has developed its own internal team dedicated to ensuring that our Government customers get the highest level of pre- and post-sale support.

We're committed to understanding your needs as well as the demands of the Government, Education, and Public Safety agencies you support. Our dedication to supporting our Government customers is what continues to make us the industry leader with the best screen technology, fastest processors, most effective integrated wireless technology, and the newest software solutions. Panasonic has proven that we outperform our competitors in the Government sector, and that we will continue to do so in the future. To support these efforts, PSCNA offers The City, National IPA, and our designated TP3 resellers the support of the following PSCNA personnel:



National Contract Management

Company Name: Panasonic
Address: 21473 Glebe View Drive
City, State, Zip: Ashburn VA 20148
Phone #: 973-303-7787
Contact Name: Michelle Chapin
E-mail: Michelle.Chapin@us.panasonic.com

National Sales Management

Company Name: Panasonic
Address: 4741 Pebble Creek
City, State, Zip: Aubrey, TX 76227
Phone #: (940) 243-7225
Contact Name: Kay Stewart
E-mail: Kay.Stewart@us.panasonic.com

Local Tucson & Regional Sales Management

Company Name: Panasonic
Address: 13669 South 37th Place
City, State, Zip: Phoenix, AZ 85044
Phone #: (480) 895-8149
Contact Name: Marc Taylor
E-mail: Marc.Taylor@us.panasonic.com

Financial Reporting

Company Name: Panasonic
Address: 21473 Glebe View Dr
City, State, Zip: Ashburn VA 20148
Phone #: 973-303-7787
Contact Name: Michelle Chapin
E-mail: contracts@us.panasonic.com

Note: An alternate will be designated for reporting maintenance beyond initial deployment.

Biographies of Key Panasonic Personnel

Biographies of PSCNA key personnel appear on the following pages.



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JAN RUDERMAN

Vice President of Government Sales

Jan Ruderman is the Vice President of Government Sales for Panasonic Computer Solutions Company, where he develops and implements sales and marketing strategies for the federal, state and local government market. After joining Panasonic in 1996, Jan helped create the demand for ruggedized notebooks in government, formed the first strategic partnerships and established the initial sales channel. In 15 years, he has grown Panasonic's government sales exponentially, and achieved over 70 percent market share in the public safety market. Jan also played a key role in the development and design of vital Toughbook products for public safety officials, such as the Arbitrator in-car digital video solution and the Permanent Display Removal Computer (PDRC).

Jan leads a federal and public sector team in a new phase of Panasonic's growth providing solutions to the government utilizing best-in-class professional displays, projectors and broadcast video equipment in addition to Toughbook® laptops.

Prior to joining Panasonic, Jan was a territory sales manager for Iomega Corporation, managing removable storage accounts that included government, education and Fortune 1000 customers. Jan served in the U.S. Navy Reserve, graduated from Towson University, received an M.B.A. from Mount St. Mary's University and completed the Wharton Advanced Management Program.



PANASONIC SOLUTIONS COMPANY—YOUR MISSION ACCOMPLISHED

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our dedicated sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

Panasonic Solutions Company

Bio_JanRuderman_08/11



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SCOTT FRENCH

Vice President, Public Sector

As Vice President of Public Sector for Panasonic Solutions Company (PSC), Scott French leads the sale and distribution of PSC solutions to the state and local market. Scott's teams are building upon the heritage of Panasonic Toughbook® mobile computers within the public safety segment to deliver purpose-built solutions in the areas of video, mobility, digital signage and integration services that enable our customers to improve business efficiencies, capture revenue, reduce costs and help save lives.

Prior to joining PSC, Scott spent 16 years in a variety of leadership roles at Motorola Solutions. Most recently, he was vice president and senior director of wireless mobility sales in North America. In addition, Scott's leadership experience serving the public sector includes business development, regional sales, strategic sales and systems engineering for Motorola Solutions. Prior to joining Motorola, Scott led a team of industrial engineers for the Department of the Army, focused on increasing the efficiencies and productivity of the Army mission.

Scott also serves on TechAmerica's state and local board of directors on behalf of Panasonic and works with other technology companies to best meet the solution needs of government.

Scott holds a Bachelor of Science in industrial and systems engineering from Virginia Polytechnic Institute and State University (Virginia Tech).



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Panasonic Solutions Company

610_ScottFrench_08/12



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GREG PERATT

National Director of Sales, Video Solutions Integration Team

As the National Director of Sales for Panasonic Solutions Company (PSC), Greg Peratt oversees the Video Solutions Integration Team. Greg's team is responsible for the development and implementation of fixed and mobile video security solutions.

Since joining PSC in 1996, Greg has steadily risen to his current position. Greg manages, motivates and assists his team with sales calls, conferences and ongoing professional development. In addition, Greg works with Panasonic factories and third-party companies to develop video security solutions that enhance PSC's portfolio of products for the purpose of delivering a more complete solution to customers.

Greg has a passion for solving customer requirements. He enjoys the challenge of turning customer needs into solutions that eliminate customer pain points. Following four years as a Navy SEAL on SEAL Team One, Greg began his career as a Sales Representative at Smartstuff, an independent manufacturers representative firm. Later, Greg opened his own business, Media Lab Marketing, where he represented high-tech products throughout the Rocky Mountain states, which led him to Panasonic.

Greg holds a degree in business administration from Colorado State University. He firmly believes in ongoing education and regularly participates in professional development courses.



PANASONIC SOLUTIONS COMPANY—YOUR MISSION ACCOMPLISHED

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our dedicated sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

Panasonic Solutions Company

Bio_GregPeratt_10/11



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MICHELLE CHAPIN

Director of Contracts and Bids

As Director of Contracts and Bids at Panasonic Solutions Company (PSC), Michelle Chapin is responsible for servicing the mobile computing needs of the government marketplace.

Michelle has more than 20 years of extensive sales experience in the government market. For the past nine years, she has worked side by side with the PSC sales team on product positioning, allocation and pricing. She works with reseller partners on programs and government contracts.

Before joining PSC Michelle was a Compaq Sales and Product Champion at a large integrator, assisting its federal team in closing sales, securing customer product and developing quarterly forecasts. Previously, she was associated with the marketing/public relations firm Image Dynamics and accounting firm Rosen, Sapperstein and Friedlander.

Michelle holds a business degree from Loyola University in Baltimore, Maryland.



PANASONIC SOLUTIONS COMPANY—YOUR MISSION ACCOMPLISHED

At Panasonic, we recognize that you have an important job to do. Our products are engineered for longevity and will enable you to accomplish your goals, day in and day out. Our direct sales team will help determine the right technology solution for any application, from campus-wide digital technology to government and state command and control centers to rental and staging installations. We also offer world-class service and support, so with Panasonic, you know you can count on a company that stands behind its products, as well as its customers.

Panasonic Solutions Company

Bio_MichelleChapin_10/11



TOUGHBOOK

PUBLIC SECTOR TEAM



Joe Martin

DIRECTOR OF BUSINESS DEVELOPMENT, GOVERNMENT

PROFILE

As **Director of Business Development** for Federal, State & Local Government and Public Safety for Panasonic Computer Solutions Company (PCSC),

Joe Martin supports the sales team's effort to supply safety, security and government customers with the best mobile computing solutions for their workforces. He is responsible for developing and implementing sales and marketing strategies, managing marketing resources, conducting market research and coordinating public relations efforts.

Joe started with PCSC as an Area Sales Manager and has been honored with the prestigious Shark Team and District Sales Management awards several times.

Prior to joining Panasonic, Joe served as Regional Sales Manager and Sales Manager for a large independent reseller in Seattle where he received numerous industry distinctions for his strong commitment to his accounts.

Joe has studied Business Administration at Illinois State University and Marketing at City University in Seattle.

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When Security is Critical— Trust Panasonic Toughbooks

Working in Federal, State & Local Government and Public Safety requires a readiness for action at any time, under any circumstance. Standard issue in over 3,000 law enforcement agencies nationwide, durable Panasonic Toughbooks® are built to excel in mission-critical situations and are engineered to withstand the most extreme environmental conditions—to ensure maximum uptime when you need it most.

With wireless-ready Toughbooks you can:

- Assess and transmit critical infrastructure damage to disaster sites
- Share data between government sectors
- Track ships, planes and trains—and the containers they are carrying
- Access topographical maps to study vulnerable entry points
- Check databases of hazardous materials to better control hazmat situations
- View floor plans of buildings and aerial views of disaster sites

Bio_JMartin_07/08



A5. Sales Force Education

Your Requirement: *Explain how a national sales force will be educated about the contract.*

Our Response: During our initial deployment planning and contract implementation phases, we will develop specific training guidelines and schedules to ensure that:

1. PSCNA direct business development and sales managers, as well as executive account managers are fully briefed and educated on the specifics, requirements, and procedures for this contract. Contract planning and implementation activities related to sales force education will be overseen at the National level by the personnel designated above.
2. Contract education will then be disseminated to PSCNA sales management personnel Nationally. This will be facilitated through the following mechanisms:
 - a. Contract support documentation
 - b. Briefings
 - c. One-on-One meetings
 - d. Teleconferences
 - e. Group meetings / support planning sessions with regional sales management.
3. TP3 Resellers will be incorporated into the overall sales force education program. During planning our development and management team will coordinate closely with our TP3 reseller's contract support and training teams in order to:
 - a. Identify support and training requirements that are unique to this contract.
 - b. Identify collateral materials and electronic materials requirements for education.
 - c. Provide assistance with training as may be required or requested from each of our designated TP3 resellers for their locations and sales personnel nationally.

Training resources that are currently available to our sales force and our TP3 resellers are extensive. Our view of training for this contract is that training will be contract marketing and contract support specific. Educational materials and processes that are currently incorporated into our national sales and support programs currently include:

- Online catalog sites through Panasonic and our TP3 resellers along with online product specifications information.



- Printed product material and specifications available through the Authorized Resellers we have proposed.
- Manufacturer support to Authorized Resellers for both Pre-Sales and Post-Sales account management support.
- Demonstration and trail unit programs.

On-line configuration support (available through Panasonic, Designated Distributors, as well as the sites operated by our designated TP3 Resellers to support their current sales force education and configuration management programs).

A6. 90-Day Implementation Plan

Your Requirement: *Provide a detailed 90-day implementation plan describing how the contract will be implemented within the firm as the primary go-to-market strategy for government agencies.*

Our Response: To support this contract, PSCNA will continue to provide assistance to The City, National IPA, and our resellers' account management professionals at many levels. These include pre-sales and post-sales engineering support, as well as support to ensure the timely availability of product to fulfill orders in accordance with arranged schedules for delivery. PSCNA will continue to provide The City and National IPA as well as our account management employees with access to PSCNA management, and will support operations through a number of mechanisms, which include:

- Online systems for support and order fulfillment through the TP3 reseller partners.
- Direct local support through PSCNA engineering team members.
- Formalized publications and procedures.
- Regulatory, requirements, and program management assistance through our corporate and field offices.
- Manufacturer's technical support.
- Manufacturer's service and warranty support.

For this contract, PSCNA has designated several key individuals to manage this contract and develop sound business plans and program strategies to support The City, National IPA, and our Account Management teams.

In approaching this program, we know that the timeliness of product deliveries and procurement information are key drivers for how successfully we meet the needs of participating agencies. As such, we are committing to provide top-quality individuals as well as the appropriate level of resources to ensure the success of this program.

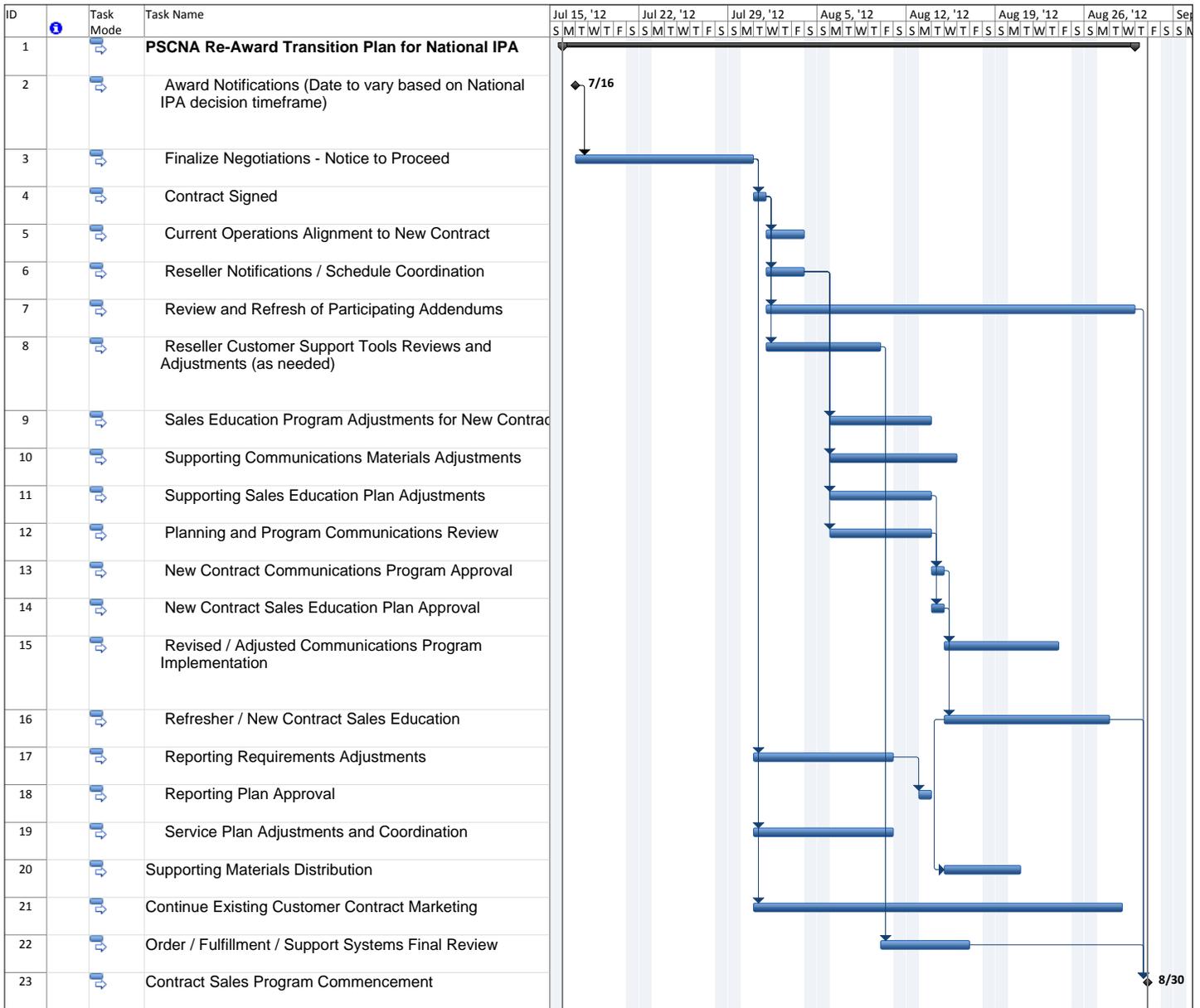


Because PSCNA is the current contract holder, we can execute the transition to the new contract in place, and with minimal risk to National IPA or the City of Tucson. As such, a 90-day transition will not be necessary; rather, our approach is to confirm existing requirements, and to make adjustments needed to adapt to any contract changes and procedural changes through our transition discussions with National IPA. Our incumbent transition program for the contract will be led by Michelle Chapin.

The timeline below shows the major activities for our proposed **30-day** transition.

The chart that appears on the following unnumbered page details our proposed deployment timeline along with the associated top-level WBS detail.

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Project: NIPA_Implementation_PI Date: Wed 3/21/12	Task		External Tasks		Manual Task		Finish-only	
	Split		External Milestone		Duration-only		Deadline	
	Milestone		Inactive Task		Manual Summary Rollup		Progress	
	Summary		Inactive Milestone		Manual Summary			
	Project Summary		Inactive Summary		Start-only			



A7. Marketing to and Transitioning Existing Government Customers

Your Requirement: Explain how the contract will be marketed to existing government customers and transition these customers to the contract. In addition, provide the amount of purchases from existing public agency clients that will be transitioned to the National IPA contract.

Our Response: Panasonic will market this contract vehicle to our existing customers as a component of our standard account management processes. These processes include frequent sales force education programs and initiatives, as well as the use of communications vehicles to ensure that all of our customers are aware of ongoing procurement opportunities and vehicles for which they are eligible.

A8. State and Local Government Sales (2011)

Your Requirement: State the amount of your firm's state and local government sales for 2011. Provide a list of your top 10 public agency customers and the total 2011 purchase for each along with a key contact for each.

Our Response: The following table details the information requested with respect to ten of our top public agency customers, along with total purchases for PSCNA fiscal year 2011 (April to March). We are happy to provide key contacts for these clients upon specific request.

Client	2011 Purchase
City of Sacramento CA PD	\$2.7M
City of Tulsa, OK	\$2.6M
City of Honolulu, HI PD	\$1.0M
City of Austin, TX PD	\$1.0M
Florida Highway Patrol	\$5.3M
Jefferson Parish, LA	\$1.2M
Los Angeles County Sheriff	\$ 0.8M
Maine State PD	\$0.9M
Missouri State Highway Patrol	\$1.8M
NYPD	\$4.0M

A9. Invoicing Process

Your Requirement: Describe the invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice?



Our Response: This submission is a manufacturer's submission. PSCNA does not directly manage payments for products that will be provided under this contract. Designated Authorized Resellers will manage invoicing and accounts receivable process for each procurement that they support under this contract. Depending on which reseller a specific participating agency chooses to use, a number of invoicing and spend management services are offered, including summary invoicing, electronic invoicing and other commonly offered invoicing procedures.

Note: Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

Representative Responses

We have provided representative answers within our proposal derived from our designated TP3 resellers. We have not listed representative answers to each question from each designated TP3 reseller in the interest of efficiency and clarity of our proposal response.

Representative TP3 Response

Overview: Order Processing

One of the many benefits of doing business with CDW•G is the flexibility we offer our customers regarding order placement. We take pride in offering a variety of procurement methods to suit our customers' varied needs and preferences. CDW•G can accommodate order submission (PO submission) in the following formats:

- Punchout/Roundtrip: cXML version 1.2
- Roundtrip: OCI version 3.5
- EDI: 810-850/855
- Your CDW•G Extranet
- E-mail
- Fax
- Phone

CDW•G provides each customer with a dedicated Account Manager, as their main point of contact for all of their procurement needs. We have invested in technology to give customer's visibility to their Account Manager's whereabouts, such as the in/out of office status on the Extranet, as well as technology to allow contact with CDW-G representatives in a number of formats, from traditional phone calls to online chat.

Creating Your Quote

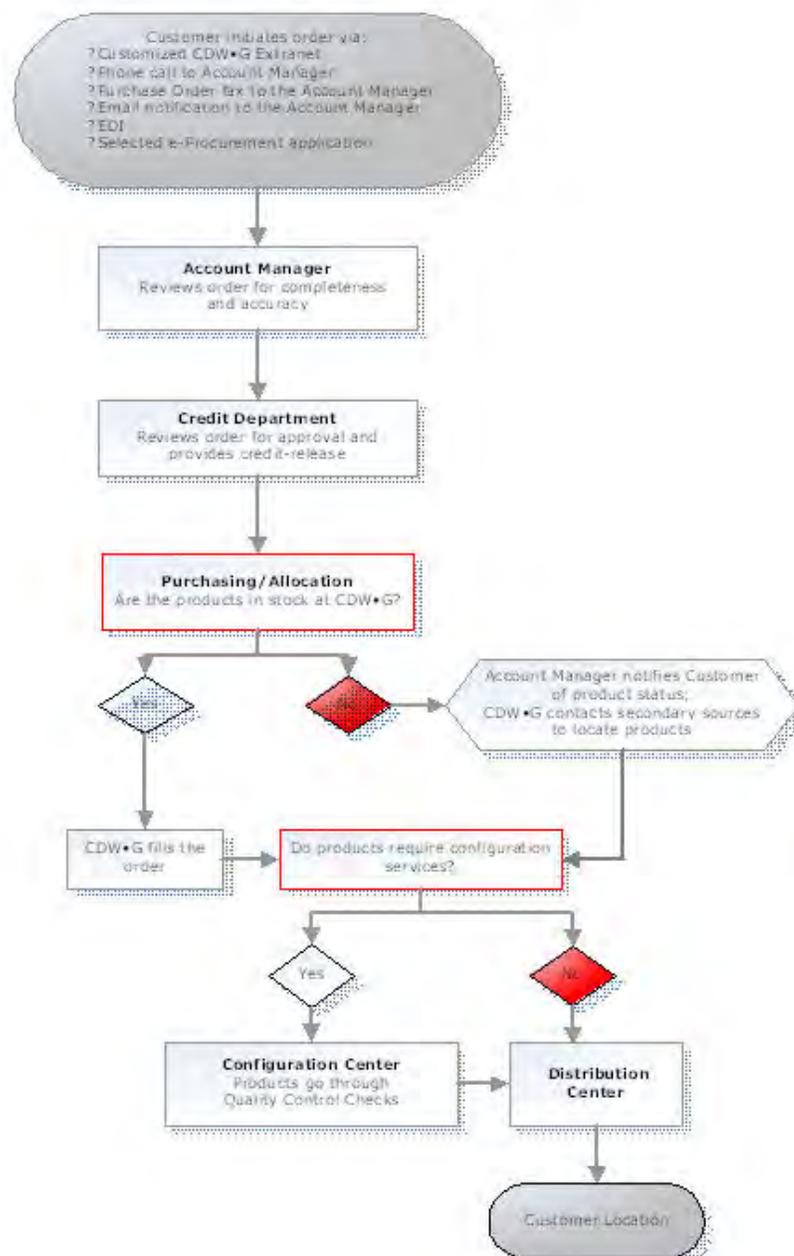
You can review your quotes online moments after they are created by your CDW•G Account Team. Then it can be printed, forwarded to colleagues or managers for pre-authorization or converted to a live order. This feature also lets you create your own quote right from your shopping cart, in addition to viewing contracts, volume and bid pricing online.



Extranet Order Tracking

Orders can be tracked online via the customer's CDW•G Extranet. This feature offers a full breadth of tools to track your order status and purchasing history. You can print original invoices, view outstanding balances and invoices, credits, and adjustments and/or payments. You can download your purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats, including Microsoft Excel, CSV, and tab-delimited files. The system lets you automatically save this data in your spreadsheet or database applications. You can readily search your order, get your tracking number, check shipping status and request a Return Merchandise Authorization (RMA).

Order Entry to Product Delivery





Representative TP3 Response (2)

Overview: Order Processing

The basic steps of the ordering process through PCS Mobile are:

1. PCS Mobile receives customer PO.
2. Order is process through distribution
3. PCS Mobile notifies customer of order acceptance and provides ETA.
4. PCS Mobile rep that processes the order will be their point of contact (Inside Sales Rep for respective territory)
5. PCS Mobile ISR will invoice order upon shipment.

A10. Delivery Commitment

Your Requirement: Describe your delivery commitment:

- a. *What is your fill rate guarantee?*
- b. *What are your delivery days?*
- c. *Do you offer next day delivery?*
- d. *How do you facilitate emergency orders?*
- e. *Are shipping charges exempt for ALL who use this contract?*
- f. *Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. – resolved.*

Our Response: While delivery times vary from project to project, delivery dates can be guaranteed with proper advanced project plans. Un-forecasted orders can be filled within 30 days for in-stock items.

Our delivery days correspond to those available from major carriers (FedEx, UPS, DHL).

Emergency orders are facilitated on a case-by-case basis and are coordinated by the account executives assigned to the participating agency by Panasonic / our designated TP3 resellers. In emergency situations, every effort will be made to meet the needs of the specific situation. Panasonic maintains a small stock of Toughbooks for orders of a minimal quantity or for emergency orders. However, an accurate deployment plan and close coordination with the respective Value Added Reseller would enhance the possibility of meeting more accelerated product deliveries. Panasonic has stepped up in the past to meet emergency needs such as acts of terrorism and/or natural disasters.

Standard shipping is included in the discounted price.



Representative TP3 Response

a. What is your fill rate guarantee?

Representative TP3 Response: CDW•G's same-day fill rate is between 97% and 99% for credit-approved orders and in-stock product depending on the complexity of the order.

Our shipment accuracy is 99.7% and our inventory accuracy is 98%.

b. What are your delivery days?

Representative TP3 Response: CDW•G ships most orders the same day they are placed. If an item is out of stock, we can usually secure and ship within 24-48 hours, dependent on the need. Our in house configuration center turnaround is typically 2-3 days to complete services, depending on the project.

c. Do you offer next day delivery?

Representative TP3 Response: As one of the largest direct marketing resellers in the U.S., CDW•G has positioned itself very closely with major shipping companies and others for standard and expedited delivery. Carrier partners include AIT, CEVA, Dynamex, FedEx, Pilot Freight Services, UPS and Veterans Messenger. We can ship same day, overnight, 2nd day, 3rd day, and ground.

The Shipping Calculator is part of each user's shopping cart of their CDW•G Extranet, so authorized users can determine shipping costs before they complete their order; they can choose the shipping options that are available in their area and that best fit their budget and timeframe. When the purchaser enters the shipment destination zip code, the system presents a wide selection of shipping options available.

d. How do you facilitate emergency orders?

Representative TP3 Response: Whenever an order requires expediting, CDW•G treats it with priority. If an emergency situation arises, contact your Account Manager who will place the order and arrange for expedited delivery. Due to our very large inventory at our two distribution centers, it is very likely that we will have the product(s) you need for immediate shipping.

The most economical option is to utilize FedEx or UPS for overnight delivery for arrival by 10:30 AM the next morning (to most areas). However, FedEx and UPS are not available options for heavy weight shipments. It may be possible to expedite heavy weight shipments depending on the weight.



e. Are shipping charges exempt for ALL who use this contract?

Representative TP3 Response: Standard shipping is included in the discounted price for all who utilize the contract.

f. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. – resolved.

Our Response: Both Panasonic and our designated TP3 Resellers offer a number of important customer service support functions to ensure that problems are quickly resolved.

Each TP3 Reseller offers support to varying degrees; however, features of our support programs at the procurement level include both pre-sales and post-sales support that encompasses problem resolution. In addition to direct contracts and localized support, Panasonic offers a toll-free warranty service, technical support, and problem resolution help desk. This service is available 24/7 through the Panasonic National Support Center at Heartland. The toll free number is (800) LAPTOP5.

Returns under this contract will be handled according to Panasonic's standard RMA process. Additional information with respect to RMA procedures is included within the Panasonic Warranty and Service Agreement information that has been attached as Attachment A.

There are no fees associated with covered repairs. Units that are DOA can be returned for replacement with no additional charge. Policies on other returns and/or value-added warranty services may vary with each Authorized Reseller we have designated.

Note: Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

A11. Customer Service

Your Requirement: Describe the types of customer service available to agencies who use this contract:

- a. Is online support available?*
- b. Is phone support available?*
- c. Can agencies request a dedicated service representative and/or a dedicated service team? If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?*
- d. How are problems resolved?*
- e. What are the location and hours of your call centers?*
- f. What response time is guaranteed when a customer service request is made?*
- g. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?*



Our Response: Each TP3 Reseller offers support to varying degrees; however, features of our support programs at the procurement level include both pre-sales and post-sales support that encompasses problem resolution, as well as the other forms of support which you address.

This includes in most cases (Reseller dependent), online support, dedicated representative / service team phone support, and account management services. Times and availability for support services also vary between the TP3 Resellers that we have designated. However, in addition to direct contracts and localized support, Panasonic offers a toll-free warranty service, technical support, and problem resolution help desk. This service is available 24/7 through the Panasonic National Support Center at Heartland. The toll-free number is (800) LAPTOP5.

Panasonic has an internal goal of responding to any customer service request within 24 hours. Obviously the resolution is dependent upon the issue, but Panasonic has numerous expedited processes in place to facilitate the issue fix. Further, Panasonic holds quarterly meetings with customers to ascertain any issues and associated resolutions. Reports are also provided to customers as needed. Please review the information on the following pages for more details.

Field-based Customer Service Reviews

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

Technical Service Managers

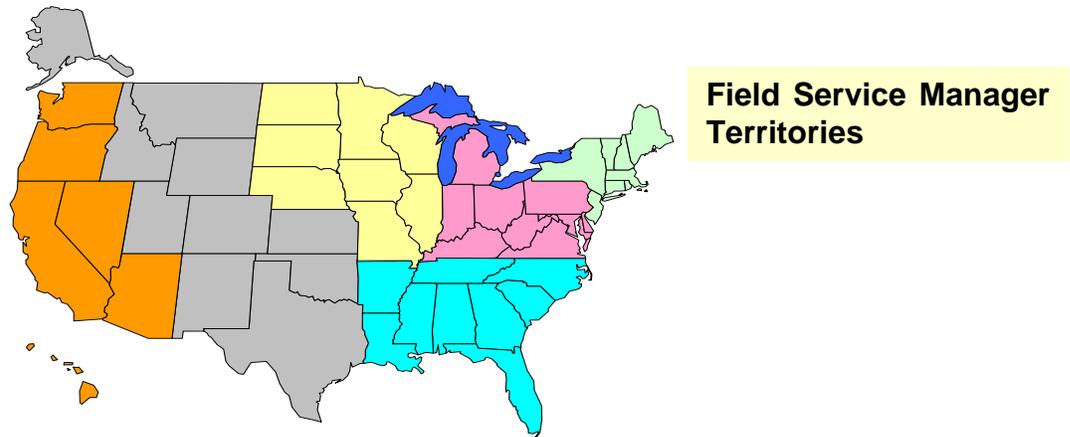
PSCNA has thirteen (13) Technical Service Managers located across the United States in relation to our sales regions. Their focus is on hardware, but they have also been trained on the business applications and challenges for their industry they support. Our sales team also uses their support during the pre-sale stages to ensure that each customer deploys the right solution. In addition, they are responsible for reviewing and tracking customer service histories. And, when an anomaly is identified, they will investigate it further so that recommendations can be made to minimize an issue the customer is experiencing.

Field Engineers and Technical Managers

PSCNA has over forty (40) Field Engineers and Technical Managers that reside in the regions identified in the document below who provide on-site customer pre- and post sales support. Many large metropolitan areas have expanded coverage. They perform Customer Service Patrols to review customer satisfaction levels with our products, our technical support, and our services. Additionally, they gather customer performance



data and report it to the National Service Center to make sure similar deployments are in-line with each other. And, when necessary, they can set up and execute service projects.



The following section provides additional information with respect to Panasonic support procedures for warranty service and technical support.

Turnaround Time

Panasonic average turnaround time on Toughbook repairs over the past (6) years has been 1.65 days. The 1.65 days does not include the one (1) day for overnight freight to the National Service Center (NSC) or the one (1) day for return overnight freight back to the client. This figure does also not include the day the unit arrives at the NSC, as it may arrive on the early am shipment, or possibly not until later in the work day. Shipping charges for in-warranty repairs are paid for by Panasonic.

- Technical assistance via the Panasonic Technical Support Hotline is available at no additional charge via 1-800-LAPTOP5 or 1-855-PSC-TECH (772-8324). This resource is available 7x24x365. Average time on hold has been reduced to less than 60 seconds.
- The Panasonic Priority Exchange Program provides for overnight replacement of customer installable modules (i.e. a/c adapter, hard disk drive, DVD drive, battery, etc.). This program is included for all units that are deemed “in warranty,” and includes at no additional charge overnight shipping of the item to the customer via DHL. Also, a return shipping carton and tag are supplied for return of defective module to Panasonic. Defective components not received back at the National Service Center will be charged at the standard price.
- Internet-based customer resource assistance can be found at no additional charge at www.panasonic.com/toughbook. This resources provides updated drivers, bios enhancements, owner’s manuals, etc. on the Panasonic Toughbook homepage.



Hardware Repair Services

Panasonic provides two methods of requesting hardware repair services; phone-in via 1-800-LAPTOP5 (527-8675) or 1-855-PSC-TECH (772-8324) or e-mail at RMAREQ@us.panasonic.com. These methods allow access to our Whole Unit, Priority Exchange and International service procedures.

Standard phone-in procedure (for all service options):

1. Customer calls the Panasonic Computer Support Hotline at **1-800-LAPTOP5 (527-8675)** or **1-855-PSC-TECH (772-8324)** to speak to a Panasonic Technical Support Specialist (TSS)
2. The TSS will request the following information:
 - a. Contact Name
 - b. Contact Phone
 - c. Model Number (Notebook)
 - d. Serial Number (Notebook)
3. The TSS will enter this data into the hotline/dispatch system.
4. The TSS will troubleshoot the customers unit and determine if a hardware problem exists
 - a. If no, the TSS assists the customer in resolving the O/S or application software issue. Once the issue is resolved the call is ended.
 - b. If yes, the TSS makes a preliminary determination of the in warranty vs out of warranty status of the unit based on the problem description and serial number. They will also determine the best process to resolve the customers issue; either through Priority Exchange or Whole Unit Service procedures. Please see detailed procedures below.

Priority Exchange Service Procedure (in-warranty only, U.S. only, for Toughbooks only)

For in-warranty units, Panasonic can ship a replacement component overnight, if the problem detail indicates failure of an end user replaceable component. These components vary by model, but for most models include the AC Adapter, battery, floppy drive, CD/CDRW/DVD, Multi drive, or hard drive.

Phone-in (continued from standard phone in procedure) for all Panasonic products:

1. The TSS checks availability of requested components in the hotline/dispatch system.
2. If component is not available, the caller is offered Whole Unit Service.
3. If component is available The TSS will request the following additional information:
 - a. Company Name
 - b. Company/Contact Address



- c. E-mail Address
 - d. Model Number (Component)
 - e. Serial Number (Component, when available)
 - f. Problem Description
4. The TSS enters data into hotline/dispatch system and issues RMA numbers for each component. The call is ended and the component is prepared for shipping to the customer.
 5. Upon receipt of the replacement component, the end user follows the included instructions and ships the defective component back to the repair center using the enclosed waybill. Panasonic pays the shipping cost in both directions. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
 6. Upon return receipt of the defective component, The Panasonic National Service Center will log the component into the system as received. If the defective component is not returned within 30 days of receipt of replacement component, an invoice for the component will be issued to the customer.

E-mail :

1. The customer's representative sends an e-mail to RMAREQ@us.panasonic.com. E-mail requests will be answered within four (4) business hours (9:00am – 5:00pm EST, Mon.- Fri.) by our Technical Support Specialist.
2. The pre-defined form attached to the e-mail **must** include the following information for each unit and each component to be repaired or replaced:
 - a. Company Name
 - b. Company Address
 - c. Contact Name
 - d. Contact Phone
 - e. E-Mail Address
 - f. Model Number (Notebook)
 - g. Serial Number (Notebook)
 - h. Model Number (Component)
 - i. Serial Number (Component, when available)
 - j. Problem Description
3. Panasonic representative determines the In Warranty vs. Out of Warranty status of the unit and component based on the Problem Detail and Serial Number of Notebook stated on the RMA request form.
4. Panasonic representative checks availability of requested component/ components in the hotline/ dispatch system.



5. If component is not available or not in warranty, the customer is notified by e-mail and offered either an In Warranty or Out of Warranty Whole Unit Service.
6. Panasonic representative enters data into hotline/dispatch system and assigns RMA numbers for each component.
7. Panasonic representative “replies to all” via e-mail back to the customer. Warranty status and component availability is identified on same form and noted in e-mail.
8. Upon receipt of the replacement component, the end user follows the included instructions and ships the defective component back to the repair center using the enclosed waybill. Panasonic pays the shipping cost in both directions. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
9. Upon receipt of the defective component, The Panasonic National Service Center will log the component into the system as received. If the defective component is not returned within 30 days of receipt of replacement component, an invoice for the component will be issued to the customer.

Whole Unit Service Procedure (for Toughbooks)

Phone-in (continued from standard phone in procedure):

1. The TSS will request the following additional information:
 - a. Company Name
 - b. Company/Contact Address
 - c. E-mail Address
 - d. Problem Description
 - e. Shipping box needed (In Warranty Only)
2. All units are boxed in approved containers (customer can re-use boxes that are determined to be in acceptable shipping condition). Panasonic does not provide boxes, free of charge for Out of Warranty Service.
3. All boxes must have the RMA number corresponding to the unit inside written clearly on the outside of each box.
4. All units are shipped in for service to the Panasonic National Service Center using Panasonic's designated overnight carrier service (In Warranty Service Only). Panasonic does not provide shipping for Out of Warranty Service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.
5. Upon receipt, all units are logged into the system as received.

(IN WARRANTY)

6. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. Unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer.



7. Repaired units are shipped back to customer using Panasonic's designated overnight carrier service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary.

(OUT OF WARRANTY)

6. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. An estimate of repair is prepared for approval.
7. Panasonic National Repair Center will e-mail or phone (**Contact person or department to be defined by the customer**) the customer with an estimate for approval. When the estimate is approved unit is repaired, tested and QC'd twice before being re-boxed for shipment back to the customer. If the estimate is disapproved the customer is billed an estimate, box, shipping and handling fee and the unit is returned without repair.
8. Repaired or not repaired units are shipped back to the customer. The customer determines the method of shipment. Panasonic does not cover the cost of shipping for Out of Warranty Service.

E-Mail:

1. The customer representative sends an e-mail to RMAREQ@us.panasonic.com. This e-mail will be answered within four (4) business hours by our Technical Support Specialist.
2. The pre-defined form attached to the e-mail **must** include the following information for each unit to be repaired:
 - a. Company Name
 - b. Company Address
 - c. Contact Name
 - d. Contact Phone
 - e. E-Mail Address
 - f. Model Number (ex. CF-30XXXXXXXX)
 - g. Serial Number
 - h. Problem Description
 - i. Shipping box needed (In Warranty Only)
3. Panasonic representative makes a preliminary determination of the In Warranty vs. Out of Warranty status of the unit based on the Problem Description and Serial Number of the Notebook stated on the RMA request form.
4. Panasonic representative enters data into hotline/dispatch system and assigns RMA numbers for each unit.



5. Panasonic representative “replies to all” via e-mail back to the customer. Warranty status is identified on same form and noted in e-mail.
6. All units are boxed in approved containers (the customer can re-use boxes that are determined to be in acceptable shipping condition). Panasonic does not provide boxes, free of charge for Out of Warranty Service.
7. All boxes must have the RMA number corresponding to the unit inside written clearly on the outside of each box.
8. All units are shipped in for service to the Panasonic National Service Center using Panasonic’s designated overnight carrier service. (In Warranty Service Only). Panasonic does not provide shipping for Out of Warranty Service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary
9. Upon receipt, all units are logged into the system as received.

(IN WARRANTY)

10. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. Unit is repaired, tested and QC’d twice before being re-boxed for shipment back to the customer.
11. Repaired units are shipped back to the customer using Panasonic’s designated overnight carrier service. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary

(OUT OF WARRANTY)

10. Units are distributed to techs and evaluated for In Warranty vs. Out of Warranty status. An estimate of repair is prepared for approval.
11. Panasonic National Service Center will e-mail or phone (**Contact person or department to be defined by the customer**) the customer with an estimate for approval. When the estimate is approved unit is repaired, tested and QC’d twice before being re-boxed for shipment back to the customer. If the estimate is disapproved the customer is billed an estimate, box, shipping and handling fee and the unit is returned without repair.
12. Repaired or non-repaired units are shipped back to the customer. The customer determines the method of shipment. Panasonic does not cover the cost of shipping for Out of Warranty Service.
 - The method of shipment for all non-repaired units should be UPS ground unless otherwise specified by the customer.
 - In an effort to conserve costs every effort will be used to retain the carton and packing the customer used to ship the unit to the National Service Center.



- In-Warranty Units - Panasonic pays for all cost of service, including labor, parts, boxes, shipping and handling and all applicable taxes. **Note:** When shipping units under the Panasonic shipping account **no** insurance is necessary

Panasonic Global Service Program

Panasonic has three Authorized Global Service Centers (GSC) stationed or being used overseas that are capable of repairing laptop computers sold by Panasonic USA. The three GSCs have slightly different administrative processes, but the procedures for acquiring service are the same as outlined above.

Global Service Center Locations

GSC locations are as follows:

For North America, Central America, and South America:

Panasonic NSC (National Service Center) at Heartland
14206 Overbrook
Leawood, KS 66224

For Europe, Middle East, and Africa:

Panasonic CPE (Computer Products – Europe)
Pentwyn Industrial Estate
Cardiff, Wales CF23 7XB
United Kingdom

For Asia, Oceania, and Pacific:

Matsushita Electric Industrial Co. Ltd.
ITPD (Personal Computer) Customer-F
Kobe City, Hyogo 651-2271, Japan

Representative TP3 Response

a. Is online support available?

b. Is phone support available?

Representative TP3 Response: Outside of a dedicated Account Team, CDW•G has 34 General Customer Service Representatives on staff to provide assistance to our customers. We provide toll-free technical support on all hardware and operating systems for up to two years after purchase from CDW•G. Technical support is also available using email and on-line chat via your CDW-G Extranet. All technicians are CompTIA certified and hold, at a minimum, A+ and Network+ certifications.

c. Can agencies request a dedicated service representative and/or a dedicated service team? If a dedicated customer service representative and/or team are assigned, what



types of services does the representative/team provide? How do you help the customer manage our account?

Representative TP3 Response: Each agency has its own dedicated account team committed to providing outstanding customer services and support. They work closely with the organization by supporting daily IT Procurement needs and assisting with planning for future initiatives, allowing the agencies to concentrate on core businesses.

The account team includes an account manager, sales manager, and technology specialists, all of whom provide valuable guidance and support, enabling the agency's staff to be more productive and efficient. There are also field account executives available for onsite visits. The account team works together to provide a complete solution to support the ongoing needs and challenges of each individual agency.

The account manager is the primary point of contact for ordering, problem resolution, and all other issues. All CDW•G account managers complete an intensive training program and remain current regarding all the latest technologies and changes in the industry. Each agency's account manager dedicates himself or herself to becoming very knowledgeable regarding the agency's processes, requirements, and challenges, helping the organization streamline the procurement process for greater efficiency and cost effectiveness.

In addition to the support from sales managers and field account executives, account managers also have in house manufacturer resources and technology solution specialists to assist them in tailoring custom, expert solutions. Like our account managers, our technology teams are all very qualified. Solution Architects, Engineers and Project Managers have the training, credentials, and experience to design, implement, and manage solutions successfully. CDW•G adheres to a sound industry-standard project management methodology that stresses the importance of open communication resulting in an on-time, on-budget deployment.

However, if an agency has a specific team of technology specialists they wish to assist in their project, they can certainly request their assignment on other projects. Your account manager will be able to provide you a timeline in which you can the requested team's availability. If they are not available within the needed timeframe, your account manager will assist in determining another highly qualified, fully capable team.

d. How are problems resolved?

Representative TP3 Response: With an order accuracy of 99.7%, and a 98% invoicing accuracy, CDW•G rarely have customers with problems that require resolution. However, should an end user experience a problem with their order, they should first call their dedicated account management team. The account team will troubleshoot and correct the problem, using any number of potential solutions (issuing a return merchandise authorization, issuing an advance replacement, or acting as a liaison with a distributor if the incorrect number or items shipped). If the account manager is unable



to resolve the issue, they will engage their Sales Operations Supervisor (SOS), whose expertise is in handling logistical issues quickly and effectively. If the SOS is unable to resolve the order problem, they will escalate to the Sales Manager for final resolution.

e. What are the location and hours of your call centers?

Representative TP3 Response: Our Phone support is available from 7:00 am to 7:00 pm, Monday – Friday. We provide direct toll-free telephone, email and chat support for two years on all hardware and software purchases. All CDW-G support is US-based. If a CDW-G technician is unable to resolve an issue, we will conduct a warm transfer to engage the correct OEM partners for warranty support.

f. What response time is guaranteed when a customer service request is made?

Representative TP3 Response: When working with CDW•G, our customers can expect expert guidance when they need it. We answer technical support calls within 60 seconds, and answer technical support e-mails within 1 hour. In addition, each customer has their own CDW•G Extranet that is available to users 24 hours per day, seven days a week. Our extensive suite of online tools, provided to you and your entities at no additional cost, allows you to:

- Streamline the ordering process
- Facilitate product standardization
- Create bundles for easy reordering
- Automate purchase approvals and control rogue purchasing
- Communicate standards to all users
- Maintain customized catalog(s)
- Create quotes right from your shopping cart
- Provide up-to-date order and delivery status including backorders
- Track purchases by each subsidiary and affiliate
- Track your IT assets across your organization
- Provide flexible reporting capabilities using pivot table technology
- Track up to three years of purchase history
- Upload reports in Excel format
- Access online chat support

g. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?

Representative TP3 Response:

Defined Processes Which Ensure High Levels of Customer Satisfaction

CDW•G is extremely dedicated to customer satisfaction and takes specific steps to ensure quality and reliability throughout the entire procurement management process. We realize many of our customers' purchases are essential to business continuity. We know that it is imperative we provide our customers every order not only quickly, but also accurately. In an effort to provide our customers best in class customer service, we



have developed an intricate system of checks and balances for many of our processes, including shipping. In fact, our accuracy of product shipped is 99.7%, due to the number of checks and balances we have in the system.

Prior to shipping, all packed boxes go through quality control checks. First, our system scans to ensure the correct items are included for the order. Then, we use a weight variance scale to compare the actual weight to the expected weight and investigate any discrepancies in weight that are greater than two and one-half pounds. As the final control check, a high-speed motion camera takes a digital snapshot of the package right before our system closes the box for shipping. We upload this image on the agency's personalized CDW•G Extranet site.

With our configuration centers, our quality assurance is no different. Before an item leaves the configuration center, it must pass a series of quality control checks, even if the product is only being asset tagged. First, a technician confirms that the products and quantities picked match the order. Second, the technician verifies that the hardware installation is complete. Finally, the technician checks for software functionality and ensures proper deployment of the image. A team lead then repeats these quality checks before packing up the product for shipment.

CDW•G believes another important step in successful order fulfillment is utilizing shipping partners that are as focused on customer service excellence as we are. As one of the largest direct marketing resellers in the U.S., CDW•G has positioned ourselves very closely with the major carriers, in order to provide a wide range of delivery options to meet our customer's varying needs. We ship the majority of our products via UPS and FedEx, due to their extensive service capabilities, excellent record for on-time delivery and competitive pricing. In fact, both companies have employees on site at our warehouses, individuals with a long history of supporting CDW•G. We can also leverage the carrier's intermodal transport options. We also have contracts with truckload (TL) and less than truck load (LTL) carriers for large orders and heavy products.

Defined Processes for Corrective Actions

Always focused on to continually improving our ability to provide the best service and products in the industry to our customers, CDW•G has a number of corrective processes in place. Some of these processes include:

- Our Purchasing Department monitors return rates on purchased products to look for quality issues.
- We aim to respond to Return Merchandise Authorization (RMA) requests within 24 hours.
- When we see high volumes for particular types of Customer Service Requests (CSRs), or RMAs we make adjustments and evaluate process changes, as needed.
- The Customer Relations Supervisor reviews all CSRs at the end of the day to ensure that we handle each CSR right away.



- Customer Relations Quality Analysts audit 20 cases per Customer Relations Representative each month to ensure our representatives are meeting quality standards and that we are providing proper training.

Additionally CDW•G conducts monthly loyalty surveys to measure the customer's perception of CDW•G. We utilize these surveys to collect information for several internal departments including shipping, billing, and customer relations. We select customers on a random basis to participate in the surveys. If a customer provides a response ranking us "poor" or "fair", then the appropriate CDW•G department contacts the customer to determine the reason for their unsatisfactory response and offer additional action to rectify the problem. This fortunately is rare, as the majority of end-users express favorable survey comments. The positive comment that we receive most often is "CDW•G is extremely customer focused". As a testament to our dedication to customer service, CDW won the 2010 Forrester Groundswell Award for B2B Listening.

Representative TP3 Response (2)

a. Is online support available?

Representative TP3 Response: No, online support is not available.

b. Is phone support available?

Representative TP3 Response: Yes, phone support is available.

c. Can agencies request a dedicated service representative and/or a dedicated service team? If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?

Representative TP3 Response: Yes, agencies can be assigned a dedicated PCS Mobile sales manager and customer service representative (CSR) based on our designated regions.

Our CSR are trained to handle –

- National IPA contract terms and pricing
- Verification of product features
- Professional consulting on product configuration
- Product availability
- Estimated Time of Arrival (ETA) of order once it is finalized
- Provide updated shipping status as required
- Returns and exchanges
- Manufacturer warranty issues
- Overall customer satisfaction



PCS Mobile has a very specialized product line for our National IPA contract customers. Our sales and support team is very well trained to sell and support these products.

d. How are problems resolved?

Representative TP3 Response: Problems are typically resolved via phone and/or email. Inside Sales Representatives (ISR) will handle calls and escalate issues to appropriate persons involved if necessary.

e. What are the location and hours of your call centers?

Representative TP3 Response: Hours depend on ISR and location:

- Mandy Straight: Denver, CO 7:30a-4:30p.
- Karen McCarty: Phoenix, AZ 8:00a-5:00p.
- Amy Hale: Bridgeport, TX 8:00a-5:00p.
- Emily Brittin: Denver, CO (Ecommerce/Online orders) 8:00a-5:00p

Rocky Mountain/Southeast: Mandy Straight mandys@pcsmobile.com, 303.552.3957

Ecommerce/Online: Emily Brittin emilyb@pcsmobile.com, 303.552.3976

West/Southwest: Karen McCarty Karenm@pcsmobile.com, 480-539-4590

Northwest, Midwest, South: Amy Hale amyh@pcsmobile.com, 888-219-8699

f. What response time is guaranteed when a customer service request is made?

Representative TP3 Response: Response times vary depending on the issue, but in all cases customers will receive initial responses to emails within four (4) hours.

g. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?

Representative TP3 Response: PCS Mobile has implemented a customer satisfaction survey program for our Professional Services projects, and has the capability to extend this to our customer service program upon request by Panasonic and/or National IPA.

A12. Warranty Information

Your Requirement: Describe the warranty period of products. Submit information on your warranty program.

Our Response: With respect to warranty service, our standard warranty terms and remedies will apply. We will also make available extended warranty programs and support commitments to meet the states requirements. Information with respect to our warranty programs is provided in detail as attachments to our submission and are summarized below:



Panasonic will provide repairs at no charge for all units still under warranty. In-warranty repairs performed in the United States will also include shipping to and from our National Service Center at no charge in the event of a defect in materials or workmanship. This warranty is extended solely to the original purchaser. A purchase receipt or other proof of purchase may be required before warranty services are rendered.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. It does not cover damage which occurs in shipment; failures which are caused by software or virus issues; operational systems or application corruptions; products not supplied by Panasonic, or failures which result from installation, alteration, accident, misuse, introduction of liquid or other foreign matter into the unit; and damage that is attributable to acts of God, abuse and neglect. Additionally, improper maintenance, modification, or service by any party other than a Panasonic Factory Service Center or authorized Panasonic Service Provider will result in out-of-warranty status.

Panasonic-related documents provided include:

Document	RFP Submission Location
 PAN844_StandardWarranty.pdf	Attachment A
 Turnaround time.doc	Attachment B
 HardwareRepairServices2012.docx	Attachment C

Warranty Information

Warranty cards and information for Flat Panels (under 65"), Plasma displays, LCD HDTV Displays, and related A/V products (Monitors, VCRs, Cameras, Camcorders, P2 Product, DVDs, Switchers, and Plug-in Computers) appear on the following pages.



(for the U.S.A and Puerto Rico)

Panasonic Professional Display Company
Unit of Panasonic Corporation of
North America
One Panasonic Way 1F-10
Secaucus, NJ 07094

**Panasonic Professional Flat Panel Display
Limited Warranty**

Panasonic Professional Display Company, (referred to as "the Warrantor") will repair this product and all included accessories with new or refurbished parts, free of charge in the USA or Puerto Rico, of the original purchase in the event of a defect in materials or workmanship as follows:

Models or Parts	Part Warranty	Labor Warranty
Professional Flat Panel Display	2 Years	2 Years

On-site or carry-in service in the **USA and Puerto Rico** may be obtained during the warranty period by contacting Panasonic Professional Display Company Service toll free at 1-800-973-4390.

This warranty is extended only to the original purchaser and is non transferable. A purchase receipt or other proof of date of original purchase will be required before warranty service is rendered.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. The warranty does not cover damage which occur in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from improper installation, set-up adjustments, improper

antenna, inadequate signal pickup, maladjustment of consumer controls, improper operation, power line surge, improper voltage supply, lighting damage, or service by anyone other than an authorized repair facility, or damage that is attributable to acts of God.

LIMITS AND EXCLUSIONS

There are no express warranties except as listed above.

THE WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGE TO DISCS) RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THE WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may other rights, which vary from state to state.

If you have a problem with this product that is not handled to your satisfaction, then write the Consumer Affairs Department at the Company address indicated above.

In the USA and Puerto Rico
FOR SERVICE
CALL TOLL FREE
1-800-973-4390

Panasonic Canada Inc.

5770 Ambler Drive, Mississauga, Ontario L4W 2T3

LIMITED WARRANTY STATEMENT

Panasonic Canada Inc. (also known as PCI) warrants this product to be free of defects in material and workmanship under normal use during the applicable warranty coverage period described below. PCI agrees to repair, or at its option, exchange, any part that becomes defective. However, the product must be purchased and serviced in Canada. The product or part that shows evidence of defect must be delivered prepaid or carried in to an authorized Panasonic Broadcast Service Center. This warranty does not cover shipping costs.

The warranty coverage period is one year for both parts and labour beginning with the date of original end user purchase, subject to the exceptions as stated below. Repaired or replacement parts supplied during the warranty coverage period carry the unexpired portion of the original warranty coverage period. Proof of product purchase is a condition of warranty service. The owner must produce the product purchase receipt or other satisfactory evidence of date of original purchase.

This warranty does not apply to external appearance items, such as handles, knobs, safety windows, etc. This warranty does not apply to any part, or parts, of the product, installed, altered, repaired or misused in any way that, in the opinion of PCI, affects the reliability of or detracts from the performance of the product.

For products requiring routine preventive maintenance, that maintenance must be performed in order to maintain warranty coverage.

Serial numbers that have been altered, defaced or removed void this warranty. This warranty does not cover replacements or repairs necessitated by loss or damage resulting from any cause beyond the control of PCI.

Marking or retained images (sometimes called "burn-in") resulting from the display of fixed images on video display products are not defects and are not covered under this warranty.

THIS EXPRESS, LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL PANASONIC CANADA INC. BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.

In certain instances, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or the exclusion of implied warranties, so the above limitations and exclusions may not be applicable.

WARRANTY COVERAGE PERIOD EXCEPTIONS

Item	Parts	Labour
Video Tape	30 days—Replacement only (content not covered)	N/A
F2/SD Cards	(Content not covered)	N/A
Video Heads	1 year or 2,000 hrs. (prorated) whichever comes first	1 year or 2,000 hrs. whichever comes first
D5 Video heads	1 year or 1,000 hrs. whichever comes first	1 year or 1,000 hrs. whichever comes first
Maintenance Items	90 days	90 days
Colour Camera CCD Imaging Block	2 years	1 year
BT-H Series LCD Monitors	2 years	1 year
* DLP™ Projectors	3 years or 17,000 hrs. whichever comes first	3 years or 17,000 hrs. whichever comes first
* LCD Projectors above 2,500 ANSI Lumens	3 years or 2,500 hrs. whichever comes first	3 years or 2,500 hrs. whichever comes first
* LCD Projectors below 2,500 ANSI Lumens	3 years or 1,500 hrs. whichever comes first	3 years or 1,500 hrs. whichever comes first
Projector Lamps	50% of the rated lamp life or 1 year. whichever comes first	50% of the rated lamp life or 1 year. whichever comes first
103 inch Plasma displays	3 year (burn-in not covered)	3 year
Hard Drive Disk Unit	1 year plus balance (if any) of the original Manufacturer's Limited Warranty (Content not covered)	1 year

* Dust, smoke, rental/staging environment and twenty-four/seven operation, dramatically decreases the interval between performances of routine preventive maintenance required to maintain this warranty coverage.

Warranty Service

If the product needs to be shipped for service, carefully pack (preferably in the original carton) and enclose a letter, detailing the complaint. Send prepaid and adequately insured to the local authorized Panasonic Service Centre in your area or to Panasonic Technical Support and Product Services Department, 5770 Ambler Drive, Mississauga, Ontario, L4W 2T3. Shipping to the latter location requires a return authorization before shipment. No liability is assumed for loss or damage to the product while in transit.



(for the U.S.A and Puerto Rico)

Panasonic Solutions Company
Unit of Panasonic Corporation of
North America
Three Panasonic Way 2F-5
Secaucus, NJ 07094

**Panasonic Professional Flat Panel Display
Limited Warranty**

Panasonic Solutions Company. (referred to as "the Warrantor") will repair this product and all included accessories with new or refurbished parts, free of charge in the USA or Puerto Rico, of the original purchase in the event of a defect in materials or workmanship as follows:

antenna, inadequate signal pickup, maladjustment of consumer controls, improper operation, power line surge, improper voltage supply, lighting damage, or service by anyone other than an authorized repair facility, or damage that is attributable to acts of God.

Models or Parts	Part Warranty	Labor Warranty
Professional Flat Panel Display	3 Years	3 Years

LIMITS AND EXCLUSIONS

There are no express warranties except as listed above.

On-site or carry-in service in the **USA and Puerto Rico** may be obtained during the warranty period by contacting Panasonic Solutions Company Service toll free at 1-800-973-4390.

THE WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGE TO DISCS) RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THE WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

This warranty is extended only to the original purchaser and is non transferable. A purchase receipt or other proof of date of original purchase will be required before warranty service is rendered.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may have other rights, which vary from state to state.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. The warranty does not cover damage which occur in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from improper installation, set-up adjustments, improper

If you have a problem with this product that is not handled to your satisfaction, then write the Consumer Affairs Department at the Company address indicated above.

In the USA and Puerto Rico
FOR SERVICE
CALL TOLL FREE
1-800-973-4390



Panasonic Solutions Company
 Unit of Panasonic Corporation of
 North America
 Three Panasonic Way, 2F-5,
 Secaucus, NJ 07094

**Panasonic Hospitality LCD HDTV
 Limited Warranty**

Panasonic Solutions Company, (referred to as "the Warrantor") will repair this product and all included accessories with new or refurbished parts, free of charge in the USA or Puerto Rico, of the original purchase in the event of a defect in materials or workmanship as follows:

Models or Parts	Part Warranty	Labor Warranty
Professional Flat Panel Display	2 Years	2 Years

On-site or carry-in service in the **USA and Puerto Rico** may be obtained during the warranty period by contacting Panasonic Solutions Company Service toll free at 1-800-973-4390.

This warranty is extended only to the original purchaser and is non transferable. A purchase receipt or other proof of date of original purchase will be required before warranty service is rendered.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. The warranty does not cover damage which occur in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from improper installation, set-up adjustments, improper

antenna, inadequate signal pickup, maladjustment of consumer controls, improper operation, power line surge, improper voltage supply, lighting damage, or service by anyone other than an authorized repair facility, or damage that is attributable to acts of God.

LIMITS AND EXCLUSIONS

There are no express warranties except as listed above.

THE WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGE TO DISCS) RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THE WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may other rights, which vary from state to state.

If you have a problem with this product that is not handled to your satisfaction, then write the Consumer Affairs Department at the Company address indicated above.

In the USA and Puerto Rico
 FOR SERVICE
 CALL TOLL FREE
 1-800-973-4390

PANASONIC SYSTEM COMMUNICATIONS COMPANY OF NORTH AMERICA DIVISION OF PANASONIC CORPORATION OF NORTH AMERICA

One Panasonic Way 2A-4 Secaucus, NJ 07094

Limited Warranty

Panasonic Solutions Company or Panasonic Sales Company (collectively referred to as "the Warrantor") will repair this product and all included accessories with new or refurbished parts, free of charge in the USA or Puerto Rico, from the original date purchase in the event of a defect in materials or workmanship as follows:

Warranty	Part Warranty	Labor Warranty
All Monitors, VCRs, Cameras, Camcorders, P2 Product, DVDs, Switchers, and Plug-in Computers.	1 Year	1 Year
Exceptions		
D3 & D5 Video Heads	90 days or 500 Hours	90 days or 500 Hours
Camera CCD	2 Years	1 Year
Monitor CRT	2 Years	1 Year
All Accessories including batteries, cables, and tapes.	10 Days	None
P2 Memory Card	1 Year	None
SD/SDHC Memory Card	90 Days	None

Carry-in or mail-in service in the **USA or Puerto Rico** may be obtained during the warranty period by contacting a Panasonic Solutions Company Authorized Service Center either by using the website <http://www.panasonic.com/business/provideo/support> or by calling toll free **855-772-8324** to locate the nearest authorized Service Center.

This warranty is extended only to the original purchaser and is non transferable. A purchase receipt or other proof of date of original purchase from Panasonic Solutions Company Authorized Dealer will be required before warranty service is rendered. Whenever the date of original purchase can not be satisfactorily determined, the date of manufacture will be considered as the warranty effective date. The Warrantor reserves the right to audit any claim and to nullify any claim that cannot be substantiated.

Serial numbers that have been altered, defaced or removed void this warranty.

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use. The warranty does not cover damage which occur in shipping or failures which are caused by products not supplied by the warrantor, or failures which result from faulty installation, set-up adjustments, improper antenna, inadequate signal pickup, maladjustment of user controls, improper operation, power line surge, improper voltage supply, lightning damage, or service by anyone other than an authorized repair facility, or damage that is attributable to acts of God or force majeure.

The Warrantor does not warrant, and shall not be responsible for, any lost data or images contained in any product (including in any returned product), regardless of the cause of the loss. The Warrantor shall also not be responsible for any costs associated with determining the source of system problems or removing and installing Panasonic products.

Please see reverse side.

LIMITS AND EXCLUSIONS

There are no express warranties except as listed above.

THE WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGE TO DISCS) RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THE WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you.

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. If you have a problem with this product that is not handled to your satisfaction, then write the Consumer Affairs Department at the Company address indicated above.

IN THE USA AND PUERTO RICO

FOR THE NEAREST SERVICE CENTER
CALL 855-772-8324

OR

Website: <http://www.panasonic.com/business/provideo/support>

FOR TECHNICAL SUPPORT
CALL 855-772-8324

OR

Email: provideosupport@us.panasonic.com



A13. New Product Notification

Your Requirement: Describe how your firm will notify customers of new products.

Our Response: Both Panasonic and our designated TP3 Resellers make product information available to customers as soon as it is available for release. Methods used to disseminate information are incorporated within our standard sales support processes. These processes include frequent sales force education programs and initiatives to distribute new product information, as well as the use of communications vehicles that include printed, electronic, and online information dissemination to ensure that all of our customers are aware of new product developments, MSRP, and availability dates.

A14. Technical Support Capabilities

Your Requirement: Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.

Our Response: Both warranty support and technical support can be access through (800) LAPTOP5 24/7. Additionally, our designated TP3 Resellers also offer additional technical support options. **Note:** Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

A15. Public Safety Solutions Offered

Your Requirement: Describe the Panasonic public safety solutions offered. At a minimum, please include the following:

- a. Toughbooks (Fully-rugged, vehicle mounted rugged, semi-rugged, business rugged, tablet, etc.)
- b. Accessories including but not limited to vehicle mounts, desktop replicators, batteries, battery chargers, memory cards, external drives, extended warranties, etc.
- c. Ancillary Products and Services – It is recognized that there may be ancillary products and services, not offered by Panasonic, that complement the Toughbook and Arbitrator product lines, such as vehicle mounts, antennas, etc. that may be purchased under this contract. The purchase of the ancillary products and services must be associated to a Panasonic product line.
- d. Panasonic professional displays including LCD and plasma displays.
- e. Panasonic professional audio visual including professional cameras.
- f. Panasonic video conferencing products.
- g. Any other Panasonic public safety product.

Our Response: PSCNA has been producing true COTS rugged computer platforms longer than any other manufacturer, and we continue to innovate our solutions based on



ongoing and new requirements. The new future of the Toughbook Toughpad is a great example of how we continually bring leading-edge technology into the public safety world. While other manufacturers target consumer markets and afterwards try to transition their products into public safety, ours are specifically designed with the public safety environment in mind. In these environments, technology can literally affect life or death situations, and having the most capable, dependable technology is critical.

National IPA contract customers can expect the same level of extremely low failures and best blend of leading-edge capabilities to be available with any Toughbook solution. Toughbook computers have over a decade of exemplary data to prove that our units last longer and continue to enable public safety personnel far beyond expectations. Most Toughbook customers keep our units in service between three and five years, but many are still successfully using platforms made eight or more years ago. Factors like what specific applications and complementary technology National IPA contract customers would like to deploy, as well as overall network architecture design, can impact these decisions.

Our proven low failure rates demonstrate the overall cost savings National IPA contract customers will experience by continuing to choose Panasonic as their partner for rugged computing platforms. We have a variety of options for warranties, and these low failure rates translate into vast savings (time and monetary) for both in and out of warranty units.

We are pleased to be able to offer additional products to support the National IPA contract customers to include Professional Displays, Professional Audio Visual and Video Teleconferencing products. In our response, we have offered the complete suite of integrated Panasonic and partner solutions that address a number of emerging technology needs, including unified business communications, mobile computing, security and surveillance systems, productivity solutions, high definition visual conferencing, professional displays and HD and 3D video production.

Products can be sold independently via distribution or integrated with key partner applications, services and solutions to deliver a turnkey service offering. Panasonic customers and partners will have access to a broader range of products and solutions via a unified approach. Through its broad range of integrated business technology solutions, Panasonic empowers professionals to do their best work. Customers in government, healthcare, education, and a wide variety of agencies depend on integrated solutions from Panasonic to reach their full potential, achieve competitive advantages, and improve outcomes.

In addition, Panasonic is pleased to make the following item(s) available even though they are outside the scope of this contract.



Document	Description
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 Projector - PT-DZ12000U spec sh	Projectors
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These items may be added to our formal offering upon National IPA request.

A16. Ancillary Products and Services Offered

Your Requirement: Describe the non-Panasonic ancillary products and services offered to complement the Panasonic public safety solutions.

Our Response: We are pleased to provide the following products in our offering to compliment the Panasonic offering for the National IPA contract. These products will be offered in our umbrella category of accessories and fall under that category of discount. The following are some of the items that we will offer:

- Lind power management
- Gamber mounts
- Havis mounts
- Infocase cases
- Desko Person Identification Mini Dock with Integrated Capacitive Fingerprint Module
- WMCO NVIS filter for the laptop LCD
- iKey NEMA keyboard
- Stop Theft Prevention bar code security plate
- Barcoda tagrunners
- Verizon Technologies

A representative sample showing one of these complementary products is embedded below. Others are available upon request.

Document	Description
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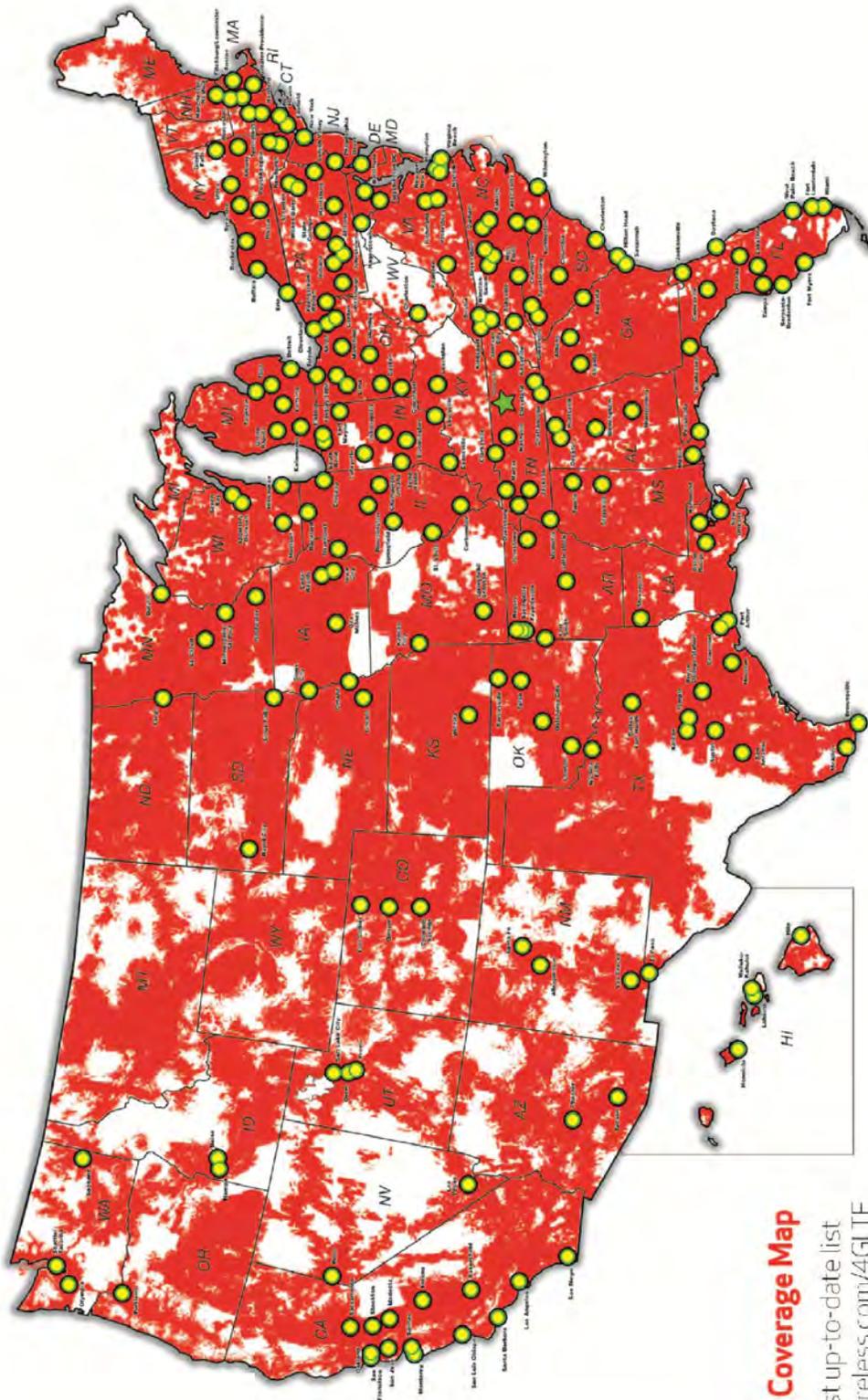
 Desko person id spec sheet - access - 2011	Desko Person ID Dock Specification
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A coverage map of Verizon Wireless service appears on the following full page.

COVERAGE MAP



THE LARGEST HIGH-SPEED WIRELESS NETWORK IN AMERICA.



Map Key

- Current 4G Markets
- 4G Markets Expected in 2012
- 3G Coverage Area
- 4G/3G Coverage Not Available

4G Markets and 3G Data Coverage Map

For an airport list and the most up-to-date list of 4G markets, visit verizonwireless.com/4GLTE

Important Map Information:

This map does not guarantee coverage. This map depicts predicted and approximate wireless coverage, and may contain areas with limited or no service. Even within a coverage area, many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, may affect availability and quality of service. The Nationwide, Canada, and Mexico Rate and Coverage Areas may include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot guarantee its accuracy. See verizonwireless.com/coveragelocator for additional information.

Headset Banner Information: "Extended Network" or "Roaming"; Included Features and Optional Services may not be available.



A17. Imaging, Protection Plus, and Extended Warranties

Your Requirement : Describe the types of services you offer on the following:

- a. Imaging
- b. Protection Plus
- c. Extended Warranties
- d. Extended Warranties for batteries

Our Response: Warranty descriptions and documents appear below.

Disk Image Management – Panasonic's Disk Image Management service provides for unit re-imaging to the customer's specific disk image load when units are sent in for repair to the Panasonic National Service Center. In the event that the hard disk drive has become damaged, or the software on the hard disk drive has become corrupted, disk re-imaging will be necessary. This service provides for re-imaging to the customer's specific profile (i.e. officer, detective, supervisor, etc.) and express shipping back to the customer.

Document	Description
 DiskImageMgmt - March 2012.pdf	Attachment D

Panasonic Protection Plus – Panasonic's "no fault" warranty coverage available for 3, 4* or 5* years to supplement the standard Panasonic 3-Year Limited Warranty. This coverage provides a "ceiling" on out-of-warranty costs, and is purchased at the time of unit purchase. Also, with Protection Plus coverage, nearly all repairs are covered as "in warranty", which means all parts, labor and overnight shipping charges are paid by Panasonic.

***Note:** Protection Plus coverage for years 4 and 5 includes 1- and 2-year standard warranty extensions, respectively. This means that all repairs that would normally be covered as "in-warranty" during the first 3 years will continue to be covered in years 4 and 5.

This also includes express shipping (both ways) paid by Panasonic for the entire 4- or 5-year period. 4th year warranty coverage is included with pricing submitted.

Document	Description
 Protection_Plus - Feb 2012.pdf	Attachment E



Panasonic Extended Warranty – Provides extended warranty coverage for year 4, or for years 4 and 5. Coverage is identical to that provided under the standard Panasonic 3-Year Limited Warranty. This also includes express shipping (both ways) paid by Panasonic for the entire 4- or 5-year period.

Document	Description
 Extended_Warranty - Feb 2012.pdf	Attachment F

Panasonic Battery Warranty – This service provides for replacement of the unit battery after the expiration of the standard 1-year warranty on the original unit battery. The service is administered via the same Panasonic technical support hotline (1-800-LAPTOP5), and provides for battery replacements via our Priority Exchange program (overnight shipping is included). The Panasonic Battery Warranty Program provides for a battery replacement to be sent via overnight shipping for any battery that has less than 50% remaining capacity.

Document	Description
 Ext_Batt_Warranty - Feb 2012.pdf	Attachment G

A18. Continuation of Discount Levels for New Products

Your Requirement: *The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same discount off list price indicated above. If new products become available and will not be offered at the same discount describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.*

Our Response: PSCNA will be pleased to offer identical discount rates on new technologies whenever possible. However, as pricing may vary drastically on items depending on the pricing offered on the market (such as memory or hard drives increasing in price virtually overnight due to shortages or manufacturing issues, for example), Panasonic will work with the National IPA Contracting Officer to make every effort to match existing price structures and settle variances in market value as may be applicable.



A19. Other Applicable Products or Services

Your Requirement: Describe what other products or services you offer that would be applicable to this contract.

Our Response: Additional professional services that will be applicable to this contract and that are common to many agency procurements include all of the following:

Hot Swap Management – Panasonic will inventory, image, and deploy the customer's "hot swap" units for overnight delivery in the event of a unit failure/loss/damage, etc. The hot swaps (customer-supplied) are located at the Panasonic National Service Center, and dispatch is guided by our toll-free technical support hotline (1-800-LAPTOP5). Flexible options allow hot spares management to be purchased to cover just the 3-Year Limited Warranty period, or extend out for up to 5 years.

Document	Description
 Hot_Swap_Management - Feb 2012.pdf	Attachment H

Data Protection – Panasonic's Data Protection offers the ultimate data protection, computer theft recovery and asset tracking solution. Panasonic is a preferred provider of Computrace[®] by Absolute Software. Using any type of Internet connection, Computrace works behind the scenes on your Toughbook[®] computers to silently and securely contact the Absolute Monitoring Center every 24 hours to report its location.

Document	Description
 Data_Protection - Feb 2012.pdf	Attachment I

On-Site Service – Panasonic's On-Site Service program provides for "next business day" service for Toughbook customers both in and out of the United States. On-Site Service programs are available for 3 to 5 years of coverage, and can be customized at an incremental cost to include customer specific upgrades (i.e. response times).

Document	Description
 Onsite_Services - Feb 2012.pdf	Attachment J



Other TP3 Approach and Methodology Considerations

We have provided representative answers within our proposal derived from our designated TP3 resellers. We have not listed representative answers to each question from each designated TP3 reseller in the interest of efficiency and clarity of our proposal response.

However, we believe that it is important to note that all of our Designated TP3 resellers, which include Visual Pro 360, MCT, CDW-G, PCS Mobile, Insight Public Sector, AVISPL, and Whitlock, offer the benefits of comprehensive facilities, technical support and order fulfillment capabilities that enable each to meet the requirements of this contract. Specific and detailed information with respect to each of our designated TP3 Resellers' capabilities and services can be provided as well upon request.

A20. Leasing / Financing Options

Your Requirement: *Describe any leasing or financing options available. Include any financing or leasing documents that agencies would be required to sign.*

Our Response: We are pleased to continue to offer the leasing option as a service to the National IPA contract customers. This was implemented as an amendment in 2010 for National IPA customers for Panasonic.

A sample of the lease agreement appears on the following two full pages.



Panasonic Finance Solutions

Provided by CoActiv Capital Partners for Panasonic Computer Solutions Company

MASTER GOVERNMENT LEASE AGREEMENT FOR NATIONAL IPA CONTRACT

Administration Center, 855 Business Center Drive, Horsham, PA 19044
Telephone: 1.800.373.6304; Facsimile: 1.866.654.3299

AGREEMENT NUMBER:

Dear Customer: This Master Government Lease Agreement ("Lease") is written in simple and easy-to-read language. Please read this Lease thoroughly and feel free to ask us any questions You may have about it. The words YOU and YOUR refer to the Lessee. The words WE, US and OUR refer to the Lessor.

CUSTOMER AND BILLING CONTACT INFORMATION	
Lessee Full Legal Name:	Federal Tax ID#:
Billing Contact Person:	Billing Contact Phone No.:
Billing Address:	
Address:	
Equipment Location (Complete only if different from billing address):	

TERMS/CONDITIONS (PAGE 1 OF 2)

IMPORTANT: NEITHER THE SUPPLIER NOR ANY SALESPERSON IS OUR AGENT. THEY HAVE NO AUTHORITY TO SPEAK ON OUR BEHALF OR MAKE ANY CHANGES TO THIS LEASE AND THE EQUIPMENT SCHEDULE(S) RELATED HERETO. THEIR STATEMENTS WILL NOT AFFECT YOUR RIGHTS OR OBLIGATIONS UNDER THIS LEASE AND THE EQUIPMENT SCHEDULE(S) RELATED HERETO.

- LEASE AGREEMENT; PAYMENTS:** We agree to lease to You and You agree to lease from Us the equipment identified in the Equipment Schedule(s) related hereto ("Equipment Schedule(s)", together with all replacements, parts, attachments, accessories and substitutions therefore ("Equipment"). You promise to pay Us the Lease Payments according to the TRANSACTION TERMS shown on the Equipment Schedule(s), plus all other charges (see Sections 4, 9, 11, 13, and 19) due hereunder.
- GENERAL TERMS; PAYMENT ADJUSTMENTS; EFFECTIVENESS:** You agree to all the terms and conditions on page 1 and 2 of this Lease and on the Equipment Schedule(s) (collectively, the "Lease Agreement"). This Lease Agreement is a complete and exclusive statement of our agreement. The Equipment will not be used for personal, family or household purposes. If the final cost of the Equipment varies from the estimate You or Your supplier have provided to Us, You agree that we may notify you of our intent to adjust the Lease Payment accordingly - upward or downward up to 10% and then with Your written approval facilitate the adjustment. You acknowledge receipt of a copy of this Lease Agreement and acknowledge that You have selected the Equipment and reviewed the supply contract under which we will obtain the Equipment. THIS LEASE AGREEMENT IS NOT BINDING ON US AND WILL NOT COMMENCE UNTIL WE ACCEPT IT IN OUR OFFICES IN HORSHAM, PENNSYLVANIA, You authorize Us to file UCC financing statements, and any amendments thereto, to show our interest in the Equipment and any proceeds thereof. You authorize Us to insert or correct missing information on the Lease Agreement, including an Agreement Number. Your full legal name, serial numbers, Equipment location, and any information we deem necessary to describe the Equipment. We will however, make a reasonable effort to obtain that information from You prior to such adjustments. Any security deposit You have given Us is non-interest bearing and may be used by Us to cover any costs or losses we may suffer due to Your default under the Lease Agreement. The security deposit is refundable upon expiration of the Lease Agreement, provided all Lease Agreement terms and conditions have been performed. You agree that any Purchase Order issued to Us covering the Equipment, is issued for authorization purposes and our internal use only, and none of its terms and conditions shall modify the Lease Agreement. You agree to provide Us Your financial statements upon request. Nothing in this Lease Agreement shall be construed to mean that You must pay any sum which exceeds that which may lawfully be charged, and if there is such an excess sum, it shall be applied to reduce the lawful amounts payable by You, and any excess shall be returned to You.
- RENEWAL:** Unless the PURCHASE PROVISION AT END OF TERM is \$1 00, after the original Lease Agreement term expires, this Lease Agreement will automatically renew for successive one month terms unless (a) You send Us written notice at least 60 days, but no more than 120 days, before the end of any term, that You do not want it to renew, or (b) following renewal either party terminates this Lease upon 60 days prior written notice.
- LATE CHARGES; OTHER CHARGES:** The due date for Your Lease Payments will be identified on Your invoice. If any Lease Payment is not made when due, You agree to pay, to the extent permitted by law, a late charge of 10% of such late payment or \$25, whichever is greater. You also agree to pay \$25 for each returned check.
- EQUIPMENT OWNERSHIP; LOCATION:** We are and shall remain the sole owner of the Equipment. You agree to keep the Equipment free from liens and encumbrances. You will keep the Equipment only at the location shown on the Equipment Schedule(s) and You will not move it unless You get our prior written consent. The Equipment shall always remain personal property even though the Equipment may become attached or affixed to real property. Notwithstanding the foregoing, You hereby grant Us a security interest in the Equipment to protect our interests in the event the Lease Agreement is later determined not to be a true lease.
- NO WARRANTIES:** WE ARE LEASING THE EQUIPMENT TO YOU "AS IS," WITH NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, DESIGN, CONDITION, OR THE QUALITY OF THE MATERIAL OR WORKMANSHIP. WE ARE NOT RESPONSIBLE FOR ANY REPAIRS OR SERVICE TO THE EQUIPMENT OR ANY DEFECTS OR FAILURES IN OPERATION. We assign to You for the term of this Lease Agreement any transferable manufacturer or supplier warranties. We are not liable to You for any breach of those warranties. You agree that upon Your acceptance of the Equipment, You will have no set-offs or counter-claims against Us.
- LESSEE REPRESENTATIONS:** You represent and warrant to Us, that You: (a) are a public body corporate and politic duly organized and existing under the laws of your State; (b) have taken all requisite action and possess the requisite authority to execute this Lease Agreement; (c) have fully budgeted and appropriated sufficient funds for the current fiscal year to make the Lease Payments hereunder; (d) complied with all competitive bidding requirements relating to the acquisition of the Equipment or are leasing this equipment through a cooperative purchasing contract that is in compliance with your procurement code; (e) have provided accurate financial information to Us and will annually provide Us with financial statements, budgets, proof of appropriation and other such financial information that We may reasonably request; and (f) will use the Equipment only for essential governmental or proprietary functions within the permissible scope of your authority.
- MAINTENANCE; USE; INSTALLATION:** You are responsible for installation and maintenance of, and for any damage to, the Equipment. You must service, repair and maintain the Equipment at Your own expense, keeping it: (a) in the same condition as when received, ordinary wear and tear excepted, (b) in compliance with all applicable laws and regulations; (c) in compliance with all insurance policies; and (d) in compliance with all manuals, orders, recommendations and instructions issued by the manufacturer or supplier. You shall permit the Equipment to be used by qualified personnel solely for business purposes and the purpose for which it was designed. You will make no alterations or modifications to the Equipment without Our prior written consent. If the Equipment malfunctions, is damaged, lost or stolen, You agree to continue to make all payments due under this Lease Agreement.
- INSURANCE; CASUALTY:** Until this Lease Agreement is paid in full and the Equipment has been purchased by You or returned to Us, You will: (a) keep the Equipment insured against all types of loss, including theft, under an all risk property insurance policy naming Us as loss payee for the greater of the Remaining Balance (defined below) or its full replacement value; and (b) provide and maintain comprehensive general public liability insurance naming Us as additional insured. All policies and insurer(s) shall be acceptable to Us and the insurer(s) must agree to provide Us at least 30 days prior written notice of any material change, cancellation or non-renewal of coverage. If You do not provide Us with acceptable evidence of insurance, We may, but will have no obligation to, obtain insurance and add a charge to Your monthly invoice which will include the insurance premium charged by Our insurance provider, Our then prevailing insurance administration fee, together with interest on such amounts at the overdue rate provided in Section 13. If the Equipment is damaged, You shall immediately repair the damage at Your expense. If any Equipment is lost, stolen or damaged beyond repair, You shall at Our option, (a) replace the same with like equipment in a condition acceptable to Us and convey, clear title to such equipment to Us (such equipment will become Equipment subject to this Lease Agreement), or (b) pay Us the Remaining Balance. For purposes of this Lease Agreement, "Remaining Balance" means the sum of (i) all amounts which are currently due to Us under this Lease Agreement, but are unpaid, plus (ii) the present value of the sum of all amounts to become due during the Lease term plus the Purchase Provision At End of Term price for the Equipment; provided, that if the Purchase Provision At End of Term price is FMV, "FMV" shall mean the fair market value of the equipment in place and in use as reasonably determined by Us ("FMV"), then the Remaining Balance will be calculated by reference to the expected FMV for the Equipment as of the end of the Lease Agreement term, as reasonably anticipated by Us at the commencement of the Lease Agreement. Upon Our receipt of the Remaining Balance following the loss or destruction of any Equipment, You shall be entitled to whatever interest We have in such Equipment, in its then condition and location, without warranties of any kind.

(Continued on Page 2)

LESSEE AUTHORIZED SIGNATURE:	THIS LEASE AGREEMENT MAY NOT BE CANCELED
<input checked="" type="checkbox"/> Print Name:	Date:
<input type="checkbox"/> Print Name:	Title:
LESSOR AUTHORIZED SIGNATURE:	Date:
<input checked="" type="checkbox"/> Print Name:	Title:



Terms/Conditions – Continued from Page 1. This is Page 2 of 2.

10. **LIABILITY:** WE ARE NOT RESPONSIBLE FOR ANY LOSSES OR INJURIES TO YOU OR ANY THIRD PARTIES CAUSED BY THE EQUIPMENT OR ITS USE. You assume the risk of liability for, and agree to indemnify, defend and hold Us, Our employees, agents and assigns, harmless from and against (a) any and all liabilities, losses, damages, claims and expenses (including attorneys' fees and legal costs) arising out of the manufacturer, purchase, shipment and delivery of the Equipment to You, acceptance or rejection, ownership, licensing, titling, registration, leasing, possession, operation, use, return or other disposition of the Equipment, including but not limited to, any liabilities that may arise from patent or latent defects in the Equipment, and any claims based on strict tort liability; (b) any and all loss or damage of or to the Equipment; and (c) any liability to the manufacturer or supplier arising under any purchase orders issued by or assigned to Us.

11. **PERSONAL PROPERTY TAXES:** You agree to show the Equipment as "Leased Property" on all personal property tax ("PPT") returns. You agree to pay Us all PPT assessed against the Equipment. During the term of Your Lease Agreement, We may charge You an estimated PPT fee to offset PPT exposure on Your leased Equipment. This fee will be a reasonable estimate of the expected tax liability, usually 90% of the PPT assessed for Your Equipment in the preceding tax year. We may also charge You an administrative fee of no more than \$12 per item of leased Equipment with each PPT bill to offset the costs associated with the reporting, payment, and collection of actual or estimated PPT. You agree to reimburse Us for applicable sales and/or use tax and all other taxes, fees, fines and penalties which may be imposed, levied or assessed by any federal, state, or local government or agency which relate to this Lease Agreement, the Equipment or its use. Fines and penalties will be limited to any incurred as a result of Your failure to act in accordance with federal, state and local tax laws and/or the terms of this Lease Agreement. You agree to reimburse Us for reasonable costs incurred in collecting or paying any taxes, assessments, charges, penalties or fees.

12. **ASSIGNMENT:** YOU MAY NOT SELL, PLEDGE, TRANSFER, ASSIGN OR SUBLEASE THE EQUIPMENT OR THIS LEASE AGREEMENT WITHOUT OUR CONSENT, which will not be unreasonably withheld. We may sell, assign or transfer all or any part of this Lease Agreement and/or the Equipment. The new owner will have the same rights that We have and the terms and conditions of the Lease Agreement will not change, but You agree You will not assert against the new owner any claims, defenses or set-offs that You may have against Us or any supplier.

13. **DEFAULT DAMAGES:** If You, or any guarantor of Your obligations: (a) fail to make any Lease Agreement payment within 5 days of when due, or (b) become insolvent or commence bankruptcy or receivership proceedings or have such proceedings commenced against You, or (c) terminate Your existence by merger, consolidation, sale of substantially all Your assets, or (d) default under any other agreement You have with Us or Our affiliates, or (e) otherwise breach any warranty, covenant or provision of this Lease Agreement, You will be in default. If You are in default, to the extent permitted by law, We may, but shall not be obligated to, do any or all of the following: (i) declare immediately due and payable the Remaining Balance and all unpaid amounts due under this Lease, (ii) require You to immediately return all Equipment to Us at Your expense, (iii) with or without notice, demand or legal process, re-take possession of the Equipment (and You authorize Us to enter upon the premises wherever the Equipment may be found), (iv) sell, hold, use, lease or otherwise dispose of the Equipment, (v) immediately terminate this Lease Agreement (and any other agreements We have with You), (vi) apply any security deposit to reduce amounts due to Us hereunder, and/or (vii) exercise any other remedies available to Us under applicable law. You agree to pay Our actual attorneys' fees, plus all actual costs, including all costs of any Equipment repossession.

Any payment or other amount more than 30 days delinquent under this Lease Agreement shall accrue interest until paid at the overdue rate of 1-1/2 percent per month, or the maximum amount permitted by applicable law, whichever is less. If We dispose of the Equipment, We will apply the net proceeds of such disposition to reduce the Remaining Balance and other amounts payable by You, and You shall remain responsible for the payment of any deficiency. If the Purchase Provision At End of Term price indicated on the face of the related Equipment Schedule is \$1, and the net proceeds We recover following a default is more than the Remaining Balance and other outstanding amounts payable by You, We will give You the excess. You waive any notice of Our repossession or disposition of the Equipment. By repossessing any Equipment, We do not waive Our right to collect any amounts due on this Lease Agreement. We will not be responsible to You for any consequential or incidental damages. Our delay or failure to enforce Our rights under this Lease Agreement will not prevent Us from doing so at a later time.

14. **CHOICE OF LAW, JURISDICTION, VENUE, NON-JURY TRIAL:** You and any Guarantor hereto agree that this Lease Agreement will be deemed for all purposes to be fully executed and performed in the Commonwealth of Pennsylvania, and will be governed by Pennsylvania law. YOU AND ANY GUARANTOR EXPRESSLY AND IRREVOCABLY AGREE TO: (a) BE SUBJECT TO THE PERSONAL JURISDICTION OF ANY STATE OR FEDERAL COURT LOCATED IN THE COMMONWEALTH OF PENNSYLVANIA IN ANY CONTROVERSY THAT MAY ARISE RELATING TO THIS LEASE AGREEMENT, ANY GUARANTY OR THE EQUIPMENT, (b) ACCEPT VENUE IN ANY FEDERAL OR STATE COURT IN PENNSYLVANIA AND AGREE THAT SUCH COURT WILL BE A CONVENIENT PLACE FOR ANY TRIAL, AND (c) WAIVE ANY RIGHT TO A TRIAL BY JURY. You and any Guarantor further acknowledge and agree that subsections (a) through (c) are conditions precedent to and are material inducements to Our entering into this Lease Agreement with You and any Guaranty with any Guarantor.

15. **FINANCE LEASE AMENDMENTS:** YOUR OBLIGATION TO PAY ALL AMOUNTS UNDER THIS LEASE AGREEMENT IS ABSOLUTE AND UNCONDITIONAL. THIS LEASE AGREEMENT IS A "FINANCE LEASE" UNDER THE UNIFORM COMMERCIAL CODE AS ADOPTED IN PENNSYLVANIA ("UCC"). THIS LEASE AGREEMENT MAY NOT BE AMENDED EXCEPT BY A WRITING WHICH BOTH PARTIES HAVE SIGNED. YOU WAIVE ANY AND ALL RIGHTS AND REMEDIES YOU MAY HAVE UNDER UCC 2A-508 THROUGH 2A-522, INCLUDING ANY RIGHT TO: (a) CANCEL THIS LEASE AGREEMENT; (b) REJECT TENDER OF THE EQUIPMENT; (c) REVOKE ACCEPTANCE OF THE EQUIPMENT; (d) RECOVER DAMAGES FOR ANY BREACH OF WARRANTY, AND (e) MAKE DEDUCTIONS OR SET-OFFS, FOR ANY REASON, FROM AMOUNTS DUE US UNDER THIS LEASE AGREEMENT. IF ANY PART OF THIS LEASE AGREEMENT IS INCONSISTENT WITH UCC 2A, THE TERMS OF THIS LEASE AGREEMENT, INCLUDING THE FOREGOING WAIVERS, WILL GOVERN. WE GRANT YOU A SECURITY INTEREST IN THE EQUIPMENT AND AUTHORIZE YOU TO FILE UCC FINANCING STATEMENTS.

16. **NON-APPROPRIATION:** Both parties agree to the following: You reasonably believe that sufficient funds can be obtained to make all payments during each of the renewal terms. You hereby covenant that You will do all things lawfully within Your power to obtain and maintain funds from which the payments may be made, including making provisions for such payments to the extent necessary in each annual fiscal year budget submitted for the purpose of obtaining funding or by obtaining separate funding by a third party. If after formal written budget request submitted to Us, the Mayor/Council (or other governing body) does not allocate funds necessary to continue payments for the renewal term, You may terminate this agreement at the end of the fiscal year term with no penalty. Parties acknowledge and agree that it is their intent that funding by You shall continue throughout the term of this agreement, but the parties recognize that such funding is subject to the provisions of state law in the event of non-allocation of funds. Lessor shall have only the right and remedy of taking possession of the equipment. You shall provide written notice to Us within thirty (30) days after confirmation of funding for the fiscal period for which the funding authority does not appropriate funds, stating that the funding authority, through no action on Your part, failed to appropriate funds for the next fiscal period. You shall verify in writing that the canceled equipment is not being replaced by similar equipment or equipment performing similar functions, provided by another Contractor during the ensuing fiscal year. In addition, You agree to make the equipment available for pick up by Us pursuant to Section 19. You shall then be released from all obligations to make any further payments to Us, with Us retaining all sums paid to date.

17. **SECTION 8038 FILING:** You agree that You will timely file a Form 8038-GC (or, as necessary, Form 8038-G), or any revised or renumbered form with the Internal Revenue Service in accordance with Section 149(e) of the Internal Revenue Code and the Regulations relating thereto, and agree to appoint Us Your agent for the purpose of maintaining a book entry system as required by Section 149(a) of the Internal Revenue Code.

18. **PURCHASE PROVISION:** If You are not in default, You may at any time with 60 days prior written notice purchase all (but not less than all) the Equipment for a price equal to the sum of all remaining payments to come due during the term (if any) plus the Purchase Provision At End of Term price indicated on the face of Equipment Schedule plus any applicable sales taxes and fees. Any Purchase Provision At End of Term price for the Equipment designated as "FMV" shall be for its fair market value in place and in use as reasonably determined by Us ("FMV"). You must give Us 60 days advance written notice of Your intent to exercise this provision unless the purchase is being made at the end of the term and the Purchase Provision At End of Term is \$1.

19. **EQUIPMENT RETURN:** If You do not exercise the Purchase Provision At End of Term, You will immediately allow the National IPA Reseller to crate, insure and ship all, but not less than all, of the Equipment, in good working condition, to Us at a location and by means We designate, with all expenses to be prepaid by the National IPA Reseller. You must give Us 60 days prior written notice of Your intent to return the Equipment under this Section. The National IPA Reseller agrees to pay a restocking fee not to exceed \$100 for each item of Equipment which You return to Us under this Section. The National IPA Reseller must disassemble and pack equipment for shipment in a manner authorized by the manufacturer or its representative and provide for its reassembly at the return location in the condition required by this Lease Agreement, at the expense of the National IPA Reseller. If You fail to allow the National IPA Reseller to return all of the Equipment to Us as agreed, You shall pay to Us the regular Lease Agreement payments each month until all of the Equipment is returned. If the Equipment is damaged when received by Us or otherwise not in the condition required upon return to Us, You agree to pay for all costs of repair or restoration. The National IPA Reseller will be responsible for any damage to the Equipment which occurs during shipping.

20. **FACSIMILE:** If We agree, You may transmit this Lease Agreement and related documents to Us by telecopy or facsimile ("fax"). The fax version of this Lease Agreement and related documents shall constitute an original of the documents and "best evidence" of the parties' agreement, and shall be binding on You as if it were manually signed and personally delivered. You agree that such faxed documents will be admissible in any legal action. To the extent this Lease Agreement constitutes chattel paper under the UCC, a security interest in this Lease Agreement may be created through the transfer and possession of a copy of this Lease Agreement manually executed by Us without the need to transfer possession of any other fax or copy of this Lease Agreement, or any other related documents or instruments. We have no duty to verify or inquire as to the validity, execution, signer's authority or any other matter concerning the propriety of any fax.

21. **MISCELLANEOUS:** If any provision of this Lease Agreement is unenforceable, invalid or illegal, the remaining provisions will continue to be effective. You must bring any action against Us relating to this Lease Agreement within one year after the basis for the claim first arises, and in any event not later than one year following termination of this Lease Agreement. Time is of the essence with respect to the payment and performance of all of Your obligations under this Lease Agreement.

22. **MERGER:** THE ABOVE TERMS AND CONDITIONS AND THE TERMS AND CONDITIONS IN THE EQUIPMENT SCHEDULE(S) REPRESENT ALL OF THE TERMS AND CONDITIONS BETWEEN THE PARTIES AND CANNOT BE MODIFIED OR ALTERED UNLESS IN A WRITING SIGNED BY AUTHORIZED INDIVIDUALS OF BOTH PARTIES.

AUTHORIZED SIGNER:	
<input checked="" type="checkbox"/>	Lessee Full Legal Name:
Title:	Agreement Number:



B. Price Proposal

B1. Price Page

Your Requirement: *Provide price proposal as requested on the Price Page attached herein.*

Our Response: Our fully executed pricing page appears on the following full pages.

This space intentionally left blank.



PRICE PAGE

Offerors shall provide discounts off the Panasonic SRP for each product category.

ITEM NO.	PRODUCT GROUP	PERCENT DISCOUNT OFF PANASONIC SRP
1.	Toughbook Product Line	
1a.	Fully-Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Fully-Rugged product group.)</i>	
	CF-31	16%
	CF-19	16%
	CF-U1	16%
	CF-H2	16%
1b.	Accessories	11 %
1c.	Semi-Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Semi-Rugged product group.)</i>	
	CF-52	13%
	CF-53	13%
1d.	Accessories	11%
1e.	Business-Rugged <i>(If different discounts are available for different models, list all models, with their corresponding discount, in the Business Rugged product group.)</i>	
	CF-S Series	9%
	CF-C Series	9%
	CF-F Series	9%
1f.	Accessories	11%
1g.	Wireless Display – This product is no longer offered by Panasonic <i>(If different discounts are available for different models, list all models, with their corresponding</i>	



discount, in the Wireless Display product group.)

		N/A%
1h.	Accessories	11 %
2.	Arbitrator	11%
3.	Arbitrator and Toughbook Accessories	
3a.	Memory Expansion	11%
3b.	Carry Cases	11%
3c.	Power Accessories	11%
3d.	Drives	11%
3e.	Docking/Port Replicators	11%
3f.	External Displays	11%
3g.	Vehicle Mounts	11%
3h.	All Other Accessories	11%
4.	Panasonic Professional Displays	22 %
5.	Panasonic Professional Audio Visual Cameras	12 %
	Camera Accessories	5%
6.	Panasonic Video Conferencing	15 %
7.	Other Panasonic Public Safety Solutions Products	
	Projectors	38%
	Accessories for Projectors	5%
	Attach additional sheets, if required	
8.	Complementary Non-Panasonic Accessories Manufacturers	
	List manufacturers proposed:	Provide proposed discount by manufacturer
8a.	External Vehicle Antennas	11 %
8b.	Automatic License Plate Recognition	5 %
8c.		



8d. _____
 8e. _____

Attach additional sheets, if required

9. **Services – All of these services are offered but are offered at the standard pricing.**

9a.	Imaging	_____	0%
9b.	Protection Plus	_____	0%
9c.	Extended Warranties	_____	0%
9d.	Extended Warranties – Batteries	_____	0%
9e.	Consulting	_____	0%
9f.	Installation	_____	0%
9g.	Repair	_____	0%

9h.	List other services provided:	<u>Provide proposed discount for each service</u>
	_____	_____ %
	_____	_____ %
	_____	_____ %
	_____	_____ %

Attach additional sheets, if required

HAVE YOU SUBMITTED **ALL** AMENDMENTS? CHECK OUR WEBSITE **NOW!**
 AMENDMENTS MAY BE DOWNLOADED AT <http://www.tucsonprocurement.com/>



B2. Discount Percentage(s)

Your Requirement: As stated in the Instructions to Offerors, 7. Discounts, the price(s) herein can be discounted by _____%, if payment is made within _____ days.

Our Response: Discounts, if offered, are at the determination and subsequent offer of our designated TP3 Resellers.

B3. Payment Acceptance via Commercial Credit Card

Your Requirement: Will payment be accepted via commercial credit card? _____ Yes
_____ No

- a. If yes, can commercial payment(s) be made online? _____ Yes _____ No
- b. Will a third party be processing the commercial credit card payment(s)?
_____ Yes _____ No
- c. If yes, indicate the flat fee per transaction \$_____ (as allowable, per Section 5.2.E of Visa Operating Regulations).
- d. If "no" to above, will consideration be given to accept the card?
_____ Yes _____ No

Our Response: Yes, payments shall be accepted via commercial credit cards.

- a. Online payment via commercial credit card is available and varies by designated TP3 Reseller.
- b. Each reseller will do their own commercial credit card payment processing.
- c. Convenience Fees, if applicable, are at the determination of our designated TP3 Resellers.

B4. City of Tucson Business License

Your Requirement: Does your firm have a City of Tucson Business License?
 X Yes _____ No If yes, please provide a copy of your City of Tucson Business license.

Our Response: Yes, Panasonic currently possesses a business license for the City of Tucson. A copy of the license appears on the following page.

For TP3 Reseller Supporting Products and Price Lists click here:

<http://nationalipa.org/panasonic.html>



City of Tucson

Business License

Business Name and Tucson Mailing Address:



MATSUSHITA ELC CORP AMRCA
C/O TAX DEPT
1 PANASONIC WAY
SECAUCUS NJ 07094-2917

Owner:

MATSUSHITA ELC CORP AMRCA

License Number: 0109967

Type:

Other Commercial and Industrial Machiner

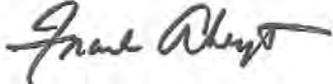
Issue Date: December 25, 2008

Expiration Date: December 31, 2009

This license / permit is non transferable and must be posted in a conspicuous place at the business location.

THE ISSUANCE OF THIS LICENSE / PERMIT SHALL NOT BE CONSTRUED AS PERMISSION TO OPERATE IN VIOLATION OF ANY LAW OR REGULATION.

FOLD HERE

<p><u>CITY OF TUCSON, ARIZONA</u> <u>FINANCE DEPARTMENT</u> <u>TREASURY DIVISION - LICENSE</u> <u>Expiration Date: December 31, 2009</u></p>		<p><u>Non-Transferable</u></p>
		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">0109967</div>
		<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">MUST BE DISPLAYED IN A CONSPICUOUS PLACE</div>
<p>Privilege License</p>		
<p>For the payment of the license fee, the person or firm below is hereby licensed to conduct business in the City of Tucson. Tax accruing to the City of Tucson shall be paid under provisions of Ch. 19, Tucson City Code. This license is subject to revocation for violation of Ch. 7 or Ch. 19 of the Tucson City Code</p>		
<p>Issued To: MATSUSHITA ELC CORP AMRCA</p>	<p>Located At: 1 PANASONIC WAY, SECAUCUS NJ 07094-2917</p>	
	<p>Effective: January 01, 2009</p>	
<p>Please refer to license number in all correspondence.</p>	<p>By  Finance Director</p>	



C. Technology

In order to present the various capabilities that are offered by Panasonic and our designated TP3 Resellers, our response has been organized to address each of your question areas with responses that correspond to Panasonic operations and operations characteristic of our designated TP3 resellers. Your questions are first listed as one group, and then answered separately by representative organization.

C1. Website Capabilities

Your Question / Requirement: *Describe your website and the ease-of-use for customers to perform the following types of tasks:*

- a. *to search for products*
- b. *to find alternate products (if a certain product is not available)*
- c. *to perform side-by-side price comparison to other Panasonic products*
- d. *to order products*
- e. *to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)*
- f. *to track order status, to include backordered items*
- g. *to determine when an item was received and who received it*
- h. *to restrict/block the ordering of certain line items and to restrict/block the ordering of groups*
- i. *to create approval paths/levels for orders, to include creating an approval path for restricted items*
- j. *to create a "favorites" list or other personalized list of frequently ordered items*
- k. *to create a "shared" list for an agency to use*
- l. *to obtain online customer service*
- m. *to receive online training*
- n. *to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders)*
- o. *to track their budget for Panasonic purchases*
- p. *to generate reports*

Our Response: Manufacturer and TP3 Reseller responses appear below.

Manufacturer's Response

Our proposal with respect to website capabilities is organized and aligned with our distribution model. In this case, the Panasonic Toughbook website provides for specific functionality, while our TP3 Resellers provide specific automations and additional functionality for the direct benefit those conducting procurement activities. In this respect, the primary services offered directly through the Panasonic Toughbook website, consist of the following:

- **Product Information**
 - Product Data Sheets



- Solution Data Sheets
- Industry / Vertical Market Case Studies
- Cost of Ownership Analysis
- Product Statistics

- **Reseller Support**
 - Program information
 - Product data
 - Reseller Education
 - Product Configuration Tools

- **Product Support**
 - Warranty information
 - Technical support contact directory
 - FAQs
 - Product Registration
 - Downloads
 - BIOS Updates
 - Driver Updates
 - Product Manuals
 - Utilities

The Panasonic Toughbook website is located at <http://www.panasonic.com/business/toughbook/laptop-computers.asp> . For the expanded Panasonic offering please visit www.Panasonic.com/Business-Solutions.

Panasonic Solutions Company

PRODUCTS INDUSTRIES SERVICES TECHNOLOGY PARTNERS ABOUT US SUPPORT HOW TO BUY

Home > Products > Toughbook Computers Panasonic recommends Windows® 7.

PRODUCTS

- ▣ Digital Signage
- ▣ Professional Displays
- ▣ Professional Video
- ▣ Projectors
- ▣ Security Video Systems
- ▣ **Toughbook Computers**
 - ▣ Business-rugged
 - ▣ Semi-rugged
 - ▣ Fully-rugged
 - ▣ Toughbook Computer Accessories
 - ▣ Configurator
 - ▣ Why Panasonic Toughbook
 - ▣ Toughbook Services
- ▣ Toughpad Tablets
- ▣ Promotions &

Toughbook Computers

TOUGHPAD

Panasonic Toughbook® mobile computers are engineered to withstand drops, spills, dust and grime, and to perform in the harshest environments. Rugged reliability, low cost of ownership and accolades from reviewers are just a few of the reasons why Toughbook computers keep winning over the world's toughest users. [LEARN MORE ▶](#)

BUSINESS-RUGGED

Tough enough to meet the demands of busy office professionals, these mobile computers offer maximum mobility. [LEARN MORE ▶](#)

NEWS ▶
EVENTS ▶

THE NEW PANASONIC TOUGHPAD FAMILY. A FEARLESS NEW WAY TO GET THE JOB DONE.

Introducing the new Android™ -powered Panasonic Toughpad™ family, the fearless new business tablets that go where no tablet has ever gone before.

[LEARN MORE ▶](#)



Representative TP3 Response

CDW•G's website enables the required functionality as follows:

a. to search for products

Representative TP3 Response: Your CDW•G Extranet will allow authorized users to search for products within a specific contract or across multiple contracts. Users can display all pricing available within the selected contract(s) for the specific product. The pricing will be in real-time, as it is constantly updated to reflect the latest status.

b. to find alternate products (if a certain product is not available)

Representative TP3 Response: CDW•G Extranet and cdwg.com offer Product Finders to make it easier to find information for discontinued models. These Finders were designed to ensure compatibility for product categories including cables, desktops, ink and toner, memory, notebooks, power protection and cases and bags.

c. to perform side-by-side price comparison to other Panasonic products

Representative TP3 Response: Your CDW•G Extranet lets you perform quick product searches and “comparison shop” by viewing side-by-side, detailed product descriptions before you even place an order. This takes the hassle out of downloading data from manufacturer websites. The “Comparison Charts” feature of your CDW•G Extranet allows users to compare the features and prices of multiple products during the shopping process and save those comparisons for future reference.

d. to order products

e. to order products in advance (i.e., how far in advance of required delivery date can an order be placed?)

Representative TP3 Response: CDW•G does provide staging options – this however, would need to be coordinated with your Account Manager.

The Staging option is available to customers who need more than 30 days of storage. This arrangement is helpful when prolonged availability of a discontinued or constrained product may be needed to meet the customer's project plans. Under this option, a Staging Agreement must be executed by your CDW•G Account Team. At least 1 – 2 weeks' notice is necessary to execute the agreement. CDW•G would perform any required configurations and hold products in our distribution center for the amount of time indicated in the Staging Agreement. Upon 48-hour notification, CDW•G will prepare the order for shipment and release it according to your rollout schedule. Your Account Manager can provide more information about the Staging option upon request.



f. to track order status, to include backordered items

Representative TP3 Response: Backorder information is available 24-hours a day on your CDW•G Extranet. When ordering through your CDW•G Extranet, you will see if a product is able to ship the same day or if the product is on backorder. If product is currently out of stock, the end user will be able to see the length of time estimated to ship the product.

g. to determine when an item was received and who received it

Representative TP3 Response: The Order Center of your CDW•G Extranet offers a full breadth of tools to track your order status, leases, purchasing history and financing options. Original invoices can be printed and you can view outstanding balances and invoices, credits, adjustments and/or payments. You can download your purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats. The system lets you automatically save this data in your spreadsheet or database applications. You can readily search your order, get your tracking number, check shipping status and request a Return Merchandise Authorization (RMA).

h. to restrict/block the ordering of certain line items and to restrict/block the ordering of groups

i. to create approval paths/levels for orders, to include creating an approval path for restricted items

Representative TP3 Response: Your CDW•G Extranet also automates your approval process. The Purchasing Authorization System (PAS) enables you to restrict your employees' purchasing power and to automate required approvals before any order is placed. PAS bypasses the laborious step of having your purchasing administrator personally place each order. This process allows for multiple levels of approval, as well as multiple approval systems, which can all function independently for the departments and locations involved with the procurement process. This system also allows for reporting that is specific to orders that have moved through the requisition process setup through PAS. All reporting is as dynamic and editable as the other tools on your CDW•G Extranet.

j. to create a "favorites" list or other personalized list of frequently ordered items

Representative TP3 Response: Organizational and personal favorites can be created. The Company Solutions capability lets you customize your CDW•G Extranet home page to show the products and configurations your company uses and streamline standard product orders. You can choose a variety of formats in which to view products individually, in bundles, by manufacturer or even in side-by-side comparisons. By grouping products into bundles, there is no guesswork when making repeat purchases on company standardized solutions. You save hours having to conduct multiple steps, when you can simply send a bundle right to your shopping cart and check.



k. to create a “shared” list for an agency to use

Representative TP3 Response: The Account Linking functions lets you view, place and track orders according to their bill-to addresses. A single log-in gives authorized users a way to efficiently access their order status from across the enterprise while placing and tracking orders by address and location.

This capability lets you customize your CDW•G Extranet home page to show the products and configurations your company uses and streamline standard product orders. You can choose a variety of formats in which to view products individually, in bundles, manufacturer, or even in side-by-side comparisons.

l. to obtain online customer service

Representative TP3 Response: Online customer service is available via cdwg.com or your CDW•G Extranet.

m. to receive online training

Representative TP3 Response: Your Account Manager can facilitate online training of your CDW•G Extranet, allowing you to reap all the benefits this useful site. Additionally, there are helpful tutorials and demonstrations located at cdwg.com/explore.

n. to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders)

Representative TP3 Response: See order process overview for description and level of data offered.

CDW•G employs a powerful 128-bit encryption technology and Secure Socket Layers (SSL) in all areas where your personal identity is required. For your protection, cdwg.com utilizes certificates from [VeriSign](http://VeriSign.com). This is your assurance that our site is authentic and that we are employing SSL security. You can check this security protection setting within your browser. To ensure that you have the most protection available, please be sure to download the latest version of today's most popular browsers. For more information, contact your browser's publisher.

Your account information and order history are kept behind our firewall on separate servers. All transaction information is processed under encrypted channels. In addition, access to your personal information is restricted within our company to provide maximum security.

For intranet and Internet, we have deployed a network based Intrusion Detection System (IDS) which is monitored continuously, 24 hours a day, seven days a week. Currently, all firewall traffic is logged and an application is used to process the data for alerts, reporting, and notification.



o. to track their budget for Panasonic purchases

Representative TP3 Response: We mail each invoice the day after we ship your product out of the distribution center. Copies of original invoices can be printed via your CDW-G Extranet, accessible 24 hours a day. CDW-G standard invoices include information listed below:

- CDW-G remit to address
- Invoice date
- Invoice number
- PO number affiliated with invoice
- Payment due date
- Order date
- Shipping method
- CDW-G part number
- Description of product
- Quantity ordered/shipped
- Unit price (based off of pricing structure agreed to in the contract)
- Extended Price

p. to generate reports

Representative TP3 Response: As a rich source of detail on purchase history, license agreements and asset tracking, CDW•G lightens the burden of generating reports. Your CDW•G Extranet is a productivity-enhancing tool, giving you the exact detail you require whenever you need it. You can also download reports into a variety of formats, including Microsoft Excel, CSV and tab-delimited files. With over 75 reporting fields to choose from, you are able to customize your reports to the exact information you need. We bring you dynamic reporting for the information you need, when you need it, via your CDW•G Extranet.

Representative TP3 Response (2)

The PCS Mobile website enables the required functionality as follows:

a. to search for products

Representative TP3 Response: Products can be searched for by specific model (i.e., “Panasonic Toughbook 31”) or by family (i.e., “Fully-rugged”).

b. to find alternate products (if a certain product is not available)

Representative TP3 Response: Real-time availability is not currently published on-line.

c. to perform side-by-side price comparison to other Panasonic products



Representative TP3 Response: Not available.

d. to order products

Representative TP3 Response: The PCS Mobile site is for product information only.

C2. Additional Website Functionality

Your Question / Requirement: Describe additional functionality offered by your website. Provide screen shots, a demo “CD,” a demo URL, a manual, etc., or any other format that will aid the City in our evaluation of our website.

Representative TP3 Response: For additional information regarding Extranet capabilities and our general CDW•G website functionalities, please refer to the following link: www.cdwg.com/explore.

We also include screenshots of your specific Extranet site.

The following Figure shows a view of your Shopping cart, including a drop-down selection of available contracts from which to purchase.

The screenshot shows the CDW•G website's shopping cart. At the top, there is a navigation bar with links for 'Hi, | Log Off', 'Need Help?', '800.808.4239', 'Follow us', 'Quick Links', and 'Cart (1) - \$1,785.52'. Below this is a search bar and a menu with categories: 'Products', 'Solutions & Services', 'Account Center', 'Hardware', 'Software', 'Brands', 'Deals', 'Product Finders', and 'Favorites'. The main heading is 'Shopping Cart'. Below the heading, there is a 'Save, View and Share...' dropdown, an 'Add Item to Cart' field, and 'Add' and 'Add Multiple Items' buttons. The cart table has columns for 'Item', 'Quantity', 'Availability', 'Unit Price', and 'Item Total'. One item is listed: 'Panasonic Toughbook 53 - 14" - Core i5 2520M - Windows 7 Pro - 4 GB RAM - 3'. The quantity is 1, and the unit price is \$1,785.52. Below the item, there are links for 'Show Accessories', 'Show Warranties', and 'Show Services'. At the bottom right, the 'Subtotal' is \$1,785.52, with a note that 'Tax and shipping will be calculated in checkout.' and a 'Lease Option (\$55.71 /month)' link. There are 'Continue Shopping' and 'Checkout' buttons at the bottom.

Item	Quantity	Availability	Unit Price	Item Total
Panasonic Toughbook 53 - 14" - Core i5 2520M - Windows 7 Pro - 4 GB RAM - 3 <small>MFG Part#: CF-53AAGZX1M CDW Part#: 2365262 UNSPSC: 43211503</small> National IPA Panasonic : \$1,785.52	1	Call	\$1,785.52	\$1,785.52

Subtotal: \$1,785.52
 Tax and shipping will be calculated in checkout.
[Lease Option \(\\$55.71 /month\)](#)

Figure: Shopping Cart View

The next Figure shows a view of the screen if you were to select the product within your shopping cart, providing more product-specific details.



CDW-G | Log on | Need Help? | 800.898.4259 | Follow Us | Quick Links | Cart (0) | More search options

Products | Solutions & Services | Account Center | All Product Catalog | Search for... | Hardware | Software | Brands | Deals | Product Finders | Favorites

All Categories > Computers > Notebook Computers > Panasonic Toughbook 53 - 14" - Core i5 2520M - Windows 7 Pro - 4 GB RAM - 3

Panasonic Toughbook 53 - 14" - Core i5 2520M - Windows 7 Pro - 4 GB RAM - 3 **Panasonic**
Mfg. Part: CF-53AAGZX1M | CDW Part: 2365262 | UNSPSC: 43211503

Core i5 2520M / 2.5 GHz - Windows 7 Pro - 4 GB RAM - 320 GB HDD - DVD SuperMulti DL - 14" wide 1366 x 768 / HD - Intel HD Graphics 3000 with Toughbook Preferred

View Photo Gallery | See Windows 7 in action | Get Office 2010 for your PC

Qty: 1 | **\$1,785.52** | National IPA Panasonic : \$1,785.52 | Lease Option (\$55.71 /month) | Lower pricing may be available

\$252.36 Extranet Price | **Recommended Warranty:** Panasonic Protection Plus - insurance - 3 years | See all warranties | Lower Pricing may be available. See all warranties with contract pricing.

\$17.95 Extranet Price | **Recommended Service:** CDW HARDWARE INSTALL FOR DESKTOP/NOTEBOOK/PRINTER | See all services | Flat fee per unit for installing peripheral components. Get your new desktop or laptop customized, tested, and ready to use by purchasing hardware configuration services with your order. Add this service to your shopping cart, then add unlimited hardware components to your cart to be installed with your new computer.

Add to Cart | Availability: Call

Figure: Typical Product Selection View

The next Figure (following page) shows the contract center page of your site, including contract information, the availability and contact information of your dedicated contract team, and helpful information that allows you to customize your product search.



Hi, | Log Off Need Help? 800.808.4239 Follow us Quick Links Cart (0)

CDW•G Products Solutions & Services Account Center National IPA Panasonic Search for... More search options

Hardware Software Brands Deals Product Finders Favorites

Contract Center

Basic **Advanced**

You have selected:
Contract
 National IPA Panasonic

All Clear

Category
[Cables](#)
[Computer Accessories](#)
[Computers](#)
[Data Storage Products](#)
[Electronics](#)
[Memory](#)
[Monitors & Projectors](#)
[Networking Products](#)
[Office Equipment & Supplies](#)
[Power, Cooling & Racks](#)
[Printers, Scanners & Print Supplies](#)
[Software](#)

Brand
Price

Welcome to the National IPA Panasonic Contract Center.
Contract Number: 073103-01

Use Contract Center to search by keyword within your contract or browse by product category. Should you need further assistance with Contract Center or your extranet, please contact your account manager.

Product Categories

Computer Accessories (914)	Monitors & Projectors (8)
Computers (103)	Electronics (4)
Data Storage Products (32)	Cables (4)
Networking Products (26)	Software (1)
Power, Cooling & Racks (13)	Office Equipment & Supplies (1)
Memory (12)	Printers, Scanners & Print Supplies (1)

Contract Team

For questions regarding this contract, call (800) 581 4239 or contact your Contract Team.

Vanessa Seidel - IN
Sr. Account Manager

 P: 312-705-8953
58953
F: 312-705-8253
[E-Mail](#)

Matthew Parnofello - OUT
Business Development

 P: 312-705-8978
58978
F: 312-705-8278
[E-Mail](#)

Figure: Contract Center Page

C3. National Awards / Recognition for the Website

Your Question / Requirement: Describe any national awards and/or other recognition that your website has received.

Representative TP3 Response: CDW•G has won many awards based on our dedicated customer services, which includes our websites. A detailed list of our awards is available at www.cdwg.com/awards.

C4. Website Availability

Your Question / Requirement: Describe the hours your website is available? What are your hours of downtime, such as for system maintenance?

Representative TP3 Response: If and when Extranet downtime must occur for maintenance purposes, we try to schedule it on a weekend when there is the least amount of impact on our customers. We typically inform our customers of scheduled outages 24-48 hours in advance. In 2008, our staff of over 200 in-house IT professionals kept the site running with only 24 hours of downtime, providing 99% availability.



Account managers stay in close contact with the eCommerce team, in order to remain informed of extranet outages. They will communicate information concerning these outages to the effected agencies.

CDW•G receives information regarding our availability daily from Keynote.com.

C5. Real-Time Product Availability

Your Question / Requirement: *Does your website offer real time product availability?*

Representative TP3 Response: Yes, both cdwg.com and your customized CDW•G extranet provide real time product availability.

C6. Automatic Handling of Volume Discounts

Your Question / Requirement: *If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer?*

Representative TP3 Response: Your CDW•G Extranet will automatically provide you with your special pre-qualified pricing and discounts on offered products. When a larger project is anticipated, your Account Manager will assist you in road mapping – to help you find the best pricing available, based on the size and urgency of your need.

C7. Email Confirmations

Your Question / Requirement: *Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?*

Representative TP3 Response: CDW•G will send advanced shipping notices for in-stock items via e-mail, we will also provide invoices via email.

Representative TP3 Response: First time users of the National IPA contract are asked to verify that their organization is authorized to utilize the purchasing contract by e-mailing the Contract Manager at PCS Mobile. Once verified, they will receive an e-mail confirming their eligibility to utilize the contract pricing.

C8. Registration Process for New Customers

Your Question / Requirement: *Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self-registration, are you available to assist in the registration process?*

Representative TP3 Response: A strength of CDW•G is our ability to implement solutions for customers quickly and effectively, with minimal impact on customer operations. We have a long history of successfully implementing contract purchasing



from an existing system to CDW-G, with numerous contracts similar in size and scope to this one.

Upon award, your account team will work to rapidly implement your new program. CDW•G will begin by locking your contract pricing into place. The pricing will be displayed and continuously updated on your CDW•G Extranet site. Additionally, your account team will have ready access to your tailored pricing to assist in quoting and ordering needs. This pricing, as offered, will update dynamically in keeping with the discount structure proposed. A few of the implementation steps you can expect from CDW•G include:

Account Management Setup

- Introduce key customer contacts to CDW•G Account Team
- Introductory letter/phone contact/ site visit
- Gather/confirm general customer information
- Outline customer's procedures and requirements: Frequency of contact / schedule, turnaround, expectations (quotes), reporting
- Conduct walk through or webinar: CDW•G Extranet

Procurement and Management Systems

- Standardize products through CDW•G Extranet
- Set up purchase authorizations and controls
- Establish account linking
- Implement asset-tracking system
- Investigate or link with eProcurement programs and third parties
- Utilize EDI for invoicing and/or ordering functions

Pricing

- Enter pricing information into contract manager system
- Optional Systems/Services
- Finalize staging agreement
- Arrange for onsite services
- Select appropriate training programs

C9. Website Customization Capability

Your Question / Requirement: Describe if your website can be customized for an agency's specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.

Representative TP3 Response: CDW•G realizes all of our customers have different and unique needs. This is why we have centralized our customer focus on individual



customer needs, providing a dedicated, segment specific account manager to each customer. Another way we tailor our value added benefits, is providing an extremely flexible, and customizable Extranet site.

In working with your Account Manager and e-procurement team, nearly every aspect of your Extranet site can be customized. The following aspects of your Extranet are customizable, as requested:

- Logo placement
- Agency blanket purchase orders
- Customized messages
- Approved configurations
- Field naming

Additional customizable items include:

- Purchase authorizations and controls
- Account linking
- Asset tracking system
- Third party and e-procurement program linking
- Invoicing
- Reporting
- Catalogs

For additional information regarding Extranet capabilities and our general CDW•G website functionalities, please refer to the following link: www.cdwg.com/explore.

C10. Available Online Reporting

Your Question / Requirement: *Describe the types of online reporting that are available. Is customized reporting available?*

Representative TP3 Response: CDW•G has two avenues to provide reporting: quarterly sales reports and on-demand, self-run Extranet reports. On a quarterly basis, the CDW•G Program Management team will conduct reports reflecting purchases and they will be available to discuss trends. The turn-around time for these reports is generally fifteen calendar days from the end of the quarter.

You also have access to on-demand, self-run reports 24x7x365 via their Extranet. The turnaround time for these reports is minutes. You can download reports into a variety of formats, including Microsoft Excel, CSV and tab-delimited files. Your CDW•G Account Managers can set up custom fields on your Extranet that will be incorporated in both the standard checkout and express checkout processes. Over 75 custom fields are available, including:

- Accounting Code
- Cost Center



- Department Code
- Division
- Purchaser
- Employee E-Mail Address

C11. Online Return Process

Your Question / Requirement: Describe your online return process (if available).

Representative TP3 Response: A member of CDW•G Technical Support Team can assist in directing end users through our return process, via email or telephone. If a return is needed, a Return Merchandise Authorization (RMA) can be requested online. The Tech Support Specialist will request service center waiver to be completed. When the waiver has been received, the technician will provide instructions on how and where to send the equipment that needs repaired. You can check the status of the repair via our online repair status feature, or via email.

C12. Third-Party Integration

Your Question / Requirement: Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?

Representative TP3 Response: Yes, CDW•G offers complimentary integration with leading eProcurement software providers, marketplaces, exchanges, and consortiums. We are successfully integrated with more than sixty procurement and partner applications, including:

Acquirex	GovPro	Peoplesoft
Ariba	Higher	Perfect Commerce
Birchstreet	Horizons HBOC	Point Systems
Clarus	I2	Prestige Purchasing
Cold Fusion	IAESC	Purchase Pro
Cybiz	iProcure	Purchasing Net
Datastream	Ketera	Purchasing Power.com
DSSI	Magic	Quatrum
Elcom	Mercury	Quote Works
Enable	MSFT Great Plains	Qvalent
Enporion	Old Source Explorer	RegLogic
Eplus	Omnibuyer	Requisite
Epylon	Optus Marketsite	SAP
Eschoomall.com	Oracle	Sciquest
Exostar	Org Supply	Tectura
Expensewatch.com	Osiris	Verizon Technologies
GHX	Palmas – Purchasing Plus	

CDW•G offers several ways to support a customer specific catalog. In addition to your CDW•G Extranet, we also offer catalog options via a variety of eProcurement solutions.



In regards to catalog integration, the customer can elect to use our static or dynamic catalog to procure IT equipment directly from your procurement application.

Static Catalog (Flat Files) includes:

- 100K plus SKUs
- Buyer specific pricing/product
- Hosted on FTP server
- Tab/comma delimited format

Dynamic catalog integration using cdwg.com:

- OCI
- Roundtrip
- cXML Punchout 1.2
- Real-time pricing and product updates
- Customizable company page
- Transferable shopping cart

All electronic files are updated daily, with most catalog information (part number availability, pricing, and misc. info) being updated in real-time daily. Various eProcurement catalogs offer real-time pricing and product updates along with nightly catalog updates from the FTP server.

Receiving Payment

CDW•G accepts payment through:

- Credit Cards* (American Express, Diner's Club, Discover, MasterCard, Visa)
- Checks
- EDI
- EFT (Electronic Funds Transfer)
- Procurement Cards

*With a credit card order, CDW•G requires the credit card information at the time you place the order. Please note that we do not accept credit cards for term accounts. CDW•G's standard payment terms are net 30 days from the date the invoice is issued.

While CDW•G appreciates prompt payment, we do not offer discounts for early payment. Prompt payment ensures that CDW•G is able to continue offering low prices while managing our costs.

CDW Government LLC
75 Remittance Drive
Suite 1515
Chicago, IL 60675



eProcurement Solutions

Innovative web-based procurement tools allow BAE users to create quotes, place orders, track shipments, and generate reports directly from their PC through secure internet sites.

The BAE Extranet, maintained by CDW-G, enables your organization to not only keep track of current assets but to make the most cost-effective future purchasing decisions. CDW-G works with third-party eProcurement software providers, market places, exchanges and consortia to integrate with your eProcurement methods. We have successfully integrated with more than 50 procurement applications and partners and enabled over 3,000 dynamic punch-out customers since 2001.

C13. Strategic Vision for the Website

Your Question / Requirement: *Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc.*

Representative TP3 Response: We have recently given our website, cdwg.com, a facelift. The new and improved cdwg.com website offers a simplified contract search functionality, the time-saving ability to replicate a previous order, a server advisor tool to simplify server configuration choices, and new search filters to help end users stay within a pre-defined budget.

Our customers can expect CDW•G to continue reviewing and refining our processes. When a process is changed, we ensure that it is implemented with as little down time for our customers as possible, a testament to this statement being our 99% Extranet and website uptime.

Customized Extranet Provides Value

The City of Tucson will have its own customized CDW•G@work extranet available to users 24 hours per day, seven days a week. This value-added tool makes working with CDW•G easy, convenient, and efficient. CDW has been the pioneer in tapping the power of the Web, and it continues to develop enhancements based on customer feedback.

Post-award, CDW's extensive suite of extranet tools will be provided to the City of Tucson at no additional cost. With it, users can:

- Streamline the ordering process
- Facilitate product standardization
- Automate purchase approvals and control rogue purchasing
- Communicate standards to all users
- Maintain customized catalog(s)
- Reduce time spent researching and purchasing IT products



- Maintain consistent pricing across the organization
- Enable users to create quotes right from their shopping cart
- Provide up-to-date order and delivery status including backorders
- Track purchases by each subsidiary and affiliate
- Simplify software licensing and ensure compliance that minimizes costly fees
- Track your IT assets across your organization
- Provide flexible and comprehensive reporting capabilities using pivot table technology
- Track up to three years of purchase history
- Upload reports in Excel format
- Access online chat support

In short, CDW's Web capabilities provide National IPA customers with an extra level of convenience, customization, and efficiency. Our award-winning e-Procurement tool brings to you:

Speed — City personnel can research, purchase, and track technology easier and faster than ever. CDW•G makes the buying process simple and more efficient. With one click, system users can procure the best solutions the City needs at the best price from one of the industry's largest inventories of brand-name products. Consolidating your purchases through our "one-stop shop" saves the City time and money.

Information — Our extranets provide the industry's most comprehensive suite of e-Procurement tools to gather the breadth and depth of detail you need to make the right purchasing decisions. The site puts you in direct contact with your Account Manager and backup Account Managers, who offer personal guidance, suggestions, and recommendations to help users make informed purchases.

Reporting — As a rich source of detail on purchase history, license agreements and asset tracking, CDW•G@work lightens the burden of report generation. This customizable extranet is a productivity-enhancing tool, giving users the exact details they require whenever they need it. Users can also download reports into a variety of formats, including Microsoft Excel, CSV and tab-delimited files. Dynamic reporting is a key point CDW brings to this project, giving City staff the information they want when they need it on the City's extranet.

The value-added benefit of your customized extranet is that City personnel can better manage data and information that will enable them to make more cost-effective decisions. It also reduces the administrative and purchasing costs involved in procurement.

Extranet Features

Specific features of the customized CDW extranet appear below:



Account Linking — View, Place, and Track Orders from Multiple Addresses

Account Linking lets system users view, place, and track orders, including historical purchases across multiple bill-to addresses. A single log-in gives authorized users a way to efficiently access order status from across the enterprise to anywhere in the world. This eases the challenge of multiple purchases from disparate locations by centralizing the purchasing process, yet it offers the flexibility to place and track orders by address and location.

Account Team — Access Expert Support with a Personal Touch

CDW•G@work allows users to work directly with their dedicated CDW•G Account Manager and sales support team, as well as with customer service professionals and certified technicians, during every step of the purchasing cycle. CDW•G@work lets managers see pictures of their Account Teams, view their contact information, and check their availability in and out of the office.

Asset Management — Follow Asset-Tagged Hardware Throughout Your Company

CDW•G@work provides an online asset management tool to track the City's asset tagged products. Users can search by serial number, order number, date of purchase, product description, warranty length, invoice number, or location, and can even create your own custom fields and add or enter products purchased from other vendors. This extranet feature also allows users to modify records to reflect the transfer of equipment from one location to another – a real plus for companies with multiple locations. Asset Management then lets users create and download a detailed report of the City's hardware assets.

Company Solutions: Compare and Buy Single or Bundled Products with One Click

This CDW•G@work capability enables authorized users to customize the City's extranet home page to show the products and configurations the City uses. They can also streamline standard product orders. City staff can choose a variety of formats to view products individually, in bundles, by manufacturer, or even in side-by-side comparisons. By grouping products into bundles, there's no guesswork when making repeat purchases on the City's standardized solutions. Your office will save hours otherwise spent conducting multiple steps by simply sending a bundle right to the shopping cart and check-out. CDW•G@work also allows users to perform quick product searches and to "comparison shop" by viewing side-by-side, detailed product descriptions before even placing an order. This takes the hassle out of downloading data from multiple manufacturer websites.

Contract Pricing — View Negotiated Contracts in Real-Time, Receive Bids Quickly

If the City needs to make purchases based on a negotiated contract, CDW•G@work lets project staff search the City's approved contracts online. City users can view all eligible contract pricing as they shop; the extranet will automatically provide them with the City's special pre-qualified pricing and discounts on tens of thousands of products. Authorized users can also access contract and/or special pricing in real time, as the site is constantly updated to reflect the latest status. Buyers from any location can view



approved contract pricing to ensure this pricing structure holds true throughout the entire organization.

My Purchases — Track Order Status and Purchasing History Instantly

This feature offers a full breadth of tools to track your order status, purchasing history, and financing options. Original invoices can be printed, and users can view outstanding balances and invoices, credits, adjustments, and/or payments. The City can download its purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats. The system lets you automatically save this data in your spreadsheet or database applications. City of Tucson authorized users can readily search orders, get tracking numbers, check shipping status, and request Return Merchandise Authorization (RMA) information.

Online Quotes — Create, Review and Place Orders in Minutes

City of Tucson users can review quotes online just moments after they are created by an Account Manager. These can then be printed, forwarded to colleagues or managers for pre-authorization, or converted to a live order. This feature also lets City users create their own online quotes right from the shopping cart in addition to viewing contracts, unit volume, and bid pricing online.

Purchasing Authorization System (PAS) — Streamline Purchasing Approvals

CDW•G@work also automates the approval process. PAS enables City officials to restrict employees' purchasing power and automate required approvals before any order is placed. PAS bypasses the laborious step of having a purchasing administrator place each order personally. The process allows for multiple levels of approval as well as multiple approval systems, which can all function independently for many departments/locations within the City's procurement process. This system also allows for reporting specific to orders that have moved through the requisition process setup through PAS. All reporting through PAS is as dynamic and editable as it is with the other tools on the City extranet.

Catalogs and Custom Catalogs – Limit Product Purchase Rights

Each City of Tucson catalog contains a name and a description; they are displayed by product category and show both CDW•G and manufacturer part numbers. There is a drop down listing on the product search drill down pages when users conduct a Department Search from the main page or use the type-in search feature on the top right side of the main site banner.

The catalog feature allows the City to create customized catalogs. These can be used to limit the purchasing ability of your end-users based on Purchase History; Corporate Solutions; Contract(s); Manufacturer Part Number; the CDW•G EDC; and through the Search function. The same engine and keywords that drive the Search Engine are also available to City users to search for product. This allows users to refine items listed before making them a part of the City's custom catalog for one or multiple users. These rules can be used to add product to a catalog or exclude items from one as well. Once applied to a group or PAS workflow, they can really help control the spending habits of



your end users and help keep the City's IT budget focused on the pre-determined, project-approved standard of items.

Software License Tracker — Simplify Software Tracking and Compliance

The CDW•G@work Software License Tracker (SLT) is a value-added feature that was designed to simplify software license management and reduce the time IT managers spend managing volume software licensing. The City of Tucson can run reports in the tracker to show what license agreements are about to expire. The SLT has the information managers need to manage licensing and reduce the risk of non-compliance. Recurring alerts can be set up to e-mail the appropriate IT manager as necessary.

Product Finders — Easily Find the Right Accessories and Supplies

CDW•G@work and CDW•G.com now offer Product Finders to make it even easier to find supplies for printers, fax machines, copiers, multi-functions, and other devices. City of Tucson officials can also search for desktops and notebooks. Product Finders guide users to the technology solutions that fit the City's needs and will even help find information for discontinued models. These Finders were designed to ensure compatibility for product categories including cables, desktops, ink and toner, memory, notebooks, power protection, and cases and bags.

For additional information regarding CDW•G@work capabilities, please refer to the link below.

[Link to CDWG@work: Our B2B Solution](#)

CDW•G will continue to build new e-Procurement solutions and feature enhancements based on customer feedback. We strive to regularly incorporate new features and capabilities that ease your inventory headaches. Future enhancements for the fourth quarter include an updated and merged SLT and Asset Management tool and an enhanced ink- and toner-specific search feature.

Other TP3 Technology Capabilities Considerations

We have provided representative answers within our proposal derived from our designated TP3 resellers. We have not listed representative answers to each question from each designated TP3 reseller in the interest of efficiency and clarity of our proposal response.

However, we believe that it is important to note that all of our Designated TP3 resellers, which include Visual Pro 360, MCT, CDW-G, PCS Mobile, Insight Public Sector, AVISPL, and Whitlock., offer comprehensive services, capabilities and processes that enable each to meet the requirements of this contract. Specific and detailed information with respect to each of our designated TP3 Reseller's capabilities and services can be provided as well upon request.



D. Qualifications & Experience

D1. Company History and Description

Your Requirement: *Provide a brief history and description of your firm.*

Our Response: Panasonic System Communications Company of North America (PSCNA) is a unit company of Panasonic Corporation of North America, an \$83 billion company with worldwide research and development resources. PSCNA was established in early 2012 to offer an integrated approach to supporting our customers. As PSCNA, we can now offer the synergy between the products and offer the customer an enhanced experience with Panasonic and the products we offer.

Panasonic is also one of the only core manufacturers in the world today. This position in the marketplace gives PSCNA direct control over the product design process. As a result, PSCNA has been able to draw on the extensive resources of its parent company, which has made the Panasonic brand the leading name in rugged PCs, pro displays and the AV market. Over the past two decades, Toughbook mobile PCs have integrated new communication technologies and performed beyond the limitations of conventional notebooks. The broad line of the pro display line from PSCNA offers the customer a unique offering up of displays to the industry's only 15.2" display.

In addition, with PSCNA's long history of supporting the AV market through its expansive and customized offering for cameras, mixers and state of the art equipment. PSCNA offers the customer an opportunity to purchase their unique solution from one company for ease of purchase as well as industry leading support and customer service.

The complete suite of Panasonic solutions addresses unified business communications, mobile computing, security and surveillance systems, retail information systems, office productivity solutions, high definition visual conferencing, projectors, professional displays and HD and 3D video production. As a result of its commitment to R&D, manufacturing and quality control, Panasonic engineers reliable and long-lasting solutions as a partner for continuous improvement. Panasonic solutions for business are delivered by Panasonic System Communications Company of North America, Division of Panasonic Corporation of North America, the principal North American subsidiary of Panasonic Corporation

Reliability in our products is more than just a description—it's a promise. As a core manufacturer, we make almost every component that goes into a Toughbook, including touchscreen displays, optical storage, CD-ROM and DVD-ROM drives, Lithium-Ion batteries, board-level electronics and encasements. And for all of our PSCNA products, they are assembled in our manufacturing and configuration facilities, allowing us to ensure total quality throughout the entire process. It's this philosophy that will continue to propel Panasonic and meet the computing demands for the 21st century and beyond.



PSCNA's business model melds the strengths associated with a large company and the nimbleness of a smaller firm. This is achieved by drawing on the resources of an extensive roster of strategic partners and alliances in information technology, mounting hardware and communications areas. Our partners cover all aspects associated with a rugged mobile computer deployment including pre-deployment issues, vehicle installation, training, project management, service concerns and post-deployment support. Additional information is provided regarding these matters further on in the RFP.

Location

Panasonic System Communications Company of North America is headquartered at 3 Panasonic Way, 2F-11, Secaucus, NJ 07094. Our Dun & Bradstreet company number is **00-891-9813**.

D2. Sales Staff Employed

Your Requirement: Provide the total number and location of sales persons employed by your firm.

Our Response: Currently, Panasonic employs over 100 sales personnel nationally; Panasonic's TP3 Reseller and Public Sector Sales Teams consist of 40+ individuals with extensive experience and knowledge of Panasonic product and solutions. Some noted are identified as follows:

PSCNA Public Sector Sales Staffing – Management

Name:	Jan Ruderman	Location:	Middletown, MD
Title:	Vice President, Government	Regions:	USA
Name:	Scott French	Location:	CA
Title:	Vice President, Public Sector	Regions:	Law Enforcement / Arbitrator/ Fire / EMS / Homeland Security / State & Local
Name:	Michelle Chapin	Location:	VA
Title:	Director, Contracts & Bids	Regions:	USA
Name:	Kay Stewart	Location:	TX
Title:	Western Region National Sales Manager	Regions:	LA, MO, ND,SD, TX, AZ, HI, MT, UT, WY, CO, NM, CA
Name:	Joe Martin	Location:	IL
Title:	Central Region National Sales Manager	Regions:	AR, KS, NE, OK, AL, MS, IL, GA, SC



Name:	Sean Hall	Location:	FL
Title:	Eastern Region National Sales Manager	Regions:	FL, NC, TN, KY, PA, NY, NJ, VT, NH, CT, RI, ME, MA, MD, DE, VA, DC, WV

Name:	John Massa	Location:	NY
Title:	Technical Field Manager	Regions:	PA, NY, NJ, VT, NH, CT, RI, ME, MA, MD, DE, VA, DC, WV

Name:	Bob Lane	Location:	AZ
Title:	Supervisor, Technical Field	Regions:	USA

PSCNA Public Sector Sales Staffing – Arbitrator Team

Name:	Greg Peratt	Location:	CO
Title:	National Director, Video Products	Regions:	USA

Name:	Mike Dixon	Location:	CA
Title:	Area Sales Manager, Video Products	Regions:	AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY, TX

Name:	Adam Gill	Location:	TN
Title:	Area Sales Manager, Video Products	Regions:	AL, AR, FL, GA, LA, MS, NC, SC, PA, KY, NJ, MD, DE, DC, VA, WV, TN

Name:	John Cusick	Location:	MN
Title:	Team Leader, Video Products	Regions:	USA

PSCNA Public Sector Sales Staffing – Public Safety Team

Name:	Kay Stewart	Location:	TX
Title:	National Sales Manager – Western Region	Regions:	USA

Name:	Joe Martin	Location:	IL
Title:	National Sales Manager – Central Region	Regions:	AR, KS, NE, OK, AL, MS, IL, GA, SC

Name:	Darrell Cross	Location:	IL
Title:	Senior Area Manager	Regions:	IL, WI, MN, IA



Name:	Tom Derden	Location:	TX
Title:	Area Sales Manager	Regions:	South Texas, LA
Name:	Karin Iffrig	Location:	MO
Title:	Area Sales Manager	Regions:	AR, NE, MO, OK
Name:	David Robinson	Location:	VA
Title:	Area Sales Manager	Regions:	VA, DC
Name:	Sean Hall	Location:	FL
Title:	National Sales Manager – Eastern Region	Regions:	FL, NC, TN, KY, PA, NY, NJ, VT, NH, CT, RI, ME, MA, MD, DE, VA, DC, WV
Name:	Donna Gallucci	Location:	NY
Title:	Area Sales Manager	Regions:	N, CT
Name:	Mike Mercier	Location:	SC
Title:	Area Sales Manager	Regions:	SC, AL, MS, GA
Name:	Cassie Tripp	Location:	NC
Title:	Area Sales Manager	Regions:	NC, TN
Name:	Joe Oliverio	Location:	MD
Title:	Senior Area Sales Manager	Regions:	MD, NJ, PA, DE
Name:	Marc Taylor	Location:	AZ
Title:	Area Sales Manager	Regions:	AZ, NM, NV
Name:	Tim Korger	Location:	MN
Title:	Senior Area Sales Manager	Regions:	MN, ND, SD
Name:	Jesse Goldman	Location:	CT
Title:	Area Sales Manager	Regions:	ME, CT, RI, DE, VT , NH
Name:	Keith McCoy	Location:	CA
Title:	Area Sales Manager	Regions:	CA, OR, WA, AK, HI
Name:	Chuck Garrett	Location:	TX
Title:	Area Sales Manager	Regions:	TX, LA, OK
Name:	Mark Griffis	Location:	FL
Title:	Business Development – Public Sector	Regions:	US



D3. Support Centers

Your Requirement: Provide the number and location of support centers (if applicable).

Our Response: GSC locations are as follows:

For North America, Central America, and South America:

Panasonic NSC (National Service Center) at Heartland
14206 Overbrook
Leawood, KS 66224

For Europe, Middle East, and Africa:

Panasonic CPE (Computer Products – Europe)
Pentwyn Industrial Estate
Cardiff, Wales CF23 7XB
United Kingdom

For Asia, Oceania, and Pacific:

Matsushita Electric Industrial Co. Ltd.
ITPD (Personal Computer) Customer-F
Kobe City, Hyogo 651-2271, Japan

Our National Service Center in North America is stocked with over \$5,000,000 in components located which provides our customers with a 98%+ parts availability rate for the past eleven (11) years.

Additionally, our designated TP3 Resellers offer additional support capabilities as well as locations. **Note:** Panasonic does not restrict The City or National IPA with regards to which designated reseller various Participating Agencies prefer to utilize on the basis of features and BPO support programs offered to support their respective procurements.

D4. Annual Sales (2009 – 2011)

Your Requirement: Provide your firm's annual sales for 2009, 2010, and 2011. Breakout the total annual sales for each of the following segments: Federal government, states, local government, k-12 and higher education.

Our Response: PSCNA annual sales for fiscal years ending 2009, 2010, and 2011 are listed as follows*:

2009

- Toughbook: approx. \$700M (\$200M Federal, \$200M S&L Govt)

2010

- Toughbook: \$580M (\$180MM Federal, \$210MM S&L Govt)
- Plasma: \$80M
- ProAV Camera: \$70M



2011

- Toughbook: \$620MM (\$150M Federal, \$200M S&L Govt)
- ProAV Camera: \$140MM
- Plasma: \$100MM

**Listed figures are estimated. Our 2011 figures are merely estimates, as our fiscal year is from April-March. Also, Education will now be separated into its own category in 2012, but appears in the State & Local total here due to its inclusion therein during the specified timeframe.*

D5. Proof of Authorized TP3 Status

Your Requirement: Provide proof your firm is an authorized TP3 Panasonic reseller.

Our Response: This is a manufacturer's proposal. Each of the resellers that we have designated within our response to service this contract is a Panasonic TP3 reseller in good standing.

D6. FEIN and D&B Report

Your Requirement: Submit your FEIN and Dun & Bradstreet report.

Our Response: Panasonic System Communications Company of North America is headquartered at 3 Panasonic Way, 2F-11, Secaucus, NJ 07094. Our FEIN number is **36-2786846**. Our Dun & Bradstreet company number is **00-891-9813**. Our Dun & Bradstreet Report appears on the following five pages.



Panasonic Corporation

Kadoma, Osaka Japan • (NYSE: [PC](#) [ADR] Tokyo: 67520)

This company is covered by Lynett Oliver.



Lynett Oliver has a B.S. in Communication from The University of Texas. She wrote training materials for Walt Disney World and co-owned a small production company before joining Hoover's in 1988.

Company Description

1006 Oaza Kadoma
Kadoma 571-8501 Osaka
Japan

Phone: +81-6-6908-1121
Fax: +81-6-6908-2351

Primary US Address

1 Panasonic Way
Secaucus, NJ 07094,
United States

Phone: 201-348-7000
Fax: 201-348-7016

<http://panasonic.net>

Panasonic Corporation spreads the sound around. One of the world's top consumer electronics makers, its well-known brands include Panasonic, Quasar, Technics, and others. Its Digital AVC Networks unit makes consumer audio, video, and communications equipment along with the hardware and software to link it all together. Its Home Appliances group makes washing machines, vacuum cleaners, and other appliances while the PEW and PanaHome unit delivers personal grooming and industrial components aimed at environmentally conscience businesses and consumers. Components and Devices covers batteries, semiconductors, and other electronic components. Formed in 1919, Panasonic operates worldwide through about 540 companies.

[Read Full Description](#)

[Read Company History](#)

[View Products & Operations](#)

[Download This Company](#)

Rankings

[Nikkei 225](#)

[#284 in FT Global 500 \(June 2011\)](#)

Key People

[Kunio Nakamura](#)



Chairman

Source: Hoover's

[Masaharu Matsushita](#)

Honorary Chairman

Source: Hoover's

[Masayuki Matsushita](#)

Vice Chairman

Source: Hoover's

[View More People](#)

Family Tree

The Family Tree includes approximately 2,230 locations:

[Panasonic Corp](#) Kadoma, Osaka Japan

[PANASONIC EXCEL INTERNATIONAL CO., LTD](#) Osaka, Osaka Japan

[PANASONIC EXCEL INTERNATIONAL CO., LTD](#) Minato-Ku, Tokyo Japan

[View Detailed Family Tree](#)

Note: Family Trees containing more than 1000 locations may take time to load depending on your connection speed.

Historical Events

Oct 01, 2008

Name Change

The company changed its name from Matsushita Electric Industrial Co., Ltd. to Panasonic Corporation

Oct 01, 2008

Exchange/Ticker Change

The company changed from NYSE:MC to NYSE:PC.

Jun 28, 2006

Top Executive Change

Fumio Ohtsubo succeeded the resigning Kunio Nakamura, who remained chairman.

[View More Historical Events](#)

Key Information

D-U-N-S Number	690536552
Location Type	Headquarters
Subsidiary Status	No
Company Type	Public



Foreign Trade	Imports/imports
Accountant	KPMG AZSA & Co.
2011 Employees (All Sites)	366,937
1-Year Employee Growth	-4.59%
Year of Founding	1935
Primary Industry	Consumer Electronics Manufacturing
Primary SIC Code	36510000: Household audio and video equipment
Primary NAICS Code	334310: Audio and Video Equipment Manufacturing
Minority Owned/Women Owned	No

Key Financials

Fiscal Year-End	March
2011 Sales	\$104.89B
1-Year Sales Growth	31.08%
2011 Net Income	\$893.16M
Total Assets	\$94.40B
Market Value	\$21.53B

[View Full Financials](#)

Earning Estimate

[Bar](#) [Line](#) [Area](#)



Save chart as:

[Save as a PDF](#)

[Save as a PNG](#)

[Save as a JPG](#)



[View Complete Earning Estimates](#)

Recent Market Analysis

Bulls Say



Prior to the global recession, Panasonic successfully reduced its costs and increased profitability,...

[Read More](#)

Bears Say



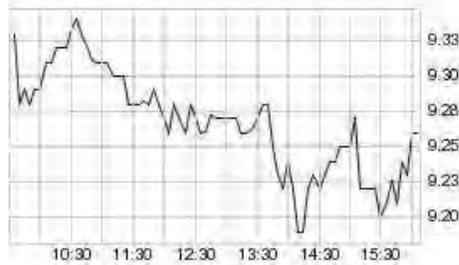
The consumer electronics industry is intensely competitive, and is characterized by razor-thin profi...

[Read More](#)

[View In-Depth Multi-Page Report](#)

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Stock Quote



Exchange	NYSE: PC
Latest (12/05/11 15:02:28 CST)	\$9.26
Change (\$)	0
Change (%)	0%



[View Detailed Stock Quote & Interactive Stock Chart](#)

Competition

Competitive Landscape for Consumer Electronics Manufacturing

Companies in this industry manufacture audio and video equipment for use in homes and motor vehicles. Products include amplifiers, car stereos, CD players, DVD players, portable stereo systems, speakers, radios, televisions, and video cameras.

[Read More About Panasonic Corp Across Multiple Industries](#)

Top Panasonic Corp Competitors

Company	Revenue	Net Profit Margin
Panasonic Corp	\$104.89B	(1.64%)
Electrolux	\$15.67B	2.50%
Philips Electronics	\$33.69B	(2.63%)
Sony	\$86.66B	(5.23%)
Industry Median	--	0.29%

[View Full Competitors List](#)

[View Detailed Competitive Landscape](#)

Industry Information

[Consumer Products Manufacturing](#)

[Consumer Electronics Manufacturing \(primary\)](#)

[Audio & Video Equipment Manufacturing*](#)

[Furniture Manufacturing*](#)

[Office Furniture, Fixtures & Equipment Manufacturing](#)

[Household Appliance Manufacturing*](#)

[View More Industry Information](#)

Denotes In-depth Industry Insight by First Research

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D7. Contact Information for Designated Project Areas

Your Requirement: Provide contact information for the person(s) who will be responsible for the following areas including resumes:

- Marketing
- Sales
- Sales Support
- Financial Reporting

Our Response: The following PSCNA personnel are designated to manage and support this contract:

National Business Development / National Contract Management

Company Name: Panasonic System Communications Company of North America
Address: 21473 Glebe View Dr
City, State, Zip: Ashburn, VA 20128
Phone #: (973) 303-7787
Contact Name: Michelle Chapin
E-mail: Michelle.Chapin@us.panasonic.com

National Sales Management / Contract Sales Management

Company Name: Panasonic System Communications Company of North America
Address: 4741 Pebble Creek
City, State, Zip: Aubrey, TX 76227
Phone #: (940) 243-7225
Contact Name: Kay Stewart
E-mail: Kay.Stewart@us.panasonic.com

Local Tucson & Regional Sales Management

Company Name: Panasonic System Communications Company of North America
Address: 2730 S Honeysuckle Lane
City, State, Zip: Gilbert, AZ 85296
Phone #: (480) 861-8377
Contact Name: Marc Taylor
E-mail: Marc.Taylor@us.panasonic.com

Financial Reporting

Company Name: Panasonic System Communications Company of North America
Address: 21473 Glebe View Dr
City, State, Zip: Ashburn, VA 20148
Phone #: (973) 303-7787
Contact Name: Michelle Chapin
E-mail: Contracts@us.panasonic.com



Note: An alternate will be designated for reporting maintenance beyond initial deployment.

At the time of publication, resumes for all PSCNA key staff members were not immediately available. Additional resumes will be furnished later as may be requested.

D8. Similar Project Experience

Your Requirement: *Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, are preferred.*

Our Response: Panasonic has shipped millions of dollars' worth of Toughbooks, Pro displays and pro AV products to Government, Education, and Public Safety customers.

Our products have shown the best overall performance metrics. Panasonic has been able to achieve this success by working with industry experts, customers and partners with the purpose of continually pushing the boundaries on the products we offer. In addition, Panasonic has developed its own internal team dedicated to ensuring that our Government customers get the highest level of pre- and post-sale support. We're committed to understanding your needs as well as the demands of the Government, Education, and Public Safety agencies you support. Our dedication to supporting our Government customers is what continues to make us the industry leader with the best screen technology, fastest processors, most effective integrated wireless technology, and the newest software solutions.

Panasonic has had the privilege to serve National IPA contract customers over the past five years. We have worked with the customers and the reseller partners to offer a unique experience of creating a customized solution that is also cost-effective. In addition, we have tailored the program to meet the customer's needs in the Public Safety market. Panasonic has proven that we outperform our competitors in the Government sector, and that we will continue to do so in the future.

We are focused on delivering technology solutions for government and business customers in a wide range of vertical industries. The complete suite of integrated Panasonic and partner solutions addresses a number of emerging technology needs, including unified business communications, mobile computing, security and surveillance systems, retail information systems, office productivity solutions, high definition visual conferencing, projectors, professional displays, and HD and 3D video production.

We are very proud of our strong and diverse portfolio of customers who depend on us and who have expanded their relationship with Panasonic through the National IPA contract. We look forward to continuing to serve them with offering the best quality products along with the best customer service and support.



Ohio State Highway Patrol
Mauro Pereira
614-752-3001
mpereira@dps.state.oh.us
600+ systems @ 10+ sites

Salt River Pima PD (Arizona)
G. Bury
480-362-6308
70 systems

Gulfport MS Police
Roger Gibson
228-868-5968
rkgibson@gulfport-ms.gov
80 systems

Harris County Sheriff (Texas)
Chris Gore
281-291-2144
chris.gore@sheriff.hctx.net
165 systems

Yellowstone County Sheriff (Montana)
Bill Coberly
406-256-2753
bcoberly@co.yellowstone.mt.gov
36 systems

Travis County Sheriff (Texas)
Chris Nowlin
512-845-0773
chris.nowlin@co.travis.tx.us
184 systems

Clackamas County Sheriff (Oregon)
Sgt. Dave Northcraft
503-557-5817
davenor@co.clackamas.or.us
15 of 200 in fleet

Lafayette PD (Louisiana)
Steve Bergeron
337-291-8641
sbergeron@lafayettegov.net
72 systems

Glendale, Arizona PD
Cy Otsuka
623-930-3002
120 systems

Louisville Metro PD
Sandy Sundberg
502-574-2111
sandy.sundberg@louisvilleky.gov
425 systems @ numerous sites

D9. Resumes and References (CSRs)

Your Requirement: Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.

Our Response: At the time of this submission, resumes for specific personnel that provide warranty support / and or technical support at the Panasonic National Service Center at Heartland. This center houses both Panasonic's warranty services, as well our Technical Support hotline (800)-LAPTOP5. Specific resumes can be furnished later as may be requested.



D10. Failure to Deliver or Complete Work Awarded

Your Requirement: Provide information regarding if your organization ever failed to complete any work awarded.

Our Response: Panasonic strives to offer the best in customer service and satisfaction. During the completion of this submission an exhaustive records check was not available. However, staff currently involved in providing service to the Public Sector is not aware of any situation in which Panasonic failed to complete any work awarded. We enjoy strong ongoing relationships with our customers and have the best staff and resources in the industry to ensure successful implementations.

D11. Information Regarding Litigation, Bankruptcy, or Reorganization

Your Requirement: Provide information regarding if your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

Our Response: Panasonic Corporation of North America, of which Panasonic System Communications Company of North America is a unit, is a large company engaged in multiple lines of business. Like any such company, Panasonic is regularly engaged in litigation, both as plaintiff and defendant, in the ordinary course of its business.

Other TP3 Qualifications Considerations

We have provided representative answers within our proposal derived from our designated TP3 resellers. We have not listed representative answers to each question from each designated TP3 reseller in the interest of efficiency and clarity of our proposal response.

However, we believe that it is important to note that all of our Designated TP3 resellers, which include Visual Pro 360, MCT, CDW-G, PCS Mobile, Insight Public Sector, AVISPL, and Whitlock, offer comprehensive experience in meeting the needs of Public Sector customers and are TP3 resellers in good standing with Panasonic. Specific and detailed information with respect to each of our designated TP3 Reseller's extended qualifications can be provided upon request.



Enclosure: Marketing Brochure

A sample Panasonic marketing brochure appears on the following two full pages.

This space intentionally left blank.

PUBLICLY SOLICITED AND AWARDED NATIONAL AGREEMENT OFFERING PANASONIC TOUGHBOOK LAPTOPS, TABLETS, ACCESSORIES, AND SERVICE.



The City of Tucson, AZ has publicly solicited and awarded an agreement for Panasonic Toughbook laptops, tablets, accessories and service. This cooperative purchasing agreement (Contract #073103) is available to public agencies and non-profit entities nationwide via National Intergovernmental Purchasing Alliance Company (National IPA).

National IPA works with public and non-profit agencies that competitively solicit and award national contracts for aggregated use. This cooperative strategy offers lower costs plus time and resource savings to participating agencies.

AWARD HIGHLIGHTS:

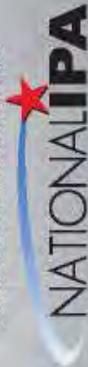
- COOPERATIVE PURCHASING CONTRACT
- PUBLICLY SOLICITED AND AWARDED
- RFP INCLUDED PUBLIC AGENCY "PIGGY-BACKING" LANGUAGE
- SAVES TIME, EFFORTS AND RESOURCES
- NATIONAL AGGREGATE PRICING SAVES MONEY
- END-TO-END SOLUTIONS FOR TOUGHBOOK INSTALLS

**FOR MORE INFORMATION:
866-239-3366
www.nationalipatoughbooks.com**

PANASONIC AND THE NATIONAL IPA. ONLY A TEAM THIS TOUGH COULD MAKE YOUR LAPTOP PURCHASES THIS EASY.

TOUGHBOOK

TO REGISTER AND PARTICIPATE



www.nationalipa.org



PANASONIC TOUGHBOOK COMPUTERS
FOR A TOUGH WORLD.

Panasonic ideas for life

REAL WORLD APPLICATIONS

LAW ENFORCEMENT:



Many law enforcement departments rely on Panasonic Toughbook® laptops to help fight crime effectively. A key component of Panasonic's solution for law enforcement is the Toughbook Arbitrator, a complete mobile digital video system that streamlines the way video evidence is collected, documented and presented. Panasonic partners with the best hardware, software and wireless companies to provide complete solutions for mobile computing.

FIRE:



The full lineup of Panasonic Toughbook laptops is so diverse, they offer a solution for any problem. Whether you're the fire chief inspector filling out paperwork, or on the engine making your way to a five-alarm fire, we've got a mobile solution that will keep you connected without incident. Many of our laptops are MIL-STD-810F-compliant, so they can work flawlessly, even in the most extreme temperatures.

EMT:



EMT's and first responders need a laptop that can work fast, under extreme conditions without skipping a beat. Thankfully, there's one line of laptops that are ready to work as long and hard as you do. Panasonic Toughbook laptops help EMS workers do their jobs faster than ever, keeping them connected and allowing them to easily update patient charts. When things are rapidly changing, nothing can keep up like a Panasonic Toughbook.

THERE'S A TOUGHBOOK LAPTOP READY TO SUIT UP FOR ANY JOB.

For the law enforcement, firefighting, and EMS sectors, Panasonic Toughbook laptops provide unquestioned reliability and cost-effectiveness that can pass the scrutiny of cost-conscious administrators, while still remaining at the forefront of technology. Thanks to an extremely intelligent design, Toughbook laptops are able to stay operational longer, resulting in a lower total cost of ownership, as well as a greater return on investment.

BUSINESS-RUGGED

For public safety professionals, Panasonic's thinnest, lightweight line of Toughbook laptops is the smart choice. They're designed with daily business life in mind, providing a sleek and durable notebook that is 3G Mobile broadband ready, and drop- and spill-resistant.

SEMI-RUGGED

Enjoy both the rugged and durable design Panasonic Toughbook laptops are known for while maintaining your mobility. The semi-rugged line allows you to remain flexible, working wherever the job takes you and having the ability to take Public safety applications with you.

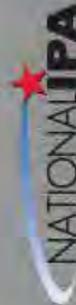
FULLY-RUGGED

Fully-rugged Toughbook laptops are true workhorses. They're MIL-STD-810F-compliant, and built to withstand the shocks, spills, vibrations, dust and extreme temperatures that firefighters, law enforcement officers and EMT's frequently encounter. For professionals that demand a tool that can survive almost anything and remain functional when it matters most, no other laptop comes close.

ARBITRATOR: RUGGED, FULLY-INTEGRATED MOBILE DIGITAL VIDEO SYSTEM

The Arbitrator is a next-generation Mobile Digital Video System that combines state-of-the-art digital recording and data-compression technology to achieve the world's most advanced, reliable, and easiest-to-query incident documentation system. It's the only pure digital solution for law enforcement officers who need irrefutable evidence for legal proceedings, evaluations, and training.

To register and participate please visit us at:
WWW.NATIONALIPA.ORG





Enclosure: Future Technologies

Brochures of upcoming Panasonic technologies begin on the following full page.

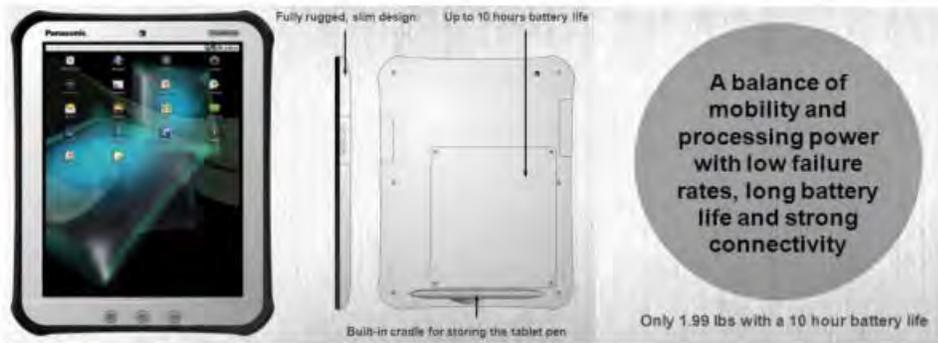
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Toughpad Tablet



Our New Panasonic Android-powered Toughpad Tablet, the new fearless business tablet that will go where no tablet has gone before. Combining data and device security, seamless connectivity, enterprise-minded technology, and a long legacy of rugged and reliable computing, the new Panasonic Toughpad Tablet is the perfect melding of mind and muscle. Featuring a 4-foot drop rating and a rugged, water and dust resistant design for the flexibility to work freely in nearly any environment, the Panasonic Toughpad offers the perfect tool no matter what the job and the most convenient tablet for mobile workers in any industry.



Powerful
 Android OS – Dual Core
 Up to 10 hours battery life

Display
 10.1" TFT color LCD display (1024x768 XGA)
 Capacitive Multi-Touch Interface and Pen input (Digitizer)
 500 nit daylight viewable
 Circular polarizer and antireflective screen treatment

Camera
 Front and rear

Connectivity
 Wi-Fi 802.11 a/b/g/n
 Bluetooth 2.1 w/EDR
 WWAN (built in antenna for 3G/WiMAX/LTE)
 GPS

Slots/External Interfaces
 Micro-USB
 Micro SD card slot
 Mini-HDMI

Durable
 4' drop rating
 IP65
 Broad operational temperature range (-4f to 140f)

* design & specs subject to change

front camera

rear camera

10.1" inch daylight viewable multi-touch screen

TOUGHBOOK

TOUGHBOOK FOR A TOUGH WORLD.™



Panasonic's Newest Addition - "Toughpad Tablet"

The new Toughpad Tablet includes a high brightness, daylight viewable screen so that mobile workers can easily see critical data and operate the device regardless of lighting conditions. The new tablet will also include an active stylus, allowing mobile workers to capture signatures on the device's 10.1" XGA multi-touch display. The new Toughpad Tablet offers durability, and ingress protection with a MIL SPEC 810 G tested rating. Other features to be offered on the Toughpad Tablet include satellite-based GPS, full-shift battery life, professional-grade accessories and optional embedded 3G/4G mobile broadband connectivity. Mobile computing devices today require a heightened level of device security that is not currently available in today's tablet market. To address this need, the new Toughbook Tablet is being designed with security embedded at the hardware level.



More about this new Tablet online -and sample review -

<http://www.panasonic.com/business/toughbook/toughbook-tablet.asp>
<http://www.notebookcheck.net/Panasonic-reveals-Android-Toughbook-tablet-58480.html>

Video of Toughpad

<http://www.panasonic.com/business/toughpad/US/durable-tablet-videos.asp>

TOUGHBOOK

TOUGHBOOK FOR A TOUGH WORLD.™



Arbitrator AdvantagePoint



PANASONIC ARBITRATOR VANTAGE POINT – NEW PRODUCT COMING SOON

The Panasonic Arbitrator Vantage Point™ wearable evidence capture system offers personnel additional protection by capturing video from the officer's perspective. These two integrated systems provide total visual and auditory accountability while interacting with their environment. Having reliable and impartial video evidence is critical and can provide invaluable training opportunities.

Some of the most important features include:

- 30 Sec Pre Record
- Image Stabilization
- Gyro Compensation
- H.264 1280 x 960 (1.3 MP)
- 180 Degree wide angle lens
- 5 hour continuous recording (12 hour shift)
- Arbitrator 360 Back End Integration
- Rugged two piece design



Our newly developed PVR device will revolutionize the way corrections personnel interact on a daily business with their surroundings. For instance, utilizing feedback from customers in the Public Safety market – primarily officers in the field, we learned that offering a 30 second pre-record enabled the officer to react to an incident he or she may witness while still having time to capture the event when it happened. In order to offer this feature (which would compromise battery life), Panasonic engineers developed a two piece design so the officer could change the battery without having to remove the unit from their uniform.

Image stabilization was also important as the officer must stand extremely still in order to maintain a stable shot that allows for easy review by investigators and/or District Attorney staff. As each officer would wear the unit differently we incorporated the innovative gyro compensation to ensure the picture would always be easy to view.



As most police interaction with the public is done at close range we added a 190 degree wide angle lens and offer 1.3 megapixel resolution to ensure the entire suspect would be in the cameras view whether they were close range or at a distance.

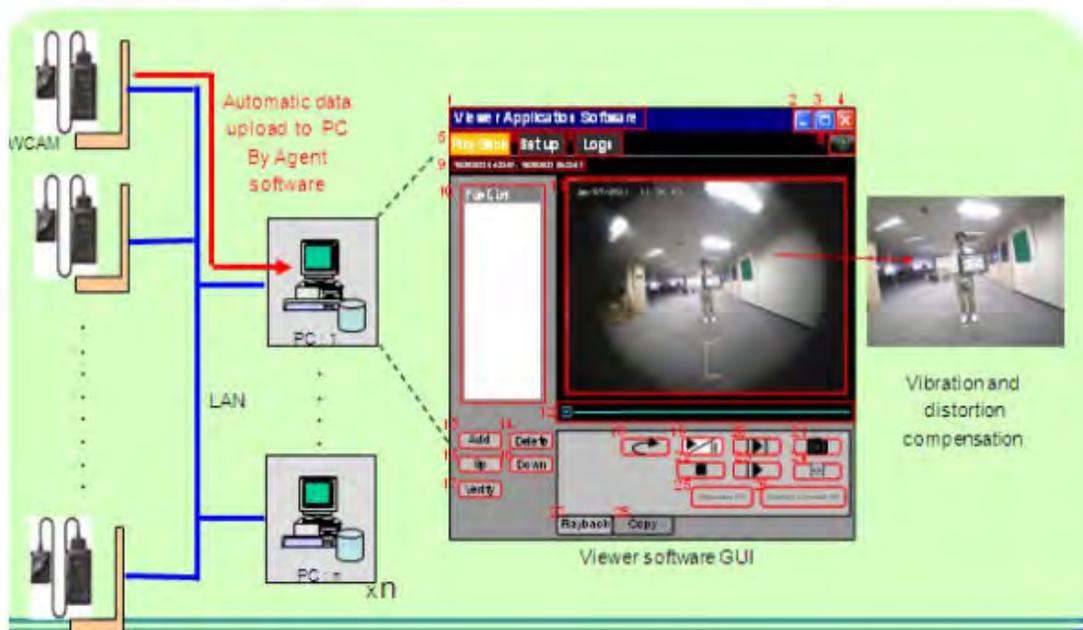
Although exact final pricing/cost information is unavailable until we are close to the release date, the cost per person for the solution is slated to be about \$1,000

Panasonic Arbitrator Vantage Point

TOUGHBOOK
Arbitrator
Evidence Capture
Video Systems



Snapshot of Potential Application:





Clarifications

Panasonic wishes to discuss with National IPA the following clarifications to National IPA Exhibit A – National IPA Response For National Cooperative Contract:

Section 1.5.: Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through National IPA's cooperative program:

- A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;*
- B. Establish the Master Agreement as the Supplier's primary go to market strategy to Public Agencies nationwide;*
- C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier's need to respond to multiple solicitations;*
- D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.*

Our Response: The National IPA contract has been a focus for us for the past five years and our reseller partners value the contract. We currently promote National IPA across the country, however in some States there is a State or other mandatory contract, like State of Texas, that may preclude us from promoting in that state, or that specific agencies must use for all procurements by law or regulation that we cannot circumvent.

Section 3.3.: Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as your company's primary go to market strategy for Public Agencies to your teams nationwide, to include, but not limited to:

- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days*
- ii. Training and education of your national sales force with participation from the executive leadership of your company, along with the National IPA team within first 90 days*

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Pubic Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:



- i. *Creation and distribution of a co-branded press release to trade publications within first 10 days*
- ii. *Announcement, contract details and contact information published on the company website within first 30 days*
- iii. *Design, publication and distribution of co-branded marketing materials within first 90 days*
- iv. *Commitment to attendance and participation with National IPA at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement*
- v. *Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by National IPA for partner suppliers. Booth space will be purchased and staffed by your company. In addition, you commit to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by National IPA.*
- vi. *Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement*
- vii. *Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, etc.)*
- viii. *Dedicated National IPA internet web-based homepage with:*
 - *National IPA standard logo;*
 - *Copy of original Request for Proposal;*
 - *Copy of contract and amendments between Principal Procurement Agency and Supplier;*
 - *Summary of Products and pricing;*
 - *Marketing Materials*
 - *Electronic link to National IPA's online registration page;*
 - *A dedicated toll free number and email address for National IPA*

Our Response: As mentioned previously, we have and will continue to promote the National IPA contract first, and will ensure our Sales team is trained and focused on the contract. However, we cannot ensure that each and every piece of sales material from Panasonic has National IPA on it, as not all "sales" literature is specifically designed as "sales literature." Some messages are designed to promote specific technologies or the Panasonic brand in the form of pre-sales educational literature that is not necessarily targeted to procurement decision-makers.

Section 3.3.M.: *Provide the Contract Sales (as defined in Section 10 of the National Intergovernmental Purchasing Alliance Company Administration Agreement) that your company will guarantee each year under the Master Agreement for the initial three years of the Master Agreement.*

\$ _____ .00 in year one

\$ _____ .00 in year two

\$ _____ .00 in year three



Our Response: Panasonic is not opposed to providing guarantees for sales for the contract. However, we would like the opportunity to discuss appropriate guarantees with National IPA in advance as there are a number of significant concerns with respect to Government financing that have developed since the original contract. These issues are entirely beyond the control of Panasonic and National IPA, and in the absence of sufficient allocated funds within government budgets at all levels, or in the situation where technology investments are frozen to accommodate budget constraints, it could present a situation where meeting overly optimistic forecasts becomes impossible. Additionally, it is important to note that acquisitions made to new customers acquired for National IPA under the existing contract cannot be used as a reliable measure of future performance as these customers have already made their initial large outlays, and revenue derived from these accounts is likely to be representative of that for minor refreshes and accessories.