

City of Tucson
Contract # 226017-02
for
Mobile Computing Solutions

with
Panasonic North America Connect

Effective: April 14, 2023

The following documents comprise the executed contract between the City of Tucson, and Panasonic effective April 14, 2023:

- I. Vendor's Response to Intent to Negotiate/Best and Final Offer (BAFO)
- II. City's Intent to Negotiate/BAFO Request
- III. Supplier's Response to the RFP
- IV. RFP 226017
- V. OMNIA Partners



Contract No. 226017 - 02

Mobile Computing Solutions

Vendor: Panasonic Connect North America,

Division of Panasonic Corporation of North America

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1. Vendor's Response to Intent to Negotiate/Best and Final Offer (BAFO)

January 12, 2023

Casey Adams
Senior Contract Officer, Business Services Department
Shared Services – Procurement, City Hall
255 W. Alameda / P.O. Box 27210
Tucson, AZ 85726-7210

Sent via electronic mail to casey.adams@tucsonaz.gov, this day

Subject: Request for Proposal No. 226017 – Mobile Computing Solutions Intent to Negotiate

Dear Casey:

Panasonic Connect is pleased to have been invited to enter negotiations with the City of Tucson. Please see our responses to the City's requests below:

1. Best and Final Pricing: The City requests a best and final price offer.

Panasonic Connect North America, Division of Panasonic Corporation of North America, provided its best available discounts to the City of Tucson in our original response to RFP No. 226017 submitted June 30, 2022. We are happy to be able to hold these discounts as proposed:

Group 1: Ruggedized Laptop Product Line				
ITEM NO.	PRODUCT CATEGORIES	PROPOSED MANUFACTURER	PROPOSED MODEL #	PERCENT DISCOUNT OFF SRP
1.a.	Ultra-Rugged	Not Applicable		
1.b.	Accessories	Not Applicable		
1.c.	Fully-Rugged	Panasonic	FZ-40	16%
1.d.	Accessories	Panasonic	ALL	11%
1.e.	Semi or Business-Rugged	Panasonic	FZ-55	13%
1.f.	Accessories	Panasonic	ALL	11%

Group 2: Ruggedized Tablet Product Line				
ITEM NO.	PRODUCT CATEGORIES	PROPOSED MANUFACTURER	PROPOSED MODEL #	PERCENT DISCOUNT OFF SRP
2.a.	Ultra-Rugged	Not Applicable		
2.b.	Accessories	Not Applicable		
2.c.	Fully-Rugged	Panasonic	CF-33, FZ-A3, FZ-G2, FZ-S1	12%
2.d.	Accessories	Panasonic	ALL	11%
2.e.	Semi or Business-Rugged	Not Applicable		
2.f.	Accessories	Not Applicable		

Group 3: Laptop and Tablet Accessories	
PROPOSED MANUFACTURER	PERCENT DISCOUNT OFF SRP
Agora	11%
Airgain	11%
Brother	11%
CradlePoint	11%
Gamber Johnson	11%
Havis	11%
iKey	11%
Infocase	11%
Lind	11%
Nuance (peripherals)	11%
ProGlove	11%
Seiko Instruments	11%

Group 5: Other Technology Products	
PROPOSED MANUFACTURER	PERCENT DISCOUNT OFF SRP
Panasonic Handheld (FZ-N1)	9%
Panasonic Handheld Services	0%
Panasonic Displays	16%
Panasonic Display Accessories	10%
Panasonic Display Services	0%
Panasonic Projectors	38%
Panasonic Projector Accessories	0%
Panasonic Projector Services	0%
Panasonic Professional Audio	10%
Panasonic Professional Audio Visual	10%
Panasonic Professional Audio Visual Accessories	10%
Panasonic Professional Audio Visual Services	10%
Panasonic Digital Signage	5%
Panasonic Digital Signage Accessories	5%
Panasonic Digital Signage Services	5%
Panasonic Lecture Capture	5%
Panasonic Lecture Capture Accessories	5%
Panasonic Lecture Capture Services	5%

Group 6: Services	
PROPOSED SERVICE OFFERING	PERCENT DISCOUNT OFF SRP
All Panasonic Connect Professional Services	0%

Please note that Panasonic Connect only sells through Panasonic Authorized Resellers, and these discounts will be applied to our SRP to reflect “not-to-exceed” pricing (publicly available here: <https://na.panasonic.com/us/government-contracts/state-education-contracts>). The City’s Panasonic Authorized Reseller of choice will have the option of offering further discounts based on quantity or other factors.

2. Exceptions: The City acknowledges that exceptions have been taken to City contract language.

a. Explain the reason for the requested changes.

Regarding G.5, Professional Liability - Technology Errors & Omissions, Panasonic removed the General Aggregate value of \$2,000,000 because we don't want a limit in the event that an incident comes in at a higher value.

Regarding G.7, Additional Insurance Requirements, Panasonic removed the verbiage about excluding Employment Practices Liability because there is no requirement for Employment Practices Liability in the City's contract.

ii. Specifically explain the reasoning for the requested change to blanket endorsement.

*In G.7.A and G.9, Panasonic added that a waiver of subrogation will be **provided via a blanket endorsement** and that the Commercial General Liability, Commercial Automobile Liability and umbrella policies where applicable will include the City as an additional insured **via blanket endorsements** to the policies because a blanket endorsement allows our insurance to segregate under the waiver of subrogation, CGL, AL, and Umbrella policies as per the City's requirements.*

Regarding G.8, Policy Change Notice, Panasonic cannot commit to giving the City 10 days written notice. Panasonic will endeavor to provide notice in a timely fashion to the best of our ability, however, we can contract to a specific timeline.

b. The City accepts the redline to G.11 regarding copies of insurance policies.

Panasonic Connect appreciates the City's acceptance of our not being able to provide copies of insurance policies.

Panasonic Connect understands the City's Notice of Intent to Negotiate is not an intent to award a contract and does not establish a contractual relationship between the firm and the City. We also understand that in the event that the City is not able to negotiate a satisfactory contract with the firm, the City will terminate negotiations.

Thank you again for the opportunity to respond to your requests.

Sincerely,

Karen Painter

Senior Bids and Capture Manager

Panasonic Connect North America, Division of Panasonic Corporation of North America

Karen.Painter@us.panasonic.com

Fw: RFP 226017 - Term regarding A.R.S. §35-394

Casey Adams <Casey.Adams@tucsonaz.gov>

Thu 4/13/2023 10:34 AM

To: Casey Adams <Casey.Adams@tucsonaz.gov>

Casey Adams, CPPB

Senior Contract Officer

City of Tucson

Business Services | Procurement

(520) 837-4128

www.tucsonprocurement.com



From: Painter, Karen <Karen.Painter@us.panasonic.com>

Sent: Thursday, March 30, 2023 11:30 AM

To: Casey Adams <Casey.Adams@tucsonaz.gov>; Tinucci, Kelly <Kelly.Tinucci1@us.panasonic.com>

Subject: [EXTERNAL] RE: RFP 226017 - Term regarding A.R.S. §35-394

Hi Casey,

I just heard back from our Legal team and can confirm Panasonic's understanding that the term will be incorporated into contract 226017.

Thank you for letting us know!

~ Karen

Karen D. Painter

Senior Bids and Capture Manager, Panasonic Connect N.A.

call / text: 862-373-2103 (Texas-based)

Karen.Painter@us.panasonic.com

From: Casey Adams <Casey.Adams@tucsonaz.gov>

Sent: Wednesday, March 29, 2023 2:49 PM

To: Painter, Karen <Karen.Painter@us.panasonic.com>; Tinucci, Kelly <Kelly.Tinucci1@us.panasonic.com>

Subject: Re: RFP 226017 - Term regarding A.R.S. §35-394

Casey Adams, CPPB

Senior Contract Officer

City of Tucson

Business Services | Procurement

(520) 837-4128

www.tucsonprocurement.com



From: Painter, Karen <Karen.Painter@us.panasonic.com>

Sent: Wednesday, March 29, 2023 12:10 PM

To: Casey Adams <Casey.Adams@tucsonaz.gov>; Tinucci, Kelly <Kelly.Tinucci1@us.panasonic.com>

Subject: [EXTERNAL] RE: RFP 226017 - Term regarding A.R.S. §35-394

Karen D. Painter

Senior Bids and Capture Manager, Panasonic Connect N.A.

call / text: 862-373-2103 (Texas-based)

Karen.Painter@us.panasonic.com

From: Casey Adams <Casey.Adams@tucsonaz.gov>**Sent:** Wednesday, March 29, 2023 2:07 PM**To:** Tinucci, Kelly <Kelly.Tinucci1@us.panasonic.com>; Painter, Karen <Karen.Painter@us.panasonic.com>**Subject:** RFP 226017 - Term regarding A.R.S. §35-394

Hi Kelly and Karen,

The State of Arizona has passed a new statutory requirement that contracts signed on or after September 24th should include the below referenced term. Please confirm Panasonic's understanding that the following term will be incorporated into contract 226017.

"WRITTEN CERTIFICATION PURSUANT TO A.R.S. §35-394

If Contractor engages in for-profit activities and has at least ten full time employees, Contractor certifies that Contractor does not currently, and agrees for the duration of the contract that it will not, use: 1) the forced labor of ethnic Uyghurs in the People's Republic of China; 2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and 3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the contract that it is not in compliance with the written certification, it must notify the City within five business days after becoming aware of the noncompliance. This Contract will be automatically terminated 180 days after the date of the notice unless Contractor has, before the end of that period, notified the City that the noncompliance has been remedied."

Here is a link to ARS §35-394: <https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/35/00394.htm>

Thank you,

Casey Adams, CPPB

Senior Contract Officer

City of Tucson

Business Services | Procurement

(520) 837-4128

www.tucsonprocurement.com



2. City's Intent to Negotiate/BAFO Request

January 6, 2023



Karen Painter
Panasonic Connect North America, Division of Panasonic Corporation of North America
Two Riverfront Plaza, 9th Floor
Newark, NJ 07102-5490
Karen.painter@us.panasonic.com

Sent via electronic mail, this day

**Subject: Request for Proposal No. 226017 – Mobile Computing Solutions
Intent to Negotiate**

Dear Karen:

The City of Tucson has completed the evaluation of submittals received in response to the subject solicitation. Based upon the recommendation of the evaluation committee, the City is inviting your firm to enter negotiations. Specifically, the City requests the following:

1. **Best and Final Pricing:** The City requests a best and final price offer.
2. **Exceptions:** The City acknowledges that exceptions have been taken to City contract language.
 - a. Explain the reason for the requested changes.
 - ii. Specifically explain the reasoning for the requested change to blanket endorsement.
 - b. The City accepts the redline to G.11 regarding copies of insurance policies.

This Notice of Intent to Negotiate is not an intent to award a contract and does not establish a contractual relationship between the firm and the City. In the event that the City is not able to negotiate a satisfactory contract with the firm, the City will terminate negotiations.

Please submit a written response to my attention via e-mail to casey.adams@tucsonaz.gov on or before Thursday, January 12, 2023 at 2:00 PM. Please contact me via e-mail or at (520) 837-4128 with questions regarding the items above.

Sincerely,

A handwritten signature in black ink that reads "Casey Adams". The signature is written in a cursive, flowing style.

Casey Adams
Senior Contract Officer



3. Vendor's Response to RFP 226017

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions Technical Proposal

1. Method of Approach - National Program

1A. Provide a response to the national program.

1. Include a detailed response to Attachment 1, Exhibit A, OMNIA Partners Response for National Cooperative contract. Responses should:
 - highlight experience,
 - demonstrate a strong national presence,
 - describe how offeror will educate its national sales force about the contract,
 - describe how products and services will be distributed nationwide,
 - include a plan for marketing the products and services nationwide
 - and describe how volume will be tracked and reported to OMNIA Partners.

Please see Panasonic Connect's re response for 3.0 Supplier Response in a separate file.

2. The successful offeror will be required to sign Attachment 1, Exhibit B, OMNIA Partners Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the OMNIA Partners Administration Agreement.

Panasonic Connect has completed the Supplier Information on Exhibit B, OMNIA Partners Administration Agreement and uploaded it to the OpenGov system. Although no edits were made in the agreement, in our 3.0 Supplier Response document, we have commented on two areas that we believe should be considered.

2. Method of Approach – General Requirements

- 2A. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.

General Requirements

- A. QUALIFIED VENDORS: Offerors should meet the minimum qualifications:

1. Be an authorized reseller or manufacturer.

Panasonic Connect North America is a Division of Panasonic Corporation of North America (PNA), based in Newark, NJ, which is a wholly owned subsidiary of the Japan-based Panasonic Corporation.

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Panasonic Corporation is a \$60 billion global company that manufactures electronics for many industries. Panasonic Corporation of North America is responsible for Panasonic's branding, marketing, sales, service, product development, and R&D operations in the United States and Canada. Panasonic Connect North America provides these functions for Panasonic's TOUGHBOOK® computer devices, video displays and projector systems, professional audio video solutions, food locker solutions, digital signage, and factory automation (robotic welding) product lines.

2. Have a strong national presence in the computer industry.

Panasonic Corporation is a \$60.3 billion global company (fiscal year ending March 31, 2022) with worldwide research and development resources. Proposed in response to the City's RFP are Panasonic's TOUGHBOOK rugged computing devices (laptops, tablets, and handhelds), as well as Panasonic's video displays and projector systems, professional audio video solutions, digital signage and lecture capture, and each product line's associated services and accessories.

*Panasonic's TOUGHBOOK product line is the undeniable leader in the **rugged** computing market, having introduced the product category in 1996. Used by many of the largest public safety organizations throughout the United States, as well as by most branches of the U.S. Military, agencies also take advantage of Panasonic's ProServices, utilizing our expert deployment services, project management, and long term asset management to streamline maintenance support operations and maximize IT resources.*

3. Have a distribution model capable of delivering products nationwide.

Panasonic is a proven leader in the deployment, installation, service, and support of our products. Panasonic Connect maintains dedicated national sales and field engineering teams that assist our 1300+ Authorized Resellers with the successful delivery and deployment of Panasonic products and services nationwide. All services (software configuration, deployment, repair, call center, etc.) are performed at one of two U.S.-based Panasonic-owned National Service Centers, centrally located in Kansas City, Kansas, and Memphis, Tennessee.

We have highlighted thirteen Panasonic Authorized Resellers below, in section 2C, that have been approved to sell off the current contract with the City of Tucson and OMNIA Partners. They too provide coverage of the entire country and have proven to provide reliable sales off of the contract.

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4. Have a demonstrated national sales presence.

As an OEM technology manufacturer, Panasonic does not sell our products or services directly to our customers. Instead, we sell through a distribution channel with over 1300 Panasonic Authorized Resellers nationwide that offer the full range of products and services that will meet or exceed the requirements of the City of Tucson and any agencies that opt-in to participate in the cooperative purchasing program with the City of Tucson and OMNIA Partners. The thirteen reseller partners highlighted in this proposal not only can provide the City with the desired national sales presence, but they have also proven to successfully use Panasonic's current City of Tucson & OMNIA Partners agreement with their customers by offering comprehensive solutions via the cooperative purchasing program.

In addition to our Authorized Resellers, Panasonic Connect has its own force of over 80 Account Managers, Inside Sales Representatives, and Channel Managers to support the Resellers and their customers in getting the products that best meet their needs.

5. Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.

Panasonic has been supporting cooperative purchasing agreements and contracts for over 20 years. Panasonic Connect currently holds the cooperative purchasing program with the City of Tucson and OMNIA Partners and sincerely hope to be given the opportunity to continue that relationship.

Panasonic Connect is confident we can meet and exceed the requirements of the cooperative purchasing program detailed herein.

6. Be able to provide the full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.

Panasonic Connect can provide a full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program. Proposed in response to the City's RFP are Panasonic's TOUGHBOOK rugged computing devices (laptops, tablets, and handhelds), as well as Panasonic's video displays and projector systems, professional audio video solutions, digital signage and lecture capture, and each product line's associated services and accessories.

Panasonic has been supporting Public Sector agencies for over 25 years with unique and customized solutions to meet the demands of harsh environments and exceed expectations with technologies that make jobs easier and keep our communities safe. A representative sampling of these customers is provided in this proposal, but more can be provided as Panasonic has been prominent as a trusted supplier across the United States for decades, in countless communities, supporting their police, fire, municipal, and utility providers.

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions Technical Proposal

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

1. Online
2. Telephone
3. Email

Panasonic Connect does not sell our products or services directly to our customers. Instead, we sell through a distribution channel with over 1300 Panasonic Authorized Resellers nationwide that offer the full range of products and services that will meet or exceed the requirements of the City of Tucson and any agencies that opt-in to participate in the cooperative purchasing program with the City of Tucson and OMNIA Partners. The thirteen reseller partners highlighted in this proposal have proven to successfully use Panasonic's current City of Tucson & OMNIA Partners agreement with their customers and are approved to be added to the new contract between Panasonic Connect and the City of Tucson.

For ordering processing, Panasonic will maintain the list of contractually approved Authorized Resellers who are authorized to sell off of this contract and can accept orders online, by telephone, or via email. The list of highlighted Panasonic Resellers in section 2C below represent a very limited number of our strategic Authorized Resellers who have clearly demonstrated the capabilities and the capacity required to service a contract of this size and scope within their respective areas of operation. Each of our highlighted resellers have comprehensively reviewed all contract requirements and have affirmed both their willingness and capability to participate, as well as their commitment to ensure that the terms and conditions of the contract, and expectations of the City of Tucson as well as all agencies participating in the cooperative purchasing program are met with enthusiasm and superlative sales support, marketing, and executive performance.

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

Panasonic Connect acknowledges and agrees to comply with this requirement using our ProServices deployment services and our authorized resellers and distribution channel.

- D. USAGE REPORT: The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report should

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions

Technical Proposal

list the manufacturer name, model number, part number, serial number, item description, quantity sold and total spend by department, division, ordering entity, etc.

Panasonic acknowledges Attachment F, Exhibit E Omnia Partners Contract Sales Reporting Template and agrees to work with our Panasonic Authorized Resellers to provide the Agency Department of Procurement with a copy of our resellers' usage reports upon request or as scheduled (currently provided monthly).

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

Panasonic, as well as each of our designated Authorized Resellers, offers an extensive set of facilities and resources that will be utilized to fulfill this contract. In designating Authorized Resellers, each requisite function related to pre-sales, order, order fulfillment, and customer support are redundantly covered within the scope of operations that will be required to successfully fulfill the terms and intent of this award.

Note: Panasonic will not restrict the City of Tucson or any other agencies participation in the cooperative purchasing program with regards to which designated reseller participants prefer to utilize on the basis of features and/or service support programs offered to support their respective procurements.

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

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

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

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

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Panasonic Connect TOUGHBOOK devices come standard with a three-year warranty. However, please note that some accessories and proposed related technologies may have less than a three-year warranty.

2B. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:

1. What is your fill rate guarantee?

Panasonic does not offer a fill rate guarantee, however, since Panasonic is a build to order manufacturer, it would be extremely rare for us not complete an order. We may ship product at different times to accommodate installation or other schedules, however, we rarely do not completely fill an order.

2. What are your delivery days?

Panasonic Connect ProServices ships out for delivery to be made during normal workdays, Monday through Friday, avoiding Federal holidays. Saturday deliveries may be arranged but would be considered a special case and may incur additional service fees.

3. Do you offer next day delivery?

For new product deployment, the standard is FedEx 2nd day delivery. However, if an order contains over 40 devices, it will be palletized and sent via 3-5 day shipping. Standard delivery shipping is included with the purchase of the Panasonic device.

Next day delivery is available if needed (for instance to make a deadline for a grant), however, the customer may incur shipping charges.

4. How do you facilitate emergency orders?

All orders are placed through a Panasonic Authorized Reseller. In the event of an emergency order, the agency should work with their chosen reseller who in turn will work with its distributor and Panasonic Connect Account Manager to identify available inventory in the distribution channel that may be used to fulfill the order.

As mentioned, Panasonic Connect is a build to order manufacturer, so inventories are kept to a minimum throughout the channel.

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

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For purchases and in-warranty repairs, all standard shipping charges are included with the purchase of the device. If special shipping is needed (Saturday delivery, overnight delivery, etc., the customer may be charged for shipping.) .

Note that shipping costs for out of warranty repairs are the responsibility of the customer.

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

An agency should always work with their chosen Authorized Reseller to resolve any issues with an order who will work with their Panasonic Connect Account Manager. On the rare occasion of a customer ordering the wrong product, Panasonic ProServices will engage with the Panasonic Supply Chain team and Operations to get product returned and replaced.

In the event of a defective product, the warranty on the device will kick in. Simply call ProServices at 1-800-LAPTOP5 to get a Return Merchandise Authorization (RMA) and shipping label. ProServices will repair or replace the product per the terms of the warranty.

7. Describe how products will be distributed to the City of Tucson and nationwide. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.

When an order is placed with a Panasonic Authorized Reseller, that order then passes to the Distributor and then to Panasonic Connect for manufacturing at a Panasonic-owned factory in either Japan or Taiwan (both countries are Trade Agreements Act (TAA) compliant). After manufacturing, TOUGHBOOK devices are flown to the United States on commercial transport and delivered to the appropriate service center. All TOUGHBOOK services (software configuration, deployment, repair, call center, warehousing, etc.) are performed at one of two U.S.-based Panasonic-owned ProServices Centers. TOUGHBOOK laptops and tablets are deployed from our Center in Kansas City, Kansas, and TOUGHBOOK handheld devices are deployed from at our Center in Memphis, Tennessee. Each facility is at least 25,000 square feet.

After configuration, devices are shipped from the appropriate facility via FedEx 2nd day air to the customer-designated location. However, if there are over 40 units in the order, then we palletize the devices and ship them via 3-5 day transport.

Deliveries will be made to the designated location, whether that is the agency's front desk or to an installation team, however, if palletized, the chosen reseller may need to receive the shipment and deliver devices to the customer's desk.

- 2C. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order

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tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc.

Panasonic Connect is a build to order manufacturer. All orders are received from its Authorized Distributors who receive orders from Panasonic Authorized Resellers. Most resellers can receive orders by email or online. Some resellers even have the capacity to create custom websites for agencies so that on-line ordering, order tracking, and order history may easily be tracked.

Panasonic Connect provides two websites to support current contract with the City of Tucson and OMNIA Partners:

<https://na.panasonic.com/us/government-contracts/national-ipa-contract>

and the OMNIA Partners microsite:

<https://www.omniapartners.com/publicsector/suppliers/panasonic/overview>

These two websites provide contract details and pricing used for the Master Agreement.

Additionally, for technical data, documentation, and the TOUGHBOOK configurator, please visit:

<https://na.panasonic.com/us/computers-tablets-handhelds>

And if desired, Panasonic Connect also offers a Service Gateway that allows an agency to manage assets. Please refer to the brochure with the "Services Collateral" file uploaded to the OpenGov system with our proposal.

If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.

Panasonic Connect will only sell its products through Authorized Panasonic Resellers who are responsible for taking orders, invoicing, and receiving payments. Panasonic will work closely with the below thirteen contractually authorized resellers that will be allowed to service the City of Tucson and other agencies that choose to use the OMNIA Partners contract to ensure all requirements of the resulting contract flow down to the resellers.

Academic Technologies

Located in Jackson, MS; Ridgeland, MS; Birmingham, AL

www.academictechinc.com

Christy Rogers

christy@academictechinc.com

703-501-9893

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Adwar Video

Located in Farmingdale, NY

www.adwarvideo.com

Pam Dandic, Office Manager

pam@adwarvideo.com

631-777-7070 x120

Pivot Technology Services Corp. d/b/a Computacenter

Servicing Texas, East Coast, Midwest United States

www.computacenter.com/us

Johanna Daily, Senior Financial Analyst

johanna.daily@computacenter.com

210-885-1969

CDS Office Technologies

Locations in Springfield IL (Corporate Headquarters), Bloomington IL, Champaign IL, Chicago IL, Davenport IA, Marion IL, Peoria IL, Quincy IL, St. Louis MO

www.cdsofficetech.com

Mark Gottlieb, Senior Account Manager

mgottlieb@cdsot.com

630-677-1315

Code 3 Technology

Located in Mesa, AZ

www.code3technology.com

Clay Jeppsen, President

clay@code3technology.com

480-888-6401

Diversified US

Headquartered in New Jersey with 35 offices nationwide

<https://onediversified.com>

Brad Thomas

bthomas@onediversified.com

866-447-1004

GovDirect (WOMEN OWNED)

www.govdirect.com

Located in Clearwater, Florida

Brian Robbins, Director of Public Sector Solutions

brobbins@govdirect.com

888-868-4431

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Technical Proposal

Law and Order Technology, LLC

Located in Fort Lauderdale, Florida, and Fuquay-Varina, North Carolina

www.lawandordertechnology.com

Rodney Spell, Vice President

rodney@lawandordertechnology.com

954-281-505

Lehr Auto

Sacramento CA, Pittsburg CA, Anaheim CA, Hayward CA, Reno NV, and Salem OR

www.lehrauto.com.

Jim Stommel, President

jim@lehrauto.com

916-646-6676

Mobile Concepts Technology (MCT)

mobileconceptstech.com

Located in Phoenix, AZ, Denver, CO, Spartanburg, SC, Houston, TX

Aaron Bauer, Vice President of Business Development

abauer@mobileconceptstech.com

480-299-3166

Rugged Depot

Located in Spartanburg, SC and Houston, TX

www.ruggeddepot.com

Claes Adler

claes.adler@ruggeddepot.com

888-337-3007

Route 1

Scottsdale, AZ

www.route1.com

Amy Wilbur

amy.wilbur@route1.com

561-314-9091 x4512

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Technical Proposal

Turn-Key Mobile, Inc.

Based out of Jefferson City, Missouri, and servicing the states of Missouri, Kansas, Oklahoma, Arkansas, Mississippi, Texas, North and South Dakota.

www.turnkeymobile.com

Mike Southard, President

mike@turnkeymobile.com

573-893-9888

- 2D. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.

Panasonic Connect relies on its Authorized Resellers to receive orders, issue invoices, and receive payments. Each reseller has its own capabilities, however, most resellers are small businesses that receive orders and issue invoices via email.

- 2E. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?

Panasonic Connect uses various methods to track performance including setting goals and tracking key performance indicators against those goals. Since Panasonic Connect is a build to order manufacturer, we do not maintain stock or inventory or have backorders. Orders are normally filled 100% as the order triggers manufacturing.

- 2F. State any return and restocking policy, and any fees, if applicable associated with returns.

Panasonic is a build to order manufacturer therefore Panasonic Connect does not allow returns. Because of this, very few of our Authorized Resellers take returns. Some resellers will allow returns if the package is unopened, however, may charge a 15-20% restocking fee. Please work directly with your chosen reseller to resolve any product issues and Panasonic Connect will assist as best as possible.

- 2G. Submit additional information that will aid the City in evaluating your proposal.

Please see uploaded files with collateral.

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions Technical Proposal

3. Method of Approach - Product Requirements

3A. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:

1. Identification and description of product categories offered
2. Identification and description of sub categories
3. Identification and description of manufacturers within each sub category.

Panasonic Connect is pleased to offer its TOUGHBOOK rugged computing devices in the following product categories:

1. Ruggedized Laptops in the b. Fully-rugged and c. Semi-rugged categories

The TOUGHBOOK 40 Fully-rugged Laptop and the TOUGHBOOK 55 Semi-rugged Laptop are manufactured by Panasonic Corporation.

Both the TOUGHBOOK 40 and TOUGHBOOK 55 are tested & certified to Mil Spec 810H, fully meeting the requirements of the solicitation. Please refer to the provided third party testing documentation and spec sheets provided in the Product Collateral file uploaded to OpenGov.

2. Ruggedized Tablets in the b. Fully-rugged category

The TOUGHBOOK 33 Fully-rugged 12" Windows Tablet, the TOUGHBOOK A3 Fully-rugged 10.1" Android Tablet, the TOUGHBOOK G2 Fully-rugged 10.1" Windows Tablet Laptop, and the TOUGHBOOK S1 Fully-rugged 7" Windows Tablet are all manufactured by Panasonic Corporation.

3. Accessories such as

a. vehicle mounts are manufactured by Havis and Gamber-Johnson

b. desktop replicators (a.k.a. port replicators) are manufactured by Havis and Gamber-Johnson

c. docking stations are manufactured by Havis and Gamber-Johnson

d. batteries for TOUGHBOOK devices are manufacture by Panasonic Corporation

e. battery chargers for TOUGHBOOK batteries and devices

~~f. memory cards~~

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~~g. external drives~~

h. extended warranties to include batteries are provided by Panasonic ProServices using the B2M solution

i. keyboards manufactured by Panasonic and I-Key

~~j. keyboard covers~~

k. backlit keyboards manufactured by Panasonic and I-Key

l. stylus manufactured by Panasonic and other

m. solid state drives by Panasonic

n. cases manufactured by InfoCase, Agora, Toughmate

o. touchscreens manufactured by Panasonic

~~p. aircard~~

~~q. cooling devices~~

r. Peripherals: xPAKs manufactured by Panasonic; other items by Nuance and ProGlove

s. other: RAM by Panasonic; Mobile Printers by Brother and Seiko

4. Ancillary Products

a. cradlepoint manufactured by Cradlepoint

~~b. antennas~~

c. other: Services such as Consulting, Deployment, Warehousing by Panasonic ProServices; other services provided by Absolute, B2M Battery Monitoring, Warranty, Service; Crestron Mounting Services for Audio Visual Products; Nuance (software); SOTI Mobile Device Management; and VuLock Drive Screen

d. Other Technology Product Categories: Chargers by Lind; TOUGHBOOK Handhelds, Displays and Projectors, Professional Audio and Visual equipment, Digital Signage, Lecture Capture products all manufactured by Panasonic Corporation.

3B. Describe how your firm will notify customers of new products.

Panasonic Connect's Product Management team works closely with our Contracts, Marketing, Sales and Reseller organizations to ensure customers are aware of products as soon as they are available to be ordered. The campaign usually begins with "teaser" video distributed heavily throughout social media. This is soon followed by training of the sales and reseller organizations, and special customer promotions before launch. Once a product is released, Panasonic's PR firm has arranged for reviews of the products and other publications to make the public aware, driving demand and orders. As an example, please search on our recent launch of the TOUGHBOOK 40 Rugged Laptop.

3C. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.

Panasonic has always designed and tested its mobile computers to withstand a wide range of extreme conditions including heat. Please see the brochure on the next page.

TOUGHBOOK HEAT RESISTANCE TESTING

PANASONIC DEVICES AND HEAT TESTING

Panasonic has always designed and tested its mobile computers to withstand a wide range of extreme conditions including heat. Panasonic devices are typically certified to over twenty different MIL-STD tests. Understanding some of the current disinfecting solutions being introduced to the market, the following three are most relevant. All of these MIL-STD tests were conducted and have been certified by an independent lab.

- **High Temperature Storage Test (Method 501.5, Procedure I)**

Units are powered off while in heat chamber. Cyclic test, repeating every 24 hours over 7 days.

- **High Temperature Operation Test (Method 501.5, Procedure II)**

Units are powered on while in heat chamber for 2 hours at constant temperature.

- **Temperature Shock (Method 503.5, Procedure I)**

Units are powered off while in a heat chamber for 1 hour, then transferred to a -60°F cold chamber for 1 hour.



TEST	55	33	20	G2	G1
High Temperature Storage	160°F	160°F	160°F	160°F	160°F
High Temperature Operation	140°F	145°F	145°F	145°F	140°F
Temperature Shock	160/-60°F	200/-60°F	200/-60°F	200/-60°F	200/-60°F

PANASONIC DEVICES AND DISINFECTANT SPRAYS

In addition, Panasonic rigorously tested these devices against prolonged use of disinfectant wipes. For more information, please refer to the Panasonic Cleaning and Sanitizing brochure, Panasonic user manual and instructions from the disinfectant manufacturer.

CONCLUSION

Panasonic is committed to providing the most durable and reliable mobile computing solutions. Panasonic cannot warranty the impact over prolonged use or excessive exposure, but has rigorously tested these devices against heat, disinfectant sprays as well as many other rugged tests. For specific questions regarding warranty or heat resistance please contact your Panasonic Account Team.



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Technical Proposal

- 3D. Submit additional information that will aid the City in evaluating your proposal.

Please refer to collateral files uploaded to the OpenGov system with our proposal.

4. Method of Approach - Service Requirements

- 4A. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:

1. Policies and programs detailing your efforts in these areas.

1. Financing or Leasing

- a. Capital
- b. Operating
- c. Other

Panasonic Connect works with 3rd party companies to offer Financing or Leasing options that can be customized to an agency's needs. Please contact your Authorized Reseller who will work with your Account Manager to get details.

2. Consulting

- a. Public safety equipment needs assessment and recommendation for upcoming use case
- b. Grant assessment and writing
- c. Other

Panasonic Connect's ProServices department offers consulting. Panasonic engineers have years of experience in a wide range of industries and deployments, and will work closely with your IT team, both pre- and post-sale, to deploy the solution that addresses your specific challenges. All Panasonic customers have access to our 24/7 help desk, as well as a team of field service engineers for more complex issues.

Consulting services include:

- *Infrastructure assessment. Panasonic ProServices can evaluate your current IT setup—including imaging processes, networks, encryption, and endpoint security—and make recommendations to provide a successful TOUGHBOOK deployment with optimized performance.*
- *Product selection. Panasonic's ProServices team can help select the right device for your needs, making sure users have the capabilities they need and equipment that offers the durability and reliability to support a high-performing team in even in the harshest conditions.*

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- *Worker ride-along.* Our experts can go on site to observe firsthand how users use their devices at the job site or in the vehicle to help validate what device is best suited for the job. They can also recommend process improvements and mounting solutions to facilitate productivity and comfort.
- *Image consulting.* Once the right product is selected, we can review your image creation process. We can help fine-tune the image, recommend Microsoft® best practices, and identify any dependencies required for their application suite. Finally, following this review, we create and test the image for operating system or driver issues, finalizing an optimal image for production.
- *IT staff augmentation.* Our experts can extend IT staff resources by helping the customer design and deploy new technology, including device configuration, mobile applications, and integration into the existing IT infrastructure. Panasonic can provide short-term or long-term staff augmentation contracts that enable Panasonic employees to implement recommendations onsite.
- *Training.* Panasonic can train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications. We also can provide device and in-vehicle mount installation training that allows the customer to fine-tune their user experience (screen brightness, touchscreen sensitivity and calibration, and cellular and Wi-Fi usage).
- *Custom software development and integration.* With new operating systems like Android® and new mobile technology, a common challenge is how to migrate and integrate these with existing systems. Panasonic experts can utilize our Rapid Application Development platform to develop and deploy a new Android-based mobile application solution and integrate the solution into existing systems.

3. Repairs

- Onsite
- Repair Facility
- Other

Panasonic ProServices standard warranty offers repairs on devices at our Panasonic-owned facilities in Kansas City, Kansas, and Memphis, Tennessee. All warranties cover shipping, so the faster a RMA is filed, the faster a repair can be completed. Average repair time is two working days.

Onsite trouble-shooting services may be offered by your Authorized Reseller, but all repairs must be performed by Panasonic. For a fee, Panasonic can send repair techs to make on-site repairs.

4. Installation:

- Provide installation services.

Panasonic Connect offers comprehensive vehicle solutions. No matter what type of vehicle your workers operate—ambulance, utility truck, forklift, fire engine, or police interceptor—we offer

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custom in-vehicle mounting solutions and installation services. This helps to simplify installation planning and management to maximize worker productivity and ensure easy serviceability. We help select and install components such as vehicle mounts, vehicle power distribution, and wireless routers. We also can supply customers with carefully designed accessory and mounting kits to allow them to perform their own installations.

5. Protection Plus

- a. List products.
- b. Provide details.

Panasonic's Protection Plus (accidental damage coverage) is available for TOUGHBOOK devices and augments Panasonic's standard warranty with no-fault accident protection. Protection Plus covers one major repair each year. If the damage to a unit is beyond repair, Panasonic will replace the entire device. With Protection Plus, companies experience minimal disruption, decrease the time IT staff spend on unexpected repairs, and create more predictable budgets by reducing surprise expenses.

6. Extended Warranties

- a. List products.
- b. Provide details.

Extend Panasonic's standard warranty by up to two years, stretching coverage to match the refresh cycle. you're an extended warranty delivers peace of mind, uninterrupted worker productivity, and significant reduction in out-of-warranty repair costs and IT workload.

ENHANCED WARRANTIES

- *Protection Plus (accidental damage coverage). Augment Panasonic's standard warranty with no-fault accident protection. Protection Plus covers one major repair each year. If the damage to a unit is beyond repair, Panasonic will replace the entire device. With Protection Plus, companies experience minimal disruption, decrease the time IT staff spend on unexpected repairs, and create more predictable budgets by reducing surprise expenses.*
- *Ultimate Care warranty. Designed for organizations that operate in extremely challenging environments or wish to minimize risk for their mobile devices, this warranty offers the ultimate peace-of-mind coverage for unlimited device breakage. With Ultimate Care, customers are covered for repairs (shipped overnight to and from our National Service Centers) or replacement of all major computer parts at no additional cost. This service can be customized to provide service-level guarantees for dead-on-arrival devices, help-desk waiting time, repair turnaround, and even unit failure rates.*

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7. Training and Education

- a. Onsite
- b. Online
- c. Offsite

Panasonic ProServices can develop training and education to meet an agency's needs.

8. Customer Support Services: The policies and procedures for:

- a. Replacements
- b. Returns
- c. Restocking charges
- d. After hours service
- e. After sales support
- f. Out of stock
- g. Order tracing
- h. Technical feedback
- i. Quality assurance for orders
- j. Drop shipments
- k. Online support
 - i. Customer
 - ii. Technical
- l. Phone support
 - i. Customer
 - ii. Technical
- m. Location, hours and staff quantity of call centers
- n. other

These topics are addressed further in this document, beginning in section 4B.

9. Implementation

Panasonic Connect's Deployment Services ensure that your TOUGHBOOK mobile computers arrive in the field quickly and ready to work. We offer two levels of deployment services—Premier and Bronze—ranging from initial services focused on immediate startup to longer-term services that cover the device through the life of the warranty. We can design customized packages of separately purchased services tailor-made for a customer's work environment. All options provide customized systems that are fully integrated into the customer's organization the moment they land in workers' hands.

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- *100% guaranteed functionality testing. Our thorough 48-hour stress testing—twice as long as the industry norm—ensures customers take possession of computers that work on arrival and continue to function for years to come.*
- *Asset tagging and management. We attach asset tags that we create or the customer provides and record the information in a deployment report for entry into the customer's asset management system.*
- *Disk image management. We catalog Windows® gold image(s) and keep them up to date with any customer changes, using them both in the initial deployment of mobile assets and for repairs, if necessary.*
- *Android firmware management. We catalog the deployed version of Android® firmware for each device and support re-installation of a specific version of firmware post service as part of our Android Premier Operating System Maintenance Program. This program ensures customer devices receive important security updates and bug fixes via periodically released updates.*
- *Online service portal. We maintain complete service histories on all TOUGHBOOK mobile computers sent into our National Service Centers. Customers can monitor this history to identify service trends and identify potential user training needs.*
- *Deployment report. We create customized, detailed reports for each TOUGHBOOK device so customers can track assets and warranty renewals, as well as manage wireless carrier contracts.*
- *Accessory kitting services. We can integrate third-party accessories such as network adaptors, barcode scanners, straps, and expansion modules with our TOUGHBOOK computers, perform testing, and deploy the final customized computers.*
- *Custom BIOS. We work with your organization to customize the BIOS for TOUGHBOOK Windows devices to any settings they specify and to show the company name on the splash screen.*
- *Wireless activation. We can install SIM cards and coordinate wireless activation with the customer's carrier of choice, so each TOUGHBOOK device arrives prepared for WWAN access right out of the box.*
- *Mobile device management (MDM) deployment services. We can provision handheld and tablet devices within the existing MDM environment, so that all customizations, application downloads, and security parameters are configured prior to delivery.*
- *Personalization. We affix each organization's logo to their devices for increased brand awareness with customers.*

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10. Misplaces or Stolen device location

Panasonic Connect's Mobility Application Services address the unique security challenges of mobile computers, mobile device management, and driver safety with software from leading partners. We can integrate this software into the customer's system via our Solutions Services and either deploy it on TOUGHBOOK devices before they are delivered or give customers the option to deploy the software later, once the devices are in the field.

- *Data and device protection. Increase control of TOUGHBOOK computers, even if they are off the network or in the hands of an unauthorized user. This software, when purchased and activated, provides a persistent connection to all of the organization's TOUGHBOOK computers:*
- *Remotely locks the device or removes partial or all data.*
- *Reports demonstrated compliance with regulations such as the Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and Sarbanes-Oxley, as well as software licensing.*
- *Provides validation that data on the device has remained encrypted and uncompromised.*
- *Provides control of the device even if the hard drive or operating system is replaced.*

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

Panasonic Connect also offers the following services:

- *Dual-factor authentication. This software allows the end-user customer to implement multiple layers of log-on authentication to strengthen defense against unauthorized access and can include facial recognition authentication. This offering strengthens Panasonic's commitment to assisting our customers in achieving CJIS or HIPAA certification compliance and supports many forms of physical and logical authentication methods.*
- *Mobile device management (MDM) services. Our ProServices team can assist the customer's IT staff with implementing MDM solutions, as well as with deploying mobile devices via MDM that they can monitor, manage, and update remotely. Our MDM services include applying security updates and software upgrades, removing unauthorized software, and keeping devices well-protected and under control.*
- *Driver distraction software. Improve driver safety with software that removes the distraction of a mobile device while a vehicle is in motion without interfering with the transfer of voice or data. This application can be customized to display information such as maps, dispatch, and CAD, even while in motion, to keep the user informed.*
- *Speech-to-text software. Increase productivity and accuracy with speech-to-text software that helps employees in the field dictate reports at a rate of 140 words per minute, twice as fast as manual typing. With this application, employees such as insurance and property inspection agents can file paperwork while incidents are fresh in their minds. Police officers, hospital workers, and other public safety workers can use downtime for paperwork while keeping their hands free and heads up to maintain situational awareness.*

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- *Multi-database authentication services. Together with dual-factor authentication and speech-to-text software, this offering is part of a three-pronged strategy for a complete solution for public safety customers who are obligated to design CJIS compliant operations.*

2. Literature explaining your capabilities.

Please see the file uploaded to the OpenGov procurement system entitled "Panasonic Connect Service Collateral".

- 4B. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.

Panasonic is now one of the only OEM rugged PC manufactures who own and operate our own U.S.-based service repair centers. The Panasonic Connect ProServices team has been supporting Panasonic customers for almost 30 years. We have employees that specialize in IT and programming & servicing. This team offers the ability to assist customers on various technical & software related issues. The ProServices phone numbers do not have voicemail; customers or partners will always receive a live person to consult with. In addition, the average tenure of a ProServices team member is approximately 8 years.

Of course our ProServices team works in conjunction with our Panasonic Authorized Resellers. Below is a table identifying the services provided by the manufacturer and the services provided by the reseller:

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

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

4C. Describe the types of customer service available to agencies that use this contract:

Customer services surrounding an order, invoice and payment should go directly to the Panasonic Authorized Reseller providing the sale. For customer services about warranty, repair, repair status, call ProServices at 913-685-8855. ProServices Technical support can be reached 24 hours a day, 7 days a week, 365 days a year at 1-800-LAPTOP5.

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- 4D. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team?

In addition to the ProServices hotlines, an agency's reseller of choice will act as the dedicated service representative if that is desired. Supported by their Panasonic Connect's Account Manager and Field Engineering team, any issues should be able to be quickly resolved.

If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller.

Panasonic Connect provides Account Managers and Field Engineers throughout the country to closely support our resellers and their customers.

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?

Panasonic Authorized Resellers, supported by their Panasonic Connect Account Managers and Field Engineers, can easily provide the dedicated service an agency needs. An agency should work closely with their reseller to determine scope of work and if there will be any fees associated with the desired level of support.

- 4E. How are problems resolved?

When a problem occurs, the first call should be made to an agency's point of contact at their Panasonic Authorized Reseller. That person will then work closely with their Panasonic Account Manager and other Panasonic departments as needed to resolve the problem.

- 4F. What response time is guaranteed when a customer service request is made?

Panasonic Connect ProServices does not offer a guarantee on response time, however, we strive to ensure requests are handled immediately and meet our very high standards. For instance, all phone calls and chat instant messages are to be answered by a live person, 24 hours a day, within 60 seconds or less; and all email inquiries are to be responded to within one hour.

- 4G. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?

Absolutely! The ProServices team is very concerned about providing the best possible service so they track their response times accordingly. For instance, the standard is that a caller should be speaking with a live person within 60 seconds of calling. Currently, the ProServices team answers an average of 6000 calls per month for TOUGHBOOK users. 90% of calls are answered within 60 seconds or less with the actual wait time averaging only 25-30 seconds.

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Another measurement monitored is abandoned calls, meaning how many callers phone in but then hang up before speaking to a live person. ProServices standard to ensure that less than 5% of calls are abandoned. Currently abandoned calls have averaged only 2% over the last 9 months.

Of course repair turnaround is a key performance indicator. ProServices averages two business days for a typical TOUGHBOOK device repair. This combined with free 2nd day shipping for in-warranty repairs helps return users to full productivity quickly.

- 4H. 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.

Panasonic Connect ProServices has two different phone lines:

*Technical Support can be reached at 1-800-Laptop5 and is open **24 hours a day, 7 days a week, 365 days a year**. Calls focus on trouble shooting and repairs.*

Customer Service can be reached at 913-685-8855. It is available workdays, Monday through Friday, 6:30am – 6:00pm Central time. Customers can call this number to speak with a live person and check on the status of a repair, any deployment inquiries, and general service information.

- 4I. Submit additional information that will aid the City in evaluating your proposal

Please refer to the Service Collateral in the attachments section of this response that focuses of on the various warranties and services provide by Panasonic ProServices.

- 4J. What is the turnaround time for repairs? Describe the process. Are loaner products available?

From receipt of device until shipped for return, the average time a device in for repair with Panasonic Connect ProServices is two business days.

If a unit fails to operate during the warranty period and in accordance with the standard warranty, the unit will be repaired and returned with no cost for labor, parts, or shipping. To obtain service, please follow the simple steps below.

First, contact Panasonic ProServices Technical Support by calling 1-800-LAPTOP5. Typical hold time is less than one minute. A technician will enter the caller and product data into the database system, determine the warranty status, and try to assist in resolving the issue during the call.

IN-WARRANTY REPAIRS

Once a qualified in-warranty hardware failure is determined, a Return Merchandise Authorization (RMA) number will be issued:

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- *If the problem can be resolved by replacement of an item accessible to the caller — for example, battery, AC adapter, hard drive (most models), CD/DVD drive (some models), memory module (some models) — a Priority Exchange will be set up and a replacement device shipped overnight to the designated location so you are up and running the next business day. The defective item is returned to the Panasonic Service Center. Panasonic pays shipment in both directions.*
- *If the unit needs to be returned for repair, the unit can be shipped, pre-paid, by Panasonic to the Panasonic Service Center for repair and return. More than 80% of repairs are completed within two business days of receipt at the service center. All units are thoroughly quality control checked before they are shipped back to the customer to virtually eliminate repeat failures.*

OUT-OF-WARRANTY REPAIRS

If a unit is determined to be out of warranty but repair is required, the unit may be shipped pre-paid by the owner to the Panasonic Service Center.

- *An evaluation fee will be required to diagnose the repair so an estimate can be made of the total cost of repair.*
- *The service center will contact the customer for approval of the repair estimate, which includes labor, parts, shipping, handling and any taxes, before repairs are made.*
- *Once approved and payment terms are accepted, the unit is repaired and returned to the customer.*

LOANERS

Panasonic Connect ProServices does not have a loaner program, however, we do offer our “Hot-Swap” warranty program that allows for an agency to have a 24-Hour Exchange Program that provides next-business-day delivery of a customer-owned TOUGHBOOK device when a unit requires service. This service helps minimize downtime and maximize productivity.

Hot Swap

*The Hot Swap program requires **customer-owned** TOUGHBOOK computers to be stored at the Panasonic ProServices facility. All TOUGHBOOK devices stored will be configured to an agency’s requirements and maintain its-disk image. When a call is placed to the Panasonic Technical Support hotline, a representative will either resolve the problem over the phone or ship a Hot Swap device for*

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next-business-day (call must have been placed by 3pm Eastern time). The device needing repair will then be returned to ProServices, repaired, and placed into the Hot Swap inventory for a future swap.

Hot Spare

An enhancement to the Hot Swap program is the Hot Spare program. It works exactly the same as Hot Swap, but after the device is repaired, it is returned to the end user. When the Hot Spare program is activated, the Panasonic ProServices receives the damaged unit, issues a spare unit while the repairs are being made, and returns the original unit to the owner following service delivery completion. At the end of the process, the spare unit is returned to the service center and prepared for the next use.

Hot Spare is a valuable option when specific assets are assigned to specific users, and it helps ensure that the user maintains their assigned computer. It also reduces asset management hassles by not requiring the customer to switch computers or change serial numbers and entitlements

Please see the brochure on the Hot Swap program in the attached Service collateral.

4K. Describe the warranty period of products. Submit information on your warranty programs.

Panasonic-manufactured products warranties are provided by Panasonic. Third-Party warranties with our Strategic Alliance Hardware and Software Partners are clearly established and communicated as part of the partnership agreement. Panasonic will help facilitate warranty service as a pass-through from the Third-Party manufacturer.

- Standard warranty. Our Standard warranty covers TOUGHBOOK® computers from defects in materials and workmanship for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline; online access to drivers, first-aid disks, BIOS updates, tools, utilities and manuals; free overnight delivery of customer-replaceable parts and repaired units; and access to Panasonic field service personnel*
- Extended warranty. Extend your Standard warranty up to two additional years, stretching coverage to match your refresh cycle. Extending your warranty delivers peace of mind, uninterrupted worker productivity and significant reduction in out-of-warranty repair costs and IT workload.*

ENHANCED WARRANTIES

- Protection Plus (accidental damage coverage) augments our Standard warranty with no-fault accident protection. Protection Plus covers one major repair each year. And in cases when the damage is beyond repair, we will replace the entire device. With Protection Plus, your workers experience minimal disruption, and your IT staff doesn't get sidetracked with unexpected repairs. This helps you develop predictable budgets for entire projects without surprises.*

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- *Ultimate Care warranty is designed for organizations that operate in extremely challenging environments or wish to minimize risk for their mobile devices, this warranty offers the ultimate peace-of-mind coverage for unlimited device breakage. With Ultimate Care, you are covered for repairs (shipped overnight to and from our National Service Centers) or replacement of all major computer parts at no additional cost. This service can be customized to provide service-level guarantees for dead-on-arrival devices, help-desk waiting time, repair turnaround and even unit failure rates.*
- *Smart Battery warranty covers one of the most common sources of downtime (and frustration) for field workers is a drained battery. Our Smart Battery warranty monitors battery capacity so you are prepared to switch it out when you need to, eliminating overnight emergency replacements and keeping workers productive with fresh, new batteries.*
- *Hard Drive No Return warranty. If your security policies dictate that you cannot return a hard drive for repair or replacement, you can keep your faulty drive and Panasonic will send you a replacement unit. You maintain complete control of your sensitive data at all times, as well as compliance with CJIS or HIPAA requirements.*

SPECIALIZED REPAIR SERVICES

- *24-Hour Hot Swap exchange. Get overnight delivery of a TOUGHBOOK laptop, tablet or handheld if a unit fails. Instead of waiting for a repair, you're immediately sent a device from an inventory of customer-owned, pre-imaged computers stored at our National Service Centers. Meanwhile, you send your damaged unit to Panasonic; we then repair it and place it back into your on-demand inventory.*

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5. Method of Approach - Technology Requirements

Describe your website and the ease-of-use for customers to perform the following types of tasks: to search for products; to find alternate products (if a certain product is not available); to perform side-by-side price comparison to products; to order products; to order products in advance (i.e., how far in advance of required delivery date can an order be placed?); to track order status, to include backordered items; to determine when an item was received and who received it; to restrict/block the ordering of certain line items and to restrict/block the ordering of groups; to create approval paths/levels for orders, to include creating an approval path for restricted items; to create a “favorites” list or other personalized list of frequently ordered items; to create a “shared” list for an agency to use; to obtain online customer service; to receive online training; to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders); to track their budget for purchases; to generate reports.

Since all ordering comes through the Panasonic Authorized Reseller channel, Panasonic does not offer these services. However, there are some resellers who are able provide these services such as Mobile Concepts Technology (MCT) of Phoenix, who is currently providing a custom portal with similar functionality for the Arizona Department of Public Safety.

Describe additional functionality offered by your website.

Although Panasonic Connect does not offer an order tracking portal, we do offer a Service Gateway to help with asset management. This self-service portal allows online opening of a service-related case, tracking of case history, and details about your Panasonic products across all product lines. By providing a focused view of your Panasonic assets, cases, and entitlements, we aim to optimize your experience and eliminate the strain of complicated service issues. Please see the brochure in our Service Collateral file.

Describe the hours your website is applicable?

The Service Gateway is available 24 hours a day, 7 days a week, 365 days a year.

What are your hours of downtime, such as for system maintenance?

As needed. If the system will be down, users will be warned.

Does your website offer real time product availability?

No. Panasonic is a build to order manufacturer therefore our website will not reflect product availability. However, our Authorized Resellers, working with their appropriate Authorized Distributors may be able to show real-time product availability on their own websites or custom portals that they build for the agency.

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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?

Any volume discounts or other types of incentives will be offered by the reseller channel.

Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?

This functionality depends on the chosen reseller. In general, resellers will send emails about order confirmation, invoicing, etc.

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?

This functionality depends on the chosen reseller and their capabilities.

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.

This functionality depends on the chosen reseller and their capabilities.

Describe the types of online reporting that are available. Is customized reporting available?

This functionality depends on the chosen reseller and their capabilities.

Describe your online return process (if available).

This functionality depends on the chosen reseller and their capabilities. In general, since Panasonic Connect is a build to order manufacturer, returns are rarely accepted.

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?

This functionality depends on the chosen reseller and their capabilities.

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.

This functionality depends on the chosen reseller and their capabilities.

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6. Method of Approach - Reporting Requirements

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

Panasonic acknowledges Attachment F, Exhibit E Omnia Partners Contract Sales Reporting Template and agrees to work with our Panasonic Authorized Resellers to provide the Agency Department of Procurement with a copy of our resellers' usage reports upon request or as scheduled.

7. Price Proposal

7A. Provide price proposal as requested on the Price Page attached herein.

Please see the Pricing Page as uploaded within the OpenGov procurement system.

7B. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc.

Panasonic Connect relies on our Authorized Resellers to provide more aggressive pricing for volume orders and other incentivized purchasing. The Panasonic Connect sales team will work closely with the Authorized Resellers to support competitive pricing initiatives which may result in pricing less than the discounts proposed herein, but on a case by case basis.

7C. Describe any government rebate programs that are offered.

At this time, Panasonic Connect is unaware of any particular government rebate programs. As programs come available and we become aware of them, your Panasonic Account Manager will work with our reseller channel to ensure public agencies are made aware and can take full advantage of any offers.

7D. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.

At this time, a survey of our highlighted Authorized Resellers for this contract do not offer discounts for using a particular ordering or payment method, however, some will charge an additional fee for using credit cards, so please confirm if any additional charges may be incurred prior to finalizing an order.

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Please note, the prices presented by Panasonic Connect with our response to this RFP are merely “not to exceed” prices. An Authorized Reseller is allowed to and may offer additional discounts as they deem appropriate, whether they are associated with volume of the order or other incentivized means.

7E. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology, describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.

Panasonic Connect does not anticipate adding new products that would fall outside the categories listed on the proposed discount matrix. If for some unknown reason, a new product is introduced that would require a new discount category, the Panasonic Connect Contracts Manager will work closely with the City of Tucson and OMNIA Partners to update the price list and or amend the contract(s) as needed.

8. Qualifications & Experience

8A. Provide a brief history and description of your firm.

Panasonic Connect North America is a Division of Panasonic Corporation of North America (PNA) based in Newark, NJ, which is a wholly owned subsidiary of the Japan-based Panasonic Corporation.

Panasonic manufactures electronics for many industries. Panasonic Corporation of North America is responsible for Panasonic’s branding, marketing, sales, service, product development, and R&D operations in the United States and Canada. Panasonic Connect North America provides these functions for Panasonic’s TOUGHBOOK® computer devices, video displays and projector systems, professional audio video solutions, food locker solutions, digital signage, and factory automation (robotic welding) product lines.

Panasonic was established in 1918 by its founder, Konosuke Matsushita, and has been committed to the progress and development of society and the well-being of people through its business activities, thereby enhancing the quality of life throughout the world. Panasonic is over 100 years old and intends to be around for at least another 150 more (yes, we actually have a plan for that far out!) We are committed to building sturdy, reliable products that you don’t need to worry about, to turning requests and orders around quickly and with integrity – we want you to know, we’re here for you.

For more information about Panasonic’s history, please visit

<https://holdings.panasonic/global/corporate/about/history.html>

8B. Offeror is a reseller, provide proof your firm is an authorized reseller.

Not applicable as Panasonic Connect is responding as a manufacturer.

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- 8C. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.

Panasonic Connect is pleased to provide the following as reference as they are active customers near the City of Tucson:

Phoenix, Arizona Arron Sanders (480) 529-0157 arron.sanders@phoenix.gov 620 West Washington Street Phoenix, Arizona 85003	San Diego, California Neil Torculas (858) 492-5052 ntorculas@sanidiego.gov 9601 Ridgehaven Court San Diego, California 92123	Mesa, Arizona Garrett Graham (480) 644-3958 garrett.graham@mesaaz.gov 59 E 1st Street Mesa, Arizona 85210
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- 8D. 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.

Kelly Tinucci is Panasonic Connect's Territory Account Manager for Arizona and, in addition to an agency's Authorized Reseller of choice, will be the primary customer service representative representing Panasonic Connect to the agencies of the City of Tucson.

Kelly's may be reached via phone at 480-404-0425 or email at kelly.tinucci1@us.panasonic.com

Kelly's resume can be viewed at <https://www.linkedin.com/in/kelly-tinucci-6298b61a6>

Kelly has worked as an Account Manager her entire career. Fielding customer inquiries and taking care of things is what she lives for.

Kelly has worked for Panasonic since March of 2018 servicing the public sector her the entire tenure. Before working for Panasonic, Kelly worked for the Arizona powerhouse, Cox Business.

Below are a few customer references from her accounts:

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<p>Contact's name: Timothy Ulery</p> <p>Phone number: 623-930-3060</p> <p>Email: tulery@glendaleaz.com</p> <p>Position: Communications Systems Technician</p> <p>Organization: Glendale Police Department</p> <p>Kelly worked with this customer to assist in providing pricing and information regarding Panasonic TOUGHBOOK products and services.</p>	<p>Contact's name: Sergeant Frailan Young</p> <p>Phone number: 480-644-3737</p> <p>Email: Frailan.young@mesaaz.gov</p> <p>Position: Sergeant</p> <p>Organization: Mesa Police Department</p> <p>Kelly worked with this customer to assist in providing pricing and information regarding Panasonic TOUGHBOOK products and services.</p>	<p>Contact's name: Aaron Bauer</p> <p>Phone number: 480-299-3166</p> <p>Email: abauer@mobileconceptstech.com</p> <p>Position: Vice President</p> <p>Organization: Mobile Concepts Technology</p> <p>Kelly works closely with this Authorized Reseller to provide excellent service and pricing to Arizona agencies regarding Panasonic TOUGHBOOK products and services.</p>
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TOUGHBOOK Product Portfolio

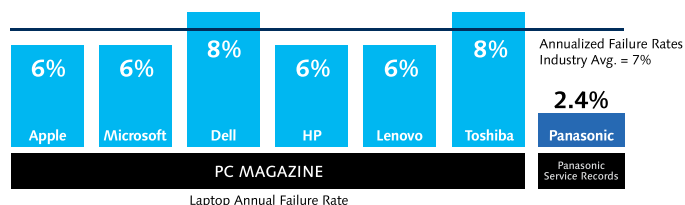
From military bases to patrol cars, on the shop floor or in a lab, on the road or in the field, Panasonic is helping to keep organizations moving forward.

Engineered to withstand drips, drops, dust and grime TOUGHBOOK® computers thrive and survive in the hardest of environments. Panasonic is committed to delivering mobile computing solutions that help you get the job done, wherever it takes you.

- Select TOUGHBOOK mobile devices go beyond the standard safety testing to achieve Hazardous Locations Class 1 Div 2 certification¹, TPM 2.0 and are TAA-compliant, approved for government deployment.
- Panasonic and its partners design a wide assortment of heavy-duty docks, mounts and other peripherals including barcode readers, printers and magstripe readers—to expand and enhance the TOUGHBOOK capabilities.
- Panasonic values keeping backward compatibility to allow customers to save the expense and hassle of replacing vehicle docks every time a new model is introduced.
- Panasonic is the only major manufacturer that designs, builds and tests its mobile devices in its own factory—allowing quality control, consistency and parts availability to be monitored every step of the way.

INDUSTRY AVERAGE FAILURE RATE

Panasonic devices are over five times more reliable than the average laptop used by businesses across America.*



*Comparing 2019 Panasonic actual data for TOUGHBOOK family of devices to PC Magazine reader-reported data for competitors in the same time period.

Not only is a TOUGHBOOK purpose-built to withstand extreme mobile environments, but it has the exclusive Panasonic ProServices support team standing behind it. To help ensure uninterrupted worker productivity and efficiency, Panasonic offers support and services throughout the lifecycle of your mobile computing device.

Panasonic ProServices for TOUGHBOOK include:

- Pre-deployment consulting
- Engineering design and field engineering expertise
- Deployment services (imaging, asset tagging, etc.)
- Warranty coverage and maintenance services
- Hard drive replacement
- End of life recycling

MOBILITY SOLUTIONS





TOUGHBOOK 55

14" Semi-rugged Windows® 10 & 11 | 810H | 3' Drop | IP53

- Optional 1000 nit gloved multi touch model
- Innovative modular design & user-removable accessory expansion packs (xPAK's) offer unparalleled customization
- Intel® Core™ i5 processor (i7, 64GB & vPro® optional)
- Vehicle & desktop dock backwards compatibility
- Infrared 2MP webcam w/tetra-array microphones & privacy cover
- Optional FirstNet Ready™ 4G modem (up to 600Mbps)
- Up to 19-hour battery life (38 w/optional 2nd battery)



TOUGHBOOK 40

14" Fully-rugged Win 10&11 | 810H | 6' Drop | IP66 | C1D2¹

- 1200 nit gloved multi touch display
- Innovative modular design & user-removable accessory expansion packs (xPAK's) offer unparalleled customization
- Intel® Core™ i5 vPro® processor (i7 & 64GB opt.); opt. AMD dGPU¹
- Infrared 5MP webcam w/tetra-array microphones & privacy cover
- Opt. FirstNet Ready™ 5G (Sub6+mmWave) modem¹ or 4G modem (up to 2Gbps)
- 18-hour battery life (36 w/optional 2nd battery)



Keyboard sold separately

TOUGHBOOK 33

12" Fully-rugged Win 10&11 | 810G | 4-5' Drop | IP65 | C1D2

- 1200 nit gloved multi touch + digitizer display
- Intel® Core™ i5 vPro® processor (i7 & 32GB optional)
- 2-in-1 with optional keyboard
- Optional quick-release SSD & rubber keyboard
- Vehicle dock backwards compatibility with VDA
- Optional FirstNet Ready™ 4G modem (up to 600Mbps)
- 10-hour battery life (20 w/optional long life battery)



Keyboard sold separately

TOUGHBOOK G2

10.1" Fully-rugged Windows® 10 & 11 | 810H | IP65 | C1D2

- 1000 nit gloved multi touch + digitizer display
- User-removable expansion packs (xPAK's) including thermal camera, barcode reader, CAC reader and more
- Intel® Core™ i5 vPro® processor (i7 & 32GB optional)
- 2-in-1 with optional keyboard
- Quick-release SSD
- Opt. FirstNet Ready™ 5G (Sub6+mmWave) modem or 4G modem (up to 600Mbps)
- 18.5-hour battery life



TOUGHBOOK A3

10.1" Fully-rugged Android™ 9 | 810H | 6' Drop | IP65

- 800 nit max gloved multi touch display
- Qualcomm® octa-core processor
- NFC & optional 2nd USB-A or barcode or insertable SmartCard reader
- Optional FirstNet Ready™ 4G modem
- 9-hour battery life (15.5 w/opt long life battery) & hot swappable



TOUGHBOOK S1

7" Fully-rugged Android™ 10 | 810H | 5' Drop | IP65 & IP67

- 500 nit gloved multi touch display
- Qualcomm® octa-core processor
- NFC & optional 2nd USB-A, portrait or landscape barcode reader
- Optional FirstNet Ready™ 4G modem
- 9-hour battery life [14.5 w/opt long life battery] & warm swappable



TOUGHBOOK N1

4.7" Fully-rugged Android™ 9 | 810G | 7' Drop | IP66 & IP68

- 500 nit gloved multi touch display
- Qualcomm® octa-core processor, 3GB RAM, 32GB Flash
- NFC & barcode reader
- Optional dual SIM & cellular voice capability
- Optional FirstNet Ready™ 4G modem
- 12-hour battery life (19 w/opt long life battery) & warm swappable



TOUGHBOOK N1 Tactical

4.7" Fully-rugged Android™ 9 | 810G | 7' Drop | IP66 & IP68

- 500 nit gloved multi touch display
- Qualcomm® octa-core processor, 4GB RAM, 64GB Flash
- NFC & optional NIAP Certification
- Dual SIM & cellular voice capability
- 12-hour battery life & warm swappable





SPECIFICATION	TOUGHBOOK 55	TOUGHBOOK 40	TOUGHBOOK 33	TOUGHBOOK G2	TOUGHBOOK A3	TOUGHBOOK S1	TOUGHBOOK N1	TOUGHBOOK N1 Tactical
Operating System	Windows 10(11DG), 11	Laptop Windows 10(11DG), 11	2-in-1 (w/opt. keyboard) Windows 10(11DG), 11	2-in-1 (w/opt. keyboard) Windows 10(11DG), 11	Tablet Android 9	Tablet Android 10	Handheld Android 9	Handheld Android 9
Screen Size & Resolution	14" FHD (touch model) or HD	14" FHD	12.0" QHD	10.1" WUXGA	10.1" WUXGA	7" WXGA	4.7" HD	4.7" HD
Brightness (nit)	1000 (touch model)	1200	1200	1000	500	500	500	500
Touch Display	Optional Touch	Touch	Touch + Digitizer	Touch + Digitizer	Touch	Touch	Touch	Touch
Cameras	2MP Webcam	5MP IR Webcam	Rear Cam & IR Webcam	Rear Cam & IR Webcam	Rear Cam & Webcam	Rear Cam & Webcam	Rear Cam & Webcam	Rear Cam & Webcam
Optical Drive	Optional (DVD or Blu-ray)	Optional (DVD or Blu-ray)						
CPU	Intel® Core™ i5-1145G7 (i7 optional)	Intel® Core™ i5-1145G7 (i7 optional)	Intel® Core™ i5-10310U (i7 optional)	Intel® Core™ i5-10310U (i7 optional)	Qualcomm® SDM660	Qualcomm® SDM660	Qualcomm® SDM660-2	Qualcomm® SDM660-2
Dedicated Graphics	¹							
Starting Storage Drive	512-2TB SSD OPAL (optional 2nd SSD Drive)	512-2TB SSD OPAL (opt FIPS) (optional 2nd SSD Drive)	512-1TB SSD OPAL	512-1TB SSD OPAL	64GB Flash	64GB Flash	32GB Flash	64GB Flash
Memory (RAM)	16-64GB	16-64GB	16-32GB	16-32GB	4GB	4GB	3GB	4GB
Antenna Pass Through	Opt. (Dual)	Opt. (Dual)	Dual	Dual	Opt. (Dual)	Opt. (Dual)		
Dedicated GPS	Optional	Optional	Optional	Optional				
SIM	2 (4FF + eSIM)	2 (4FF + eSIM)	2 (4FF + eSIM)	2 (4FF + eSIM)	2 (4FF)	2 (4FF)	2 (4FF)	2 (4FF)
Mobile Broadband	Optional (4G)	Optional (4G or 5G) modems	Optional (4G)	Optional (4G or 5G modems)	Optional (4G)	Optional (4G)	Opt (4G); Voice also opt.	Opt (4G); Voice also opt.
FirstNet™ Certified								
Swappable Battery	Optional Hot Swap	Optional Hot Swap	Hot Swap	Optional Hot Swap	Hot Swap	Warm Swap	Warm Swap	Warm Swap
Battery Life (hours) ¹	Up to 19 (38 with optional 2nd battery)	18 (36 with optional 2nd battery)	10 (20 with optional battery)	18.5	⁹ (15.5 with optional battery)	⁹ (14.5 with optional battery)	12 (19 with optional battery)	12
Starting Weight (lbs.)	4.6-4.9	7.4	3.4 (6.1 w/opt. Premium Keyboard)	2.9 (4.9 w/opt. keyboard)	2.0	1.0	0.6	0.6
RUGGEDNESS								
Backlit Keyboard	Semi-Rugged	Fully-Rugged	Fully Rugged	Fully Rugged	Fully Rugged	Fully Rugged	Fully Rugged	Fully Rugged
Fanless	Color-selectable	Color-selectable	Red	Color-selectable	N/A	N/A	N/A	N/A
Covered Ports								
Storage Drive Heater								
User-removable xPAK's								
User-Removable Storage			Optional					
User-Removable Battery								
Hand Strap/Handle			Optional	Optional	Optional	Optional	Optional	Optional
Magnesium Alloy Casing or Chassis								
Spill-resistant Keyboard								
IP Certified ²	IP33	IP66	IP65	IP65	IP65	IP67	IP68	IP68
MIL-STD Certified	810H	810H, 461G, C1D2	810G, 461F, C1D2	810H, 461G, C1D2	810H	810H	810G	810G
MIL-STD-810G Drop	3 ft	6 ft	4 ft (5 ft Tablet only)	6 ft	6 ft	5 ft	7 ft	7 ft

¹ Battery life for Windows devices is based on MobileMark 2014 at 150 nit and using no cellular mobile broadband. Battery life for Android devices depends on user profile.
² Tested by a national, independent, third-party lab following MIL-STD-810G Method 516.6 Procedure IV for transit drop and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP.
³ Late availability.





TOUGHBOOK 40

- Innovative modular design and user-removable xPAK's offer unparalleled customization
- State-of-the-art design optimizes thermals for effortless performance
- Class leading 95db speakers, 5MP infrared webcam with privacy cover and tetra-array microphones
- Fully rugged all-weather MIL-STD-810H & IP66 design built with magnesium alloy
- Fastest cellular in the industry — up to 2Gbps 4G modem or 5.5Gbps 5G modem¹ adds Sub6, C-band and mmWave

TAKING RUGGED COMPUTING TO THE NEXT LEVEL

The Panasonic TOUGHBOOK® 40 breaks new ground offering unrivaled flexibility in even the most demanding and unpredictable environments with its class leading eight modular areas including its innovative modular expansion packs (xPAK's). Optical drives, authentication readers, IO ports and even the Barcode Reader xPAK are all user-upgradeable. Its state-of-the-art design optimizes thermals for maximum performance and its latest technology will ensure the TOUGHBOOK 40 will withstand the test of time. It features an optional dedicated GPU¹, up to 64GB of RAM, up to 3TB of storage, all-day battery life, four microphones, color-selectable backlit keyboard, 95db speakers, dual SIM (physical + eSIM) and choice of two cellular modems. The 4G modem provides up to 2Gbps and the 5G modem¹ adds support of 5G Sub6, C-band and mmWave with speeds up to 5.5Gbps and the ability to seamlessly connect to the best available network without any disruption or loss of connectivity.

MIL-STD-810H

MIL-STD-461G

IP66

C1D2
HAZ LOC

6-FOOT
DROP RATING



TOUGHBOOK 40

SOFTWARE

- Windows® 10 or 11 Pro 64-bit¹
- Panasonic Utilities and Recovery Partition
- Enterprise ready driver packages including CAB files and one-click driver bundles

CERTIFICATIONS & DURABILITY

- MIL-STD-810H: 6' drop, shock, bench handling, vibration, rain, dust, sand, altitude, freeze/thaw, high/low temperature, temperature shock, solar radiation, contamination by fluids, humidity, salt fog, explosive atmosphere³
- MIL-STD-461G³
- IP66³
- Optional C1D2 (class 1 div 2) groups ABCD
- Magnesium alloy chassis with handle
- User-removable xPAK's, RAM, keyboard, battery and caged SSD (w/heater)⁴
- Raised bezel for LCD impact protection
- Reinforced locking port covers
- Replaceable screen protector

CPU

- Intel® Core™ i5-1145G7 vPro® processor
– Up to 4.4GHz with Turbo Boost, 8MB cache
- Intel® Core™ i7-1185G7 vPro® processor
– Up to 4.8GHz with Turbo Boost, 12MB cache

STORAGE & MEMORY

- User-upgradeable RAM (up to 2 DIMM's)
16-64GB total (DDR4-3200MHz)^{5,6}
- Main SSD: 512GB, 1TB or 2TB quick-release OPAL NVMe with heater; opt. FIPS 140-2 encrypted⁵
- Optional 2nd SSD: 512GB or 1TB quick-release OPAL SATA with heater⁵

DISPLAY & GRAPHICS

- Display
– 14.0" FHD 1920 x 1080 capacitive gloved touch
– 1-1200 nit
- IPS with direct bonding
- Anti-reflective (AR) screen treatment
- Graphics
– Intel® UHD Graphics (units with 1 DIMM)
– Intel® Iris® Xe Graphics (units with 2 DIMM)⁵
– AMD Dedicated Graphics¹
- Supports up to 4 displays
- Concealed Mode; Day/Night Mode

AUDIO

- Integrated tetra-array microphone
- Intel® High Definition Audio compliant
- Integrated 95db speakers (top-facing)
- Keyboard volume and mute controls

WEBCAM

- 5MP w/privacy cover & tetra-array mic
– Infrared with Windows Hello support

KEYBOARD & INPUT

- Stylus pen, stylus holder and cleaning cloth
- 6 modes (auto, rain, glove, touch, pen, pen/touch)
- Backlit power button & keyboard icons (Caps lock, Num Lock, Scroll Lock, Storage Drive, SD Card)
- User-removable 82-key keyboard⁴
– 8 programmable buttons/keys (P1-P4, A1-A4)
– Color-selectable backlit with 4 adjustable levels (emissive or rubber)
- Gen2 resistive touchpad with multi touch

OPTICAL DRIVE

- Optional Blu-ray Drive (xPAK)⁸
- Optional DVD Drive (xPAK)⁸

INTERFACE

- USB-C Thunderbolt™ 4, 40Gbps 3A (w/PD)
- USB-A x2 (10Gbps 0.9A, 5Gbps 0.9A)
- Optional USB-A x2 5Gbps⁹
- MicroSDXC UHS-I
- HDMI 4K (optional 2nd HDMI 4K)⁹
- Optional VGA⁹
- Ethernet 1Gbps RJ-45
- Optional 2nd Ethernet 1Gbps RJ-45⁹
- Optional Serial (True) D-sub 9-pin⁹
- Audio In/Out 3.5mm
- Dual SIM (Nano-SIM 4FF x1, eSIM x1)

WIRELESS

- Optional 4G EM7690 (up to 2Gbps)
– 4G (LTE, LTE-A)
– Multi carrier (AT&T, FirstNet, Verizon)
– Satellite GPS & CBRS Band 48 Capable¹⁰
- Optional 5G EM9190 (up to 5.5Gbps)¹
– 4G (LTE, LTE-A), 5G (Sub6, C-band, mmWave)
– Multi carrier (AT&T, First Net, Verizon)
– Satellite GPS & CBRS Band 48 Capable¹⁰
- Optional dedicated GPS (u-blox NEO-M8J)
- Opt. quad antenna pass-through (BIOS selectable)
- Intel® Wi-Fi 6 AX201 (up to 2.4Gbps)
- Bluetooth® v5.1 (Class 1)
- Airplane mode Fn key

POWER

- Li-Ion battery:
– 18 hours (36 hours w/opt. 2nd battery)^{11, 12}
– 10.8V, 6500mAh
- Hot swap with optional 2nd battery¹²
- Battery charging time: 3 hours (each battery)¹¹
- TOUGHBOOK Smart Battery Technology
- AC Adapter: AC 100V-240V worldwide power, auto sensing/switching

SECURITY FEATURES

- Intel® Hardware Shield
- Secured-core PC
- TPM v2.0
- NIST BIOS compliant
- Persistence® technology by Absolute in BIOS¹³
- Secure Wipe
- Kensington cable lock slot
- Encrypted SSD's (OPAL & opt. FIPS 140-2)
- Optional locking screws for SSD and xPAK's
- Optional fingerprint reader xPAK's⁷
– Secured-core PC (363 DPI)
– Active Directory (385 DPI)
- Optional insertable Smart Card reader xPAK's^{8, 12}
- Optional contactless Smart Card reader xPAK⁷
– 13.56MHz (ISO 14443 A/B, ISO 18092)

DIMENSIONS & WEIGHT

- 11.9"(L) x 13.9"(W) x 2.1"(H)
- 7.4 lbs.

WARRANTY

- 3-year limited warranty, parts and labor

INTEGRATED OPTIONS

- 5G EM9190¹ or 4G EM7690 modem
- Dedicated GPS (u-blox NEO-M8J)
- Quad antenna pass-through
- Main SSD: OPAL / FIPS 140-2 Encrypted
– 512GBFZ-VSD400T1U / FZ-VSF400T1M
– 1TBFZ-VSD401T1U / FZ-VSF401T1M
– 2TBFZ-VSD402T1U / FZ-VSF402T1M
- Memory Cards
– 16GB DDR4FZ-BAZ2116
– 32GB DDR4FZ-BAZ2132
- Keyboard
– Backlit EmissiveFZ-VKB55107U
– Backlit RubberFZ-VKB40207W
- Right Expansion Area
– Insertable Smart Card xPAKFZ-VSC401U
– 2nd BatteryFZ-VZSU1XU
- Left Expansion Area xPAK's
– Barcode Reader (N6603)FZ-VBR401M
– Blu-ray DriveFZ-VBD401U
– DVD DriveFZ-VDM401U
– Insertable Smart CardFZ-VSC402U
– 512GB 2nd SSD OPALFZ-V2S400T1U
– 1TB 2nd SSD OPALFZ-V2S401T1U
- Rear Expansion Area xPAK's
– VGA + Serial (true) + LANFZ-VCN401U
– USB-A + HDMI + Serial (true)FZ-VCN402U
– USB-A (x2) + HDMIFZ-VCN403U
- Palm Rest Expansion Area xPAK's
– Contactless Smart CardFZ-VNF401U
– Fingerprint (MSFT SC-PC)FZ-VFP401U
– Fingerprint (Active Dir)FZ-VFP402W

Please consult your reseller or Panasonic representative to learn more about the TOUGHBOOK 40 and the wide variety of accessories and services offered.

- 1 Late availability.
- 2 Windows 10 (11 DG) SKU's include a free Windows 11 upgrade.
- 3 Tested by national independent third party lab following MIL-STD-810H Method 516.8 Procedure IV for transit drop test and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP.
- 4 Keyboard is user-replaceable, but once removed, the old keyboard must be discarded.
- 5 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration.
- 6 Units equipped with two DIMM (memory cards) come with Intel Iris Xe graphics instead of Intel UHD graphics.
- 7 Fingerprint Readers or Contactless Smart Card Reader in Palm Rest Expansion Area are mutually exclusive.
- 8 Barcode Reader, Insertable Smart Card Reader, DVD Drive, Blu-ray Drive and 2nd SSD Drive in Left Expansion Area are mutually exclusive.
- 9 VGA+Serial+LAN or USB-A+HDMI+Serial or USB-A(x2)+HDMI in Rear Expansion Area are mutually exclusive.
- 10 The module firmware and the device antenna system have obtained technical approval by commercial carriers in the US. It is customer's responsibility to assure that the module firmware and the device antenna system are compatible with the customer's Private LTE network using Band 48.
- 11 Battery performance features such as charge time and life span can vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2014 at 150 nit and using no cellular mobile broadband.
- 12 2nd Battery or Insertable Smart Card in Right Expansion Area are mutually exclusive.
- 13 Requires software and activation to enable theft protection.





TOUGHBOOK 40—ACCESSORY AND SERVICE GUIDE

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TOUGHBOOK 40 Mk1

MOBILITY SOLUTIONS



PANASONIC EXPANSION AREAS & xPAKs

Left Expansion Area

Barcode Reader xPAK
FZ-VBR401M



Insertable Smart Card xPAK
FZ-VSC402U



2nd SSD Drive xPAK
FZ-V2S400T1U (512GB OPAL)
FZ-V2S401T1U (1TB OPAL)



DVD Drive xPAK
FZ-VDM401U



Blu-ray Drive xPAK
FZ-VBD401U



Right Expansion Area

Insertable Smart Card xPAK
FZ-VSC401U



2nd Battery
FZ-VZSU1XU



Palm Rest Expansion Area

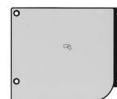
Fingerprint (MSFT SC-PC) xPAK
FZ-VFP401U



Fingerprint (Active Dir) xPAK
FZ-VFP402W



Contactless Smart Card xPAK
FZ-VNF401U



Rear Expansion Area

VGA + Serial (true) + LAN xPAK
FZ-VCN401U



USB-A + HDMI + Serial (true) xPAK
FZ-VCN402U



USB-A (x2) + HDMI xPAK
FZ-VCN403U



MEMORY & STORAGE

Panasonic Main Storage

	OPAL	FIPS 140-2 Encrypted
512GB CAGED SSD	FZ-VSD400T1U	FZ-VSF400T1M
1TB CAGED SSD	FZ-VSD401T1U	FZ-VSF401T1M
2TB CAGED SSD	FZ-VSD402T1U	FZ-VSF402T1M



Panasonic Memory (RAM)

16GB DDR4-3200MHz	FZ-BAZ2116
32GB DDR4-3200MHz	FZ-BAZ2132



KEYBOARDS

Panasonic Emissive Backlit Keyboard (US)

FZ-VKB55107U



Panasonic Rubber Backlit Keyboard (US)

FZ-VKB40207W



POWER

Panasonic Standard Battery

FZ-VZSU1XU



Panasonic 4-bay Battery Charger

FZ-VCB551M



Panasonic AC Adapter 110W

CF-AA5713A2M



LIND Car Charger 120W

CF-LNDDC120



WIRELESS

Cradlepoint R1900 Router Bundle

(Includes Router, 3 Year NetCloud Mobile Essentials + Advanced Plan)

5G Sub6 & 4G, GPS, Wi-Fi 6, Bluetooth 5.1, Ethernet
CP-UNR1900EA3Y



DESKTOP DOCKS

Panasonic 40 Desktop Dock

FZ-VEB401U

USB-A (3), USB-C (3), HDMI, Serial, LAN (2), Kensington Lock, LED, Power Button

Includes one front USB-C, two video out (HDMI + one USB-C), rear USB-C's are 10Gbps and 1.5A



VEHICLE DOCKS

Gamber-Johnson Vehicle Docks

GJ-40LVC	Cradle (no electronics)
GJ-40LVDL0	Lite Dock (no pass through)
GJ-40LVDL4	Lite Dock (quad pass through)
GJ-40LVDF0	Premium Dock (no pass through)
GJ-40LVDF4	Premium Dock (quad pass through)

Lite Dock: USB-A (3), USB-C (3), Serial, Ethernet (2)

Premium Dock: USB-A (3), USB-C (3), HDMI, Serial, Ethernet (2). HDMI + 1 USB-C can output video.



(Versions w/LIND power supplies are available as well as TrimLine docks — consult your Panasonic representative for details)

Havis Vehicle Docks

HA-40LVC	Cradle (no electronics)
HA-40LVDS0	Lite Dock (no pass through)
HA-40LVDS4	Lite Dock (quad pass through)
HA-40LVDA0	Premium Dock (no pass through)
HA-40LVDA4	Premium Dock (quad pass through)

Lite Dock: USB-A (3), USB-C (3), Serial, Ethernet (2)

Premium Dock: USB-A (3), USB-C (3), HDMI, Serial, Ethernet (2). HDMI + 1 USB-C can output video.



(Versions w/LIND power supplies are available -- consult your Panasonic representative for details)



PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 6' Drop

BR-RJ42BD2Y



Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth

BR-PJ763D1Y14W



STRAPS & CASES

Panasonic Shoulder Strap

(Includes two D-rings)

FZ-VNS401U



ToughMate Carrying Case

TBCCOMUNV-P



ToughMate Backpack

TBCBPK-P



OTHER

Panasonic Stylus Pen

FZ-VNP401U



Panasonic Tether

FZ-VNT005U



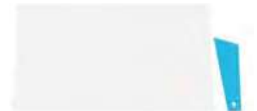
Panasonic Blue Cleaning Cloth

CF-VNC002U



Panasonic Screen Protector

FZ-VPF39U



Panasonic Screw Set

FZ-VSW551U



Bag of 14 interchangeable screws (mix of black and silver). Can be used as replacements for keyboard screws, RAM, certain xPAK's which require screws, or as an optional locking screw for the other xPAK's and the main SSD.



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 25 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of your Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

For those customers who's environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — You break it and we fix it.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

• Bronze (One Time)	CF-SVCPDBRZ	• Extended Configuration (15 minutes)	CF-SVCPDADD
• Premier Deployment 3 Year	CF-SVCPDEP3Y	• Customer Portal Access	CF-SVCCUPORT
• Premier Deployment 4 Year	CF-SVCPDEP4Y	• OEM Volume License Conversion	CF-SVCLICCONV
• Premier Deployment 5 Year	CF-SVCPDEP5Y	<i>(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)</i>	
• Premier Deployment APOS 4th Year	CF-S09SLCY4AP	• Windows Autopilot Registration	CF-SVCPDAPUPLD
• Premier Deployment APOS 4 & 5th Year	CF-S09SLCY5AP	• Windows Autopilot Reg & Maintenance	CF-SVCPDAPUPMNT
• 3 Month Device Storage	CF-SVCPDSSTOR	• Windows Autopilot Provisioning Services	CF-SVCFESAPDEV
• Kitting with Deployment (up to 4 items)	CF-SVCPDKITTING		

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.

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TOUGHBOOK 40 Mk1
Please refer to the website for full product details.

MOBILITY SOLUTIONS



BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

- BIOS Custom Splash Screen and/or Configuration CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTUCNF3YR | • APOS 4th Year | CF-SVCLTUCAPOSY4 |
| • 4 Year | CF-SVCLTUCNF4Y | • APOS 5th Year | CF-SVCLTUCAPOSY5 |
| • 5 Year | CF-SVCLTUCNF5Y | • APOS 4 & 5th Year | CF-SVCLTUCAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTUCDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTUCDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTUCDOD5Y | | |

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTNF3YR | • APOS 4th Year | CF-SVCLTNFAPOS1Y |
| • 4 Year | CF-SVCLTNF4Y | • APOS 5th Year | CF-SVCLTNFAPOSY5 |
| • 5 Year | CF-SVCLTNF5Y | • APOS 4 & 5th Year | CF-SVCLTNFAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTNFDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTNFDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTNFDOD5Y | | |

ADVANCED EXCHANGE XPAK PROGRAM

This coverage is included at no cost with the Ultimate Care and Protection Plus warranty programs, or can be purchased separately with the below SKU's. This allows advance replacement of xPAK's in the event there is a failure in the field. Overnight air replacement is paid for by Panasonic, as well as a prepaid return air shipping label for the convenience of our customers.

- | | | | |
|------------------|---------------|----------------------------------|-----------------|
| • 3 Year | CF-SVCLTAEX3Y | • APOS 4th Year | CF-SVCLTAEAPOY4 |
| • 4 Year | CF-SVCLTAEX4Y | • APOS 5th Year | CF-SVCLTAEAPOY5 |
| • 5 Year | CF-SVCLTAEX5Y | • APOS 4th & 5th Year | CF-SVCLTAEAPO2Y |
| • 4th Year | CF-SVCLTAEXY4 | APOS: After Point of Sale | |
| • 5th Year | CF-SVCLTAEXY5 | | |
| • 4th & 5th Year | CF-SVCLTAEX2Y | | |



EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and overnight shipping are included in the price of the Extended Warranty Program.

- | | |
|---------------------|-------------------|
| • 4th Year | CF-SVCLTEXT1Y |
| • 4 & 5th Year | CF-SVCLTEXT2Y |
| • APOS 4th Year | CF-SVCLTEXTAPOS1Y |
| • APOS 5th Year | CF-SVCLTEXTAPOSY5 |
| • APOS 4 & 5th Year | CF-SVCLTEXTAPOS2Y |

APOS: After Point of Sale

SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

- | | |
|-----------------------|-----------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |
| • Dual Battery 3 Year | CF-SVCBATX2SW3Y |
| • Dual Battery 4 Year | CF-SVCBATX2SW4Y |
| • Dual Battery 5 Year | CF-SVCBATX2SW5Y |

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the storage drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

- | | |
|--------------------|----------------|
| • Hot Swap 3 Year | CF-SVCLTHS3YR |
| • Hot Swap 4 Year | CF-SVCLTHS4YR |
| • Hot Swap 5 Year | CF-SVCLTHS5YR |
| • Hot Spare 3 Year | CF-SVCLTHSP3YR |
| • Hot Spare 4 Year | CF-SVCLTHSP4YR |
| • Hot Spare 5 Year | CF-SVCLTHSP5YR |



SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective storage drive back to the service center when replaced due to SSD failure.

• 512GB SSD — 3 Year	CF-SVC512SSD3Y
• 512GB SSD — 4 Year	CF-SVC512SSD4Y
• 512GB SSD — 5 Year	CF-SVC512SSD5Y
• 512GB SSD — 3 Year (Federal Specific)	CF-SVC512SSD3YT
• 512GB SSD — 4 Year (Federal Specific)	CF-SVC512SSD4YT
• 512GB SSD — 5 Year (Federal Specific)	CF-SVC512SSD5YT
• 1TB SSD — 3 Year	CF-SVC1TBSSD3Y
• 1TB SSD — 4 Year	CF-SVC1TBSSD4Y
• 1TB SSD — 5 Year	CF-SVC1TBSSD5Y
• 1TB SSD — 3 Year (Federal Specific)	CF-SVC1TBSSD3YT
• 1TB SSD — 4 Year (Federal Specific)	CF-SVC1TBSSD4YT
• 1TB SSD — 5 Year (Federal Specific)	CF-SVC1TBSSD5YT
• 2TB SSD — 3 Year	CF-SVC2TBSSD3Y
• 2TB SSD — 4 Year	CF-SVC2TBSSD4Y
• 2TB SSD — 5 Year	CF-SVC2TBSSD5Y
• 2TB SSD — 3 Year (Federal Specific)	CF-SVC2TBSSD3YT
• 2TB SSD — 4 Year (Federal Specific)	CF-SVC2TBSSD4YT
• 2TB SSD — 5 Year (Federal Specific)	CF-SVC2TBSSD5YT

ENGINEERING SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

- Field Engineering Support based on needs analysis CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

• 4th Year Add on	CF-SVCPSY4
• 4th & 5th Years Add on	CF-SVCPSY5





TOUGHBOOK 55

- Innovative modular design and user-removable xPAK's offer unparalleled customization
- Unprecedented battery life — up to 38 hours MobileMark 2014 with optional 2nd battery
- MIL-STD-810H and IP53 certified magnesium alloy design with built-in handle
- Backwards compatibility with the previous generation of vehicle and desktop docks
- State of the art technology including infrared webcam with tetra-array microphones and privacy cover

AWARD WINNING MODULAR DESIGN AND ALL-DAY BATTERY LIFE

The Panasonic TOUGHBOOK® 55 breaks new ground offering unrivaled flexibility in even the most demanding and unpredictable environments with its innovative modular expansion packs (xPAK's). I/O, optical drives, authentication readers, and even the new barcode reader xPAK are all user-upgradeable. Backwards compatibility with the previous generation of docks protects customers' investments while saving time and resources. Built with state of the art technology, the TOUGHBOOK 55 offers the latest Intel® 11th Gen quad-core processors, up to 64GB of RAM, up to 2TB of storage, all-day battery life, 4 microphones provide unparalleled speech recognition accuracy, color-selectable backlit keyboard and 92db speakers.

MIL-STD-
810H

IP53

3-FOOT
DROP RATING



TOUGHBOOK 55

SOFTWARE

- Windows® 10 or 11 Pro 64-bit¹
- Panasonic Utilities and Recovery Partition
- Enterprise ready driver packages including CAB files and one-click driver bundles

CERTIFICATIONS & DURABILITY

- MIL-STD-810H: 3' drop, shock, bench handling, vibration, dust, sand, altitude, freeze/thaw, high/low temperature, temperature shock, humidity²
- IP53³
- ASTM D4169-16²
- Spill-resistant keyboard
- Magnesium alloy chassis with handle
- User-removable xPAK's, RAM, keyboard, battery and caged SSD (w/heater)³
- Raised bezel for LCD impact protection
- Replaceable screen protector

CPU

- Intel® Core™ i5-1145G7 processor
– Up to 4.4GHz with Turbo Boost, 8MB cache
- Intel® Core™ i7-1185G7 processor
– Up to 4.8GHz with Turbo Boost, 12MB cache

STORAGE & MEMORY

- User-upgradeable RAM (up to 2 DIMM's)
16-64GB total (DDR4-3200MHz)^{4,5}
- Main SSD: 512GB, 1TB or 2TB quick-release OPAL NVMe with heater⁴
- Optional 2nd SSD: 512GB or 1TB quick-release OPAL SATA with heater⁴

DISPLAY & GRAPHICS

- Display
– 14.0" HD 1366 x 768
- 14.0" FHD 1920 x 1080 capacitive touch (1000 nit)⁶
- IPS with direct bonding
- Anti-reflective (AR) and anti-glare (AR) screen treatments on Touch model
- Graphics
– Intel® UHD Graphics (units with 1 DIMM)
- Intel® Iris® Xe Graphics (units with 2 DIMM)³
- Supports up to 4 displays
- Concealed Mode; Day/Night Mode

AUDIO

- Integrated tetra-array microphone
- Intel® High Definition Audio compliant
- Integrated 92db speakers (top-facing)
- Keyboard volume and mute controls

WEBCAM

- 2MP (1080p) w/privacy cover & tetra-array mic
- Infrared with Windows Hello support

KEYBOARD & INPUT

- Touch model: Stylus pen, stylus holder, tether and cleaning cloth
- Touch model: 4 modes (glove, touch, pen, pen/touch)
- Backlit keyboard icons (Caps lock, Num Lock, Scroll Lock, Storage Drive, SD Card)
- User-removable 82-key emissive keyboard³
– 4 programmable keys (A1-A4)
- Color-selectable backlit with 4 adjustable levels
- Electrostatic touchpad with multi touch

OPTICAL DRIVE

- Optional Blu-ray Drive (xPAK)⁷
- Optional DVD Drive (xPAK)⁷

INTERFACE

- Opt. USB-C Thunderbolt™ 4, 40Gbps 3A (w/PD)⁸
- USB-A x2 (10Gbps 1.5A, 5Gbps 0.9A)
- Optional USB-A 5Gbps⁹
- Optional Fischer® USB (Core Series 5-pin)⁹
- MicroSDXC UHS-I
- HDMI 4K
- Optional VGA⁷
- Ethernet 1Gbps RJ-45
- Optional 2nd Ethernet 1Gbps RJ-45⁹
- Optional Serial (True) D-sub 9-pin⁹
- Audio In/Out 3.5mm
- Dual SIM (Nano-SIM 4FF x1, eSIM x1)

WIRELESS

- Optional 4G EM7511 (up to 600 Mbps)
– 4G (LTE, LTE-A)
– Multi carrier (AT&T, FirstNet, Verizon)
- Satellite GPS & CBRS Band 48 Capable¹⁰
- Optional dedicated GPS (u-blox NEO-M8J)
- Optional dual antenna pass-through
- Intel® Wi-Fi 6 AX201 (up to 2.4 Gbps)
- Bluetooth® v5.1 (Class 1)
- Airplane mode Fn key

POWER

- Li-Ion battery:
– HD model: 19 hours
(38 hours with opt. 2nd battery)^{11,12}
- Touch FHD model: 18 hours
(36 hours with opt. 2nd battery)^{11,12}
- 10.8V, 6500 mAh
- Hot swap with optional 2nd battery¹²
- Battery charging time: 3 hours (each battery)¹¹
- TOUGHBOOK Smart Battery Technology
- AC Adapter: AC 100V-240V worldwide power, auto sensing/switching

SECURITY FEATURES

- Secured-core PC
- TPM v.2.0
- NIST BIOS compliant
- Persistence® technology by Absolute in BIOS¹³
- Kensington cable lock slot
- Encrypted OPAL SSD's
- Optional locking screws for SSD and xPAK's
- Optional fingerprint reader xPAK¹²
– Secured-core PC (363 DPI)
- Optional insertable Smart Card reader xPAK's¹²
- Optional contactless Smart Card Reader xPAK¹²
– 13.56MHz (ISO 14443 A/B, ISO 18092)

DIMENSIONS & WEIGHT

- 10.7"(L) x 13.6"(W) x 1.3"(H)
- 4.6 lbs. (HD model), 4.9 lbs. (Touch model)

WARRANTY

- 3-year limited warranty, parts and labor

INTEGRATED OPTIONS

- 4G EM7511 modem
- Dedicated GPS (u-blox NEO-M8J)
- Dual antenna pass-through
- Main SSD (OPAL)
– 512GBFZ-VSDR55NSW
- 1TBFZ-VSDR55NTW
- 2TBFZ-VSDR55NBW
- Memory Cards
– 16GB DDR4FZ-BAZ2016
- 32GB DDR4FZ-BAZ2032
- Backlit Emissive KeyboardFZ-VKB55107U
- Rear Expansion Area xPAK's
– VGA + Serial + USB-AFZ-VCN551W
- VGA + Serial + LANFZ-VCN552W
- VGA + Serial + Fischer USBFZ-VCN553W
- Right Expansion Area
– Fingerprint Reader xPAKFZ-VFP551W
- Contactless Smart Card xPAKFZ-VNF551W
- Insertable Smart Card xPAKFZ-VSC551W
- 2nd BatteryFZ-VZSU11HU
- Left Expansion Area xPAK's
– Barcode Reader (N6603)FZ-VBR551M
- Blu-ray DriveFZ-VBD551W
- DVD DriveFZ-VDM551W
- Insertable Smart CardFZ-VSC552W
- 512GB 2nd SSD OPALFZ-VSD55151W
- 1TB 2nd SSD OPALFZ-VSD551T1W

Please consult your reseller or Panasonic representative to learn more about the TOUGHBOOK 55 and the wide variety of accessories and services offered.

- Windows 10 (11 DG) SKU's include a free Windows 11 upgrade.
- Tested by national independent third party lab following MIL-STD-810H Method 516.8 Procedure IV for transit drop test and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP.
- Keyboard is user-replaceable, but once removed, the old keyboard must be discarded.
- 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration.
- Units equipped with two DIMM (memory cards) come with Intel Iris Xe graphics instead of Intel UHD graphics.
- FHD 1000 nit non-touch model is available but requires special order. Please contact a Panasonic representative for details.
- Barcode Reader, Insertable Smart Card CAC Reader, DVD Drive, Blu-ray Drive and 2nd SSD Drive in TOUGHBOOK Universal Bay area are mutually exclusive.
- USC-C port is optional on Windows 10 (11 DG) and Windows 11 models.
- VGA+Serial+USB-A or VGA+Serial+Fischer USB or VGA+Serial+LAN in Rear Expansion Area are mutually exclusive.
- The module firmware and the device antenna system have obtained technical approval by commercial carriers in the US. It is customer's responsibility to assure that the module firmware and the device antenna system are compatible with the customer's Private LTE network using Band 48.
- Battery performance features such as charge time and life span can vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2014 at 150 nit and using no cellular mobile broadband.
- 2nd Battery or Fingerprint Reader or Contactless Smart Card Reader or Insertable Smart Card Reader in Front Expansion area are mutually exclusive.
- Requires software and activation to enable theft protection.

na.panasonic.com/TOUGHBOOK55 | 1-888-245-6344

TOUGHBOOK 55 MK2

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SPEC SHEET





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TOUGHBOOK 55 Mk2

MOBILITY SOLUTIONS



EXPANSION PACKS (xPAKs)

TOUGHBOOK Universal Bay Expansion Area

Barcode Reader xPAK
FZ-VBR551M



Insertable SmartCard xPAK
FZ-VSC552W



2nd SSD Drive xPAK
FZ-VSD55152W (512GB OPAL)
FZ-VSD551T2W (1TB OPAL)



DVD Drive xPAK
FZ-VDM551W



Blu-ray Drive xPAK
FZ-VBD551W



Front Expansion Area

Fingerprint Reader xPAK
FZ-VFP551W



Contactless SmartCard xPAK
FZ-VNF551W



Insertable SmartCard xPAK
FZ-VSC551W



Rear Expansion Area

VGA + Serial + USB-A xPAK
FZ-VCN551W



VGA + Serial + LAN xPAK
FZ-VCN552W



VGA + Serial + Fischer USB
FZ-VCN553W



Main Storage

512GB CAGED OPAL SSD FZ-VSDR55N5W
1TB CAGED OPAL SSD FZ-VSDR55NTW

(Not compatible with mk1)



Memory (RAM)

16GB DDR4-3200MHz FZ-BAZ2016
32GB DDR4-3200MHz FZ-BAZ2032

(Not compatible with mk1)



POWER

Panasonic Standard Battery

FZ-VZSU1HU



Panasonic 4-bay Battery Charger

FZ-VCB551M



Panasonic AC Adapter 110W

CF-AA5713A2M



LIND Car Charger 120W

CF-LNDDC120



DESKTOP DOCKS

Panasonic 55 Desktop Dock

FZ-VEB551U

USB-A (4), Serial, Ethernet, HDMI (2), VGA, Kensington lock, power button



Panasonic 54/55 Desktop Dock

CF-VEB541AU

USB-A (4), Serial, Ethernet, HDMI, VGA, Kensington lock, power button



VEHICLE DOCKS

Gamber-Johnson Vehicle Dock

7160-0577-00-P 54/55 dock (no pass through)

7160-0577-02-P 54/55 dock (dual pass through)

7170-0250-P 54/55 dock w/LIND power supply (no pass through)

7170-0251-P 54/55 dock w/LIND power supply (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Also available are TrimLine docks — consult your Panasonic representative for details)



Havis Vehicle Dock

HA-55LVD0 54/55 dock (no pass through)

HA-55LVD2 54/55 dock (dual pass through)

HA-55LVD0L 54/55 dock w/LIND power supply (no pass through)

HA-55LVD2L 54/55 dock w/LIND power supply (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)



WIRELESS

Airgain Single LTE & Dedicated GPS Antenna Kit

Threaded Black Mount
AI-2CLSFB



Airgain Dual LTE & WWAN-GPS Antenna Kit

Threaded Black Mount
AI-3MDCBL19



PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 7' Drop
BR-RJ42BD2Y



Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth
BR-PJ763D1Y14W



STRAPS & CASES

ToughMate Carrying Case

TBCCOMUNV-P



ToughMate Backpack

TBCBPK-P



OTHER

Panasonic Stylus Pen

FZ-VNP551U

(Compatible on touchscreen models only)



Panasonic Tether

FZ-VNT005U



Panasonic Blue Cleaning Cloth

CF-VNC002U



Panasonic Screen Protector

CF-VPF29U



Panasonic Screw Set

FZ-VSW551U

Bag of 14 interchangeable screws (mix of black and silver). Can be used as replacements for keyboard screws, RAM, certain xPAK's which require screws, or as an optional locking screw for the other xPAK's and the main SSD.



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TOUGHBOOK 55 Mk2
Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 25 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of your Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

For those customers who's environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — You break it and we fix it.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

• Bronze (One Time)	CF-SVCPDBRZ	• 3 Month Device Storage	CF-SVCPDSSTOR
• Premier Deployment 3 Year	CF-SVCPDEP3Y	• Kitting with Deployment (<i>up to 4 items</i>)	CF-SVCPDKITTING
• Premier Deployment 4 Year	CF-SVCPDEP4Y	• Extended Configuration (<i>15 minutes</i>)	CF-SVCPDADD
• Premier Deployment 5 Year	CF-SVCPDEP5Y	• Customer Portal Access	CF-SVCCUPORT
• Premier Deployment APOS 4th Year	CF-S09SLCY4AP	• OEM Volume License Conversion	CF-SVCLICCONV
• Premier Deployment APOS 4 & 5th Year	CF-S09SLCY5AP	<i>(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)</i>	

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.



BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

- BIOS Custom Splash Screen and/or Configuration CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTUCNF3YR | • APOS 4th Year | CF-SVCLTUCAPOSY4 |
| • 4 Year | CF-SVCLTUCNF4Y | • APOS 5th Year | CF-SVCLTUCAPOSY5 |
| • 5 Year | CF-SVCLTUCNF5Y | • APOS 4 & 5th Year | CF-SVCLTUCAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTUCDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTUCDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTUCDOD5Y | | |

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTNF3YR | • APOS 4th Year | CF-SVCLTNFAPOS1Y |
| • 4 Year | CF-SVCLTNF4Y | • APOS 5th Year | CF-SVCLTNFAPOSY5 |
| • 5 Year | CF-SVCLTNF5Y | • APOS 4 & 5th Year | CF-SVCLTNFAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTNFDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTNFDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTNFDOD5Y | | |

ADVANCED EXCHANGE XPAK PROGRAM

This coverage is included at no cost with the Ultimate Care and Protection Plus warranty programs, or can be purchased separately with the below SKU's. This allows advance replacement of xPAK's in the event there is a failure in the field. Overnight air replacement is paid for by Panasonic, as well as a prepaid return air shipping label for the convenience of our customers.

- | | | | |
|------------------|---------------|----------------------------------|-----------------|
| • 3 Year | CF-SVCLTAEX3Y | • APOS 4th Year | CF-SVCLTAEAPOY4 |
| • 4 Year | CF-SVCLTAEX4Y | • APOS 5th Year | CF-SVCLTAEAPOY5 |
| • 5 Year | CF-SVCLTAEX5Y | • APOS 4th & 5th Year | CF-SVCLTAEAPO2Y |
| • 4th Year | CF-SVCLTAEXY4 | APOS: After Point of Sale | |
| • 5th Year | CF-SVCLTAEXY5 | | |
| • 4th & 5th Year | CF-SVCLTAEX2Y | | |



EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and overnight shipping are included in the price of the Extended Warranty Program.

- | | |
|---------------------|-------------------|
| • 4th Year | CF-SVCLTEXT1Y |
| • 4 & 5th Year | CF-SVCLTEXT2Y |
| • APOS 4th Year | CF-SVCLTEXTAPOS1Y |
| • APOS 5th Year | CF-SVCLTEXTAPOSY5 |
| • APOS 4 & 5th Year | CF-SVCLTEXTAPOS2Y |

APOS: After Point of Sale

SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

- | | |
|-----------------------|-----------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |
| • Dual Battery 3 Year | CF-SVCBATX2SW3Y |
| • Dual Battery 4 Year | CF-SVCBATX2SW4Y |
| • Dual Battery 5 Year | CF-SVCBATX2SW5Y |

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the storage drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

- | | |
|--------------------|----------------|
| • Hot Swap 3 Year | CF-SVCLTHS3YR |
| • Hot Swap 4 Year | CF-SVCLTHS4YR |
| • Hot Swap 5 Year | CF-SVCLTHS5YR |
| • Hot Spare 3 Year | CF-SVCLTHSP3YR |
| • Hot Spare 4 Year | CF-SVCLTHSP4YR |
| • Hot Spare 5 Year | CF-SVCLTHSP5YR |



SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective storage drive back to the service center when replaced due to SSD failure.

• 512GB SSD — 3 Year	CF-SVC512SSD3Y
• 512GB SSD — 4 Year	CF-SVC512SSD4Y
• 512GB SSD — 5 Year	CF-SVC512SSD5Y
• 512GB SSD — 3 Year (Federal Specific)	CF-SVC512SSD3YT
• 512GB SSD — 4 Year (Federal Specific)	CF-SVC512SSD4YT
• 512GB SSD — 5 Year (Federal Specific)	CF-SVC512SSD5YT
• 1TB SSD — 3 Year	CF-SVC1TBSSD3Y
• 1TB SSD — 4 Year	CF-SVC1TBSSD4Y
• 1TB SSD — 5 Year	CF-SVC1TBSSD5Y
• 1TB SSD — 3 Year (Federal Specific)	CF-SVC1TBSSD3YT
• 1TB SSD — 4 Year (Federal Specific)	CF-SVC1TBSSD4YT
• 1TB SSD — 5 Year (Federal Specific)	CF-SVC1TBSSD5YT
• 2TB SSD — 3 Year	CF-SVC2TBSSD3Y
• 2TB SSD — 4 Year	CF-SVC2TBSSD4Y
• 2TB SSD — 5 Year	CF-SVC2TBSSD5Y
• 2TB SSD — 3 Year (Federal Specific)	CF-SVC2TBSSD3YT
• 2TB SSD — 4 Year (Federal Specific)	CF-SVC2TBSSD4YT
• 2TB SSD — 5 Year (Federal Specific)	CF-SVC2TBSSD5YT

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

- Field Engineering Support based on needs analysis | CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

• 4th Year Add on	CF-SVCPSY4
• 4th & 5th Years Add on	CF-SVCPSY5



TOUGHBOOK 33



Keyboard
Optional

- First fully rugged product with a 3:2 screen for easier handling and better viewing of business applications
- Generation of vehicle dock backwards compatibility¹
- Infrared webcam and Windows Hello enables biometric user authentication
- Optional quick-release SSD includes insertable Smart Card and long life batteries
- Twin battery design enables hot-swap battery replacement for continuous use

12" TABLET EASILY CONVERTS TO A LAPTOP WITH OPTIONAL KEYBOARD.

The Panasonic TOUGHBOOK® 33 offers unparalleled flexibility in even the most demanding and extreme environments and is the world's first fully rugged 2-in-1 PC with a 3:2 screen. Inspired by the increasing demands of mobile professionals, the TOUGHBOOK 33 delivers rugged mobility in a highly customizable package that also includes a generation of backward compatibility¹. Available innovative vehicle dock adapter allows drop-in placement onto any of Panasonic's large installed base of TOUGHBOOK 31 vehicle docks, offering investment protection while saving time and resources. A wide range of integrated options such as serial port, barcode, fingerprint, insertable and contactless Smart Card readers assure TOUGHBOOK 33 can be customized to meet the unique needs of a diverse customer base.

MIL-STD-
810G

MIL-STD-
461F

IP65

C1D2
HAZ LOC

5-FOOT
DROP RATING
(Tablet only)



TOUGHBOOK 33

SOFTWARE

- Windows® 10 or 11 Pro 64-bit¹
- Panasonic Utilities and Recovery Partition
- Enterprise ready driver packages including CAB files and one-click driver bundles

CERTIFICATIONS & DURABILITY

- MIL-STD-810G: 4' drop (5' tablet only) shock, bench handling, vibration, rain, dust, sand, altitude, freeze/thaw, high/low temperature, temperature shock, solar radiation, contamination by fluids, humidity, explosive atmosphere³
- MIL-STD-461F³
- IP65³
- Optional C1D2 (class 1 div 2) groups ABCD
- Magnesium alloy chassis encased with ABS and elastomer edges
- Handle/kickstand (on opt. Premium Keyboard)
- SSD heater, removable SSD⁴ or optional quick-release caged SSD^{5,6}
- Removable battery
- Raised bezel for LCD impact protection
- Reinforced locking port covers
- Replaceable screen protector

CPU

- Intel® Core™ i5-10310U vPro® processor – 1.7GHz with Turbo Boost up to 4.4GHz, 6MB cache
- Intel® Core™ i7-10810U vPro® processor – 1.1GHz with Turbo Boost up to 4.9GHz, 12MB cache

STORAGE & MEMORY

- Factory installed 16GB or 32GB RAM (DDR4-2666MHz)⁷
- 512GB or 1TB removable OPAL NVMe SSD with heater^{4,7}
- Optional quick-release SSD (comes w/Insertable Smart Card reader and long life batteries)^{5,6}

DISPLAY & GRAPHICS

- Display
 - 12.0" 3:2 QHD 2160 x 1440
 - Capacitive gloved touch + digitizer
 - 2-1200 nit
- Direct Bonding
- Anti-reflective (AR) screen treatment
- Graphics
 - Intel® UHD Graphics
- Supports up to 4 displays
- Concealed Mode; Day/Night Mode

AUDIO

- Integrated dual array microphone
- Intel® High Definition Audio compliant
- Integrated 92db speakers (front-facing)
- On-screen and button volume and mute controls

CAMERAS

- 2MP (1080p) webcam w/privacy cover & dual array mic – Infrared with Windows Hello support
- 8MP rear camera with autofocus and triple LED flash

KEYBOARD & INPUT

- IP55 2 button digitizer pen (right click & erase), stylus holder, tether and cleaning cloth
- 5 modes (rain, glove, touch, pen, pen/touch)
- 7 tablet buttons (5 programmable including A1/A2 buttons)
- On-screen QWERTY keyboard
- Optional 87-key emissive keyboards (Lite, Premium) and rubber keyboard (Premium):⁹
 - Backlit (emissive:red, rubber:white) with 4 adjustable levels
- Gen1 resistive touchpad with multi touch

INTERFACE & EXPANSION

- On the tablet:
 - USB-C 10Gbps (w/PD)
 - USB-A 5Gbps (1.5A)
 - Optional USB-A 0.5Gbps⁹
 - HDMI
 - Ethernet 1Gbps RJ-45
 - Optional Serial (True) D-sub 9-pin⁹
 - Audio In/Out 3.5mm
 - Dual SIM (Nano-SIM 4FF x1, eSIM x1)
- On the optional Premium Keyboard:
 - Docking Connector 25-pin
 - USB-A x3 (5Gbps x2, 0.5Gbps x1)
 - SDXC UHS-II
 - HDMI
 - VGA D-sub 15-pin
 - Ethernet 1Gbps RJ-45
 - Serial (USB) D-sub 9-pin

WIRELESS

- Optional 4G EM7511 (up to 600 Mbps)
 - 4G (LTE, LTE-A)
 - Multi carrier (AT&T, FirstNet, Verizon)
 - Satellite GPS & CBRS Band 48 Capable¹⁰
- Optional dedicated GPS (u-blox NEO-M8J)
- Dual antenna pass-through
- Intel® Wi-Fi 6 AX201 (up to 2.4 Gbps)
- Bluetooth® v5.1 (Class 1)

POWER

- Li-Ion batteries x2:
 - 10 hours (20 w/opt. long life batteries)¹²
 - Each standard battery: 11.1V, 1990mAh
 - Each long life battery: 10.8V, 4120mAh¹³
- Battery charging time: 3 hours (with in parallel charging technology)¹²
- AC Adapter: AC 100V-240V worldwide power, auto-sensing/switching

SECURITY FEATURES

- Intel® Hardware Shield
- Secured-core PC
- TPM v2.0
- NIST BIOS compliant
- Persistence® technology by Absolute in BIOS¹¹
- Kensington cable lock slots x2 (on tablet and optional Premium Keyboard)
- Encrypted OPAL SSD's
- Optional fingerprint reader⁶
 - Secured-core PC (363 DPI)
- Optional insertable Smart Card reader⁶
- Optional contactless Smart Card reader 13.56MHz (ISO 14443 A/B, ISO 18092)⁶

DIMENSIONS & WEIGHT

- 12.1" x 9.6" x 0.9" (12.3" x 11.4" x 1.8" with optional Premium Keyboard)¹⁴
- 3.4 lbs. (6.1 lbs. with optional Premium Keyboard)¹⁵

WARRANTY

- 3-year limited warranty, parts and labor

INTEGRATED OPTIONS

- 4G EM7511 modem
- Dedicated GPS (u-blox NEO-M8J)
- Choice of 1D/2D capable barcode reader (N6603), serial (true), or second USB-A port
- Choice of insertable Smart Card, contactless Smart Card, fingerprint reader or quick-release SSD (comes with insertable Smart Card and long life batteries)
- Optional emissive or rubber keyboards

Please consult your reseller or Panasonic representative to learn more about the TOUGHBOOK 33 and the wide variety of accessories and services offered.

- Requires purchase of 31 Vehicle Dock Adapter (VDA). VDA has been tested and approved to work with Gamber-Johnson 7160-0318 and Havis PAN-111/112 vehicle docks. Do not use with other vehicle docks without consulting first with your Panasonic representative.
- Windows 10 (11 DG) SKU's include a free Windows 11 upgrade
- Tested by national independent third party lab following MIL-STD-810G Method 516.6 Procedure IV for transit drop test and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP. IP rating requires both batteries in tablet.
- Requires training, approval and/or purchase of a SSD no return service sku through Panasonic, otherwise any damage incurred will be out of warranty and not eligible for advance exchange. Please contact a Panasonic representative for program details.
- Optional Quick-release SSD (comes with Insertable Smart Card reader and Long Life Batteries) adds a bump out which increases overall height by 0.6" and weight by 1.3 lbs, prohibits use in convertible mode. Not compatible with 33 Tablet Vehicle Dock or rotating hand strap or shoulder strap.
- Insertable Smart Card, Contactless Smart Card, Fingerprint Readers & optional Quick-release SSD (comes with Insertable Smart Card reader and Long Life Batteries) are mutually exclusive.
- 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration.
- Fn keys, I/O ports, reverse docking into convertible mode available on Premium Keyboard only. Lite Keyboard opens at 100° angle.
- Barcode, Serial (true) and USB-A 0.5Gbps Port are mutually exclusive.
- The module firmware and the device antenna system have obtained technical approval by commercial carriers in the US. It is customer's responsibility to assure that the module firmware and the device antenna system are compatible with the customer's Private LTE network using Band 48.
- Requires software and activation to enable theft protection.
- Battery performance features such as charge time and life span can vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2014 at 150 nit and using no cellular mobile broadband.
- Long Life Batteries add a bump out which prohibits use in convertible mode. Not compatible with optional Quick-release SSD or with Gamber-Johnson CF-33 Tablet Vehicle Dock when using a rotating hand strap. For units originally ordered with standard batteries, changing to long life batteries requires a hardware retrofit to the unit. Contact the Panasonic National Service Center for information and evaluation.
- Tablet with Lite Keyboard is 12.1" (L) x 9.6" (W) x 1.5" (H). Optional Long Life Batteries adds 0.4" (H). Optional Quick-release SSD (comes with Insertable Smart Card reader and Long Life Batteries) adds 0.6" (H).
- Tablet with Lite Keyboard is 4.8 lbs. Optional Long Life Batteries adds 0.8 lbs. Optional Quick-release SSD (comes with Insertable Smart Card reader and Long Life Batteries) adds 1.3 lbs.





TOUGHBOOK 33—ACCESSORY AND SERVICE GUIDE

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TOUGHBOOK 33 Mk2

MOBILITY SOLUTIONS



POWER

Panasonic Standard Lightweight Battery

CF-VZSU1AW



Panasonic Long Life Battery

CF-VZSU1BW

(Not compatible with tablets originally configured with a standard battery)



Panasonic 4-bay Battery Charger

CF-VCB331M

(Compatible with both standard & long life batteries)



Panasonic AC Adapter 100W

CF-AA5713A2M



LIND Car Charger Mounting Bracket

CF-LNDBRK120



LIND Car Charger 120W

CF-LNDDC120

(Requires CF-LNDBRK120 for vehicle dock mounting)



KEYBOARDS

Panasonic Premium Keyboard

Red backlit with 4 adjustable levels, touchpad, kickstand/handle

CF-VEK333LMP

USB 3.0 (2), USB 2.0, Serial, Ethernet, HDMI, VGA, SDXC, release lever & lock, Kensington lock

(Forward or Reverse-dockable to Convertible Mode. Compatible with Tablet, 33 Laptop Vehicle Dock, and 33 Desktop Dock)



Panasonic Lite Keyboard

Red backlit with 4 adjustable levels, kickstand, opens to 100°

CF-VKB331M

(Forward-dockable only to Convertible Mode. Compatible with Tablet and 31 Vehicle Dock Adapter)



iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes

SL-86-911-TP-USB-P



WIRELESS

AntennaPlus Dual LTE & GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19



AntennaPlus Dual LTE & GPS Antenna Kit

Threaded White Mount

AI-3MDCWH19



VEHICLE DOCKS

Panasonic Bundle 31 Vehicle Dock Adapter (VDA) & Lite Keyboard

CF-VVK332M single pass

CF-VVK331M dual pass

USB 2.0, key lock, tablet secure lock

(VDA fits in any Gamber-Johnson/Havis 31 Vehicle Dock)



Gamber-Johnson Laptop 2-in-1 Vehicle Dock

GJ-33-LVD0 vehicle dock (no pass through)

GJ-33-LVD2 vehicle dock (dual pass through)

GJ-33TLVD0 vehicle dock TrimLine (no pass through)

GJ-33TLVD2 vehicle dock TrimLine (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, tablet secure lock, lock (keyed alike).

(Requires Premium Keyboard)



Gamber-Johnson Tablet Vehicle Dock (Lite)

GJ-33-TVD0-L vehicle dock (no pass through)

GJ-33-TVD2-L vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), tablet secure lock, lock (keyed alike)

(Not compatible when tablet is equipped with quick-release SSD or long life batteries with rotating hand strap)



Havis Laptop 2-in-1 Vehicle Dock

HA-33LDS0 vehicle dock (no pass through)

HA-33LDS2 vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, tablet secure lock, lock (keyed alike)

(Requires Premium Keyboard)



Havis Tablet Vehicle Dock (Lite)

H-33-TVD0-L vehicle dock (no pass through)

H-33-TVD2-L vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), lock (keyed alike)

(Not compatible when tablet is equipped with quick-release SSD)



Havis Tablet Vehicle Dock (Premium)

H-33-TVD0 vehicle dock (no pass through)

H-33-TVD2 vehicle dock (dual pass through)

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, lock (keyed alike)

(Not compatible when tablet is equipped with quick-release SSD)



DESKTOP DOCKS

Panasonic Laptop Desktop Dock

CF-VEB331U

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet (2), HDMI, VGA, release lever, Kensington lock, power button
(Requires Premium Keyboard)



Panasonic Tablet Desktop Cradle

CF-VEB332M

USB 3.0 (2), USB 2.0 (4), Serial, Ethernet, HDMI (2), Kensington lock, power button



PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 7' Drop

BR-RJ42BD2Y



Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth

BR-PJ763D1Y14W



STRAPS & CASES*

Panasonic Rotating Hand Strap (with stylus holder & kickstand)

CF-VST332U

(Not compatible with any tablet dock that has a tablet with a quick-release SSD or with Gamber-Johnson Tablet Vehicle Dock when tablet is equipped with long life batteries)



(tablet sold separately)

Panasonic Carry Strap

CF-VST331U



(tablet sold separately)

Panasonic Shoulder Strap

CF-VNS331U



(tablet sold separately)

ToughMate Mobility Bundle (with handle & shoulder strap)

TBC33MBBDL-P

(Not compatible with keyboards)



(tablet sold separately)

ToughMate Rotating Hand Strap (with shoulder strap)

TBC33HDSTP-P

(Not compatible with Gamber-Johnson Tablet Vehicle Dock when tablet is equipped with long life batteries)



(tablet sold separately)

ToughMate Backpack

TBCBPK-P



OTHER

Panasonic IP55 Digitizer Pen

Featuring 2 buttons (right-click & erase)

CF-VNP332U

(compatible only with mk2)



Panasonic Tether

CF-VNT002U



Panasonic Blue Cleaning Cloth

CF-VNC002U

(Minimum order size 50 units)



Panasonic 12.0" Screen Protector

CF-VPF34U



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. Toughbook family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their Toughbook devices by augmenting them with Panasonic ProServices— planning, deployment, security, repair, and replacement services that support your IT and field staffs.

Our Standard Warranty protects your Toughbook computers from manufacturing defects for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

- Bronze (One Time) CF-SVCPDBRZ
- Premier Deployment 3 Year CF-SVCPDEP3Y
- Premier Deployment 4 Year CF-SVCPDEP4Y
- Premier Deployment 5 Year CF-SVCPDEP5Y
- Premier Deployment APOS 4th Year CF-S09SLCY4AP
- Premier Deployment APOS 4 & 5th Year CF-S09SLCY5AP
- 3 Month Device Storage CF-SVCPDSSSTOR
- Kitting with Deployment (*up to 4 items*) CF-SVCPDKITTING
- Extended Configuration (*15 minutes*) CF-SVCPDADD
- Customer Portal Access CF-SVCCUPORT

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the Toughpad/Toughbook OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.



PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage. Where required, extended warranties are included. (Limitations apply)

- | | |
|-------------------------------------|------------------|
| • Protection Plus 3 Year | FZ-SVCTPNF3YR |
| • Protection Plus 4 Year | FZ-SVCTPNF4Y |
| • Protection Plus 5 Year | FZ-SVCTPNF5Y |
| • APOS Protection Plus 4th Year | FZ-SVCTPNFAPOSY4 |
| • APOS Protection Plus 5th Year | FZ-SVCTPNFAPOSY5 |
| • APOS Protection Plus 4 & 5th Year | FZ-SVCTPNFAPOS2Y |

APOS: After Point of Sale

EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

- | | |
|-----------------------------------|------------------|
| • Extended Warranty 4th Year | FZ-SVCTPEXT1Y |
| • Extended Warranty 4 & 5th Year | FZ-SVCTPEXT2Y |
| • APOS Ext. Warranty 4th Year | FZ-SVCTPEXTAPOY4 |
| • APOS Ext. Warranty 5th Year | FZ-SVCTPEXTAPOY5 |
| • APOS Ext. Warranty 4 & 5th Year | FZ-SVCTPEXTAPO2Y |

APOS: After Point of Sale

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

- | | |
|------------------------|----------------|
| • Ultimate Care 3 Year | FZ-SVCTPUCNF3Y |
| • Ultimate Care 4 Year | FZ-SVCTPUCNF4Y |
| • Ultimate Care 5 Year | FZ-SVCTPUCNF5Y |

SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

- | | |
|-----------------------|---------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |

Must purchase two of these for each TOUGHBOOK 33 unit (since each unit has two batteries)



HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

- | | |
|--------------------|----------------|
| • Hot Swap 3 Year | FZ-SVCTPHS3YR |
| • Hot Swap 4 Year | FZ-SVCTPHS4YR |
| • Hot Swap 5 Year | FZ-SVCTPHS5YR |
| • Hot Spare 3 Year | FZ-SVCTPHSP3YR |
| • Hot Spare 4 Year | FZ-SVCTPHSP4YR |
| • Hot Spare 5 Year | FZ-SVCTPHSP5YR |

SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective drive back to the service center when replaced due SSD failure. For units, such as the Toughbook 33, requiring technical instruction to remove the SSD, the end user will receive training and documentation supporting SSD removal.

- | | |
|--------------------------------|----------------|
| • 512GB SSD — No Return 3 Year | FZ-SVC512SSD3Y |
| • 512GB SSD — No Return 4 Year | FZ-SVC512SSD4Y |
| • 512GB SSD — No Return 5 Year | FZ-SVC512SSD5Y |
| • 1TB SSD — No Return 3 Year | FZ-SVC1TBSSD3Y |
| • 1TB SSD — No Return 4 Year | FZ-SVC1TBSSD4Y |
| • 1TB SSD — No return 5 Year | FZ-SVC1TBSSD5Y |



BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

- BIOS Custom Splash Screen and/or Configuration CF-SVCBIOS1

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

- Field Engineering Support based on needs analysis CF-SVCFES20/40/60/80/100
- OEM Volume License Conversion CF-SVCLICCONV

(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

- 4th year Public Safety Service Bundle Add on (Year 4 only) CF-SVCPSY4
- 4th and 5th years Public Safety Service Bundle Add on (Year 4 & 5 only) CF-SVCPSY5





TOUGHBOOK A3

- TOUGHBOOK A3's eco-system of software, services and partners powered by productivity+
- Optional 1D/2D barcode reader, Insertable SmartCard or 2nd USB Type-A
- Five user-defined buttons from maximum user functionality
- Dual hot swap battery design
- Certified to latest MIL-STD-810H standards
- FirstNet Ready™ and supports Band 14 connectivity
- 3 Year limited warranty, parts and labor

MIL-STD-810H

IP65

6-FOOT
DROP RATING

OUR MOST POWERFUL ANDROID TABLET OFFERING YET. FEATURING LONG-LIFE SUPPORT FOR MISSION-CRITICAL ENTERPRISE APPLICATIONS.

The Panasonic TOUGHBOOK A3 is a rugged Android™ 10.1" tablet that is the latest addition to our rugged lineup. The TOUGHBOOK A3 has a powerful octa-core processor, supports 4G LTE and FirstNet® connectivity and an insertable stylus. The tablet has the flexibility to be used in all markets including warehousing, logistics and transportation. Equipped with an optional integrated barcode reader and insertable smart card reader the TOUGHBOOK A3 is also ideal for enterprise retail and federal markets. The TOUGHBOOK A3 also features a 10.1" outdoor-viewable display with rain and glove touch functionality making this tablet the choice for outdoor workers everywhere. Featuring a 6 foot drop rating and IP65 certification for dust and water resistance the TOUGHBOOK A3 is purpose built to get more out your day.

TOUGHBOOK A3

DURABILITY	<ul style="list-style-type: none"> MIL-STD-810H certified¹⁶ IP65 dust and water resistant 6' drop-resistant and tumble tested (500 tumbles, 3.3ft. 5 rpm)
SOFTWARE	<ul style="list-style-type: none"> Android 9.0 (Pie)¹⁷
CPU	<ul style="list-style-type: none"> Qualcomm® SDM660 2.2GHz/1.843GHz Octa-core
STORAGE & MEMORY	<ul style="list-style-type: none"> Memory: 4GB (LPDDR4)¹ Storage eMMC: 64GB¹ <ul style="list-style-type: none"> Additional storage available with optional Storage Card: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB)²
DISPLAY	<ul style="list-style-type: none"> 10.1" WUXGA 1920 x 1200 10-point capacitive multi touch with rain sensing and glove touch modes <ul style="list-style-type: none"> Display with direct bonding Automatic screen rotation Anti-reflective (AR) screen treatment 500nit typical (800nit max)
AUDIO	<ul style="list-style-type: none"> Integrated microphone Loud Speaker 94dBA
KEYBOARD & INPUT	<ul style="list-style-type: none"> 10-point gloved multi touch 5 user definable buttons On-screen QWERTY keyboard
SENSORS	<ul style="list-style-type: none"> Ambient light / Proximity / Digital Compass / Gyro / Acceleration
CAMERAS	<ul style="list-style-type: none"> 8MP rear camera with LED flash 5MP front facing camera
EXPANSION	<ul style="list-style-type: none"> microSDXC (up to 64 GB)²
INTERFACE	<ul style="list-style-type: none"> Docking connector USB 3.0 Type-C® host³ (OTG, BC1.2) USB Type-A host Mini-jack stereo headphone & microphone
WIRELESS	<ul style="list-style-type: none"> Qualcomm® WCN3990 IEEE802.11 a/b/g/n/ac/d/h/i/r/k/v/w with MIMO Optional Sierra Wireless AirPrime® EM7511 – 4G LTE and HSPA+ Certified with Verizon, AT&T and FirstNet™ Nano SIM card slot (x2) Bluetooth® V5.0 Class1 GPS GPS/GLONASS/Galileo/Beidou/QZSS Near Field Communication (NFC) – Type A, Type B, FeliCa
POWER SUPPLY ^{4,5,6,7,8,9,10,11}	<ul style="list-style-type: none"> Dual standard batteries: Li-Ion 3.8V, 3,200mAh Dual standard battery operation <ul style="list-style-type: none"> Approx. 9 hours based on standard enterprise user profile⁹ Hot Swap with clock backup Standard battery charging time: <ul style="list-style-type: none"> Power on or off approx. 4 hours⁴ Available with dual extended life batteries: <ul style="list-style-type: none"> Li-Ion 3.8V, 5,580mAh Dual extended battery operation <ul style="list-style-type: none"> Approx. 15.5 hours based on standard enterprise user profile⁹ Extended battery charging time: <ul style="list-style-type: none"> Power on or off approx. 6.5 hours⁴ USB Type-C® charging capacity sold separately
POWER MANAGEMENT ¹¹	<ul style="list-style-type: none"> Consumption approx. 32W^{12,13}
SECURITY FEATURES	<ul style="list-style-type: none"> ARM® TrustZone® (Built-in) NFC Smart Card Reader (optional) Kensington lock
WARRANTY	<ul style="list-style-type: none"> 3 year limited warranty, parts and labor
DIMENSIONS & WEIGHT ^{14,15}	<ul style="list-style-type: none"> 10.7" x 7.72" x 0.65" (without barcode reader section) Approx. 1.98 lb. with dual batteries

INTEGRATED OPTIONS

- 4G LTE Band 14 EM7511 multi carrier mobile broadband with satellite GPS
- Choice of 1D/2D barcode reader (SE4750) with LED light, Insertable Smart Card or 2nd USB Type-A. Combinations vary by SKU configuration.

ACCESSORIES

- Single Bay Desktop USB and Ethernet I/O Cradle FZ-VEBA21U
- AC Adapter with AC Cord CF-AA6413AM
- 5-Bay Battery Charger with 100W Power Supply and AC Cord FZ-VCBT131M
- Standard Battery 3,200mAh FZ-VZSUT10U
- Extended Battery 5,580mAh FZ-VZSUT11U
- Rotating Hand Strap (All Configurations) FZ-VSTA31U
- Pen Tether with Stylus Loop CF-VNT002U
- Passive Stylus Pen CF-VNP025U
- Shoulder Strap CF-VNS331U
- Screen Protector Film FZ-VPFA31U

Please consult your reseller or Panasonic representative before purchasing. Specifications given herein may be changed at any time without prior notice.

¹ 1 MB = 1,048,576 bytes, 1 GB = 1,073,741,824 bytes

² Operation has been tested and confirmed using the following Panasonic brand memory cards: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB). Compatibility with other SD devices is not guaranteed.

³ Does not guarantee operation of all USB-compatible peripherals. USB Type-C® will charge the device if the input source is 1000mA or higher. If the source is less than 1000mA the device will not charge both batteries.

⁴ 25°C (77°F) environment. Temperature range for charging: 10°C to 35°C (50°F to 95°F) Humidity: 30% to 80% relative humidity.

⁵ The AC adaptor is designed for use with power sources that supply up to 240 V AC.

⁶ Actual performance varies depending on usage conditions, connected peripherals, etc. Typically, operating time is reduced in colder environments.

⁷ Talk time may vary depending on the condition of the mobile network.

⁸ As defined by the JEITA Specification, Working Mode B. (Two times reading in every 10 seconds)

⁹ Enterprise user profile: Measured with LCD brightness: 150 cd/m2, Web browsing every 20 seconds through WLAN. Battery life varies depending on the usage conditions or when an optional device is attached.

¹⁰ Charging with optional cradle. Varies depending on usage conditions.

¹¹ Hot swap activation is automatic when one battery is removed at a time as long as battery percentage indicator is above 30%. If the battery percentage indicator is below 30% then on screen instructions will require the user to turn off the screen first to maintain hot swap mode. Hot swap mode is deactivated when the battery percentage indicator is at 15%.

¹² When the battery is fully charged (or not being charged) and the unit is off.

¹³ Powered with optional cradle. Rated power consumption.

¹⁴ Actual size may vary by unit configuration.

¹⁵ Average weight. Actual weight may vary by unit configuration.

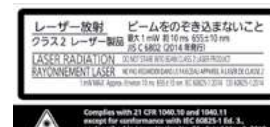
¹⁶ Do not expose the skin to this product when using the product in a hot or cold environment. When using the product in hot or cold environments, some peripherals may not perform properly. Confirm the recommended operation environment of the peripherals. Using the product continuously hot environments will shorten the product life. Avoid continuous use in these types of environments. When using the product in cold environments, the product may take longer to start up and battery operation time may be reduced. Even when using the product within the temperature and humidity ranges listed here, using the product continuously in extreme environments will result in product deterioration and will shorten the life of the product.

¹⁷ Product functionality cannot be guaranteed if the operating system is modified or replaced by the user or a third party.

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TOUGHBOOK A3—SOLUTION GUIDE



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MOBILITY SOLUTIONS



TOUGHBOOK A3

Our most powerful Android tablet offering yet. Featuring long life support for critical enterprise applications.



The Panasonic TOUGHBOOK A3 is a rugged Android™ 10.1" tablet that is the latest addition to our rugged lineup. The TOUGHBOOK A3 has a powerful octa-core processor, supports 4G LTE and FirstNet® connectivity, and an insertable stylus. The tablet has the flexibility to be used in all markets including warehousing, logistics and transportation. Equipped with an optional integrated barcode reader and insertable smart card reader the TOUGHBOOK A3 is also ideal for enterprise retail and federal markets. The TOUGHBOOK A3 also features a 10.1" outdoor-viewable display with rain and glove touch functionality making this tablet the choice for outdoor workers everywhere. Featuring a 5' foot drop rating and IP65 certification for dust and water resistance the TOUGHBOOK A3 is purpose built to get more out your day.

- TOUGHBOOK A3's eco-system of software, services and partners powered by productivity+
- Configurable xPak area with 1D/2D barcode reader, Insertable Smart Card or 2nd USB Type-A
- Five user-defined buttons from maximum user functionality
- Dual hot swap battery design
- Certified to latest MIL-STD-810H standards
- FirstNet Ready™ and supports Band 14 connectivity
- 3-Year limited warranty, parts and labor
- Android™ 9.0 (Pie)
- Qualcomm® SDM660 Octa-Core
- 10.1" WUXGA 1920 x 1200 outdoor-viewable display
- 4 GB RAM and 64 GB flash storage
- Optional multi-carrier 4G LTE data support
- IP65 dust and water resistant



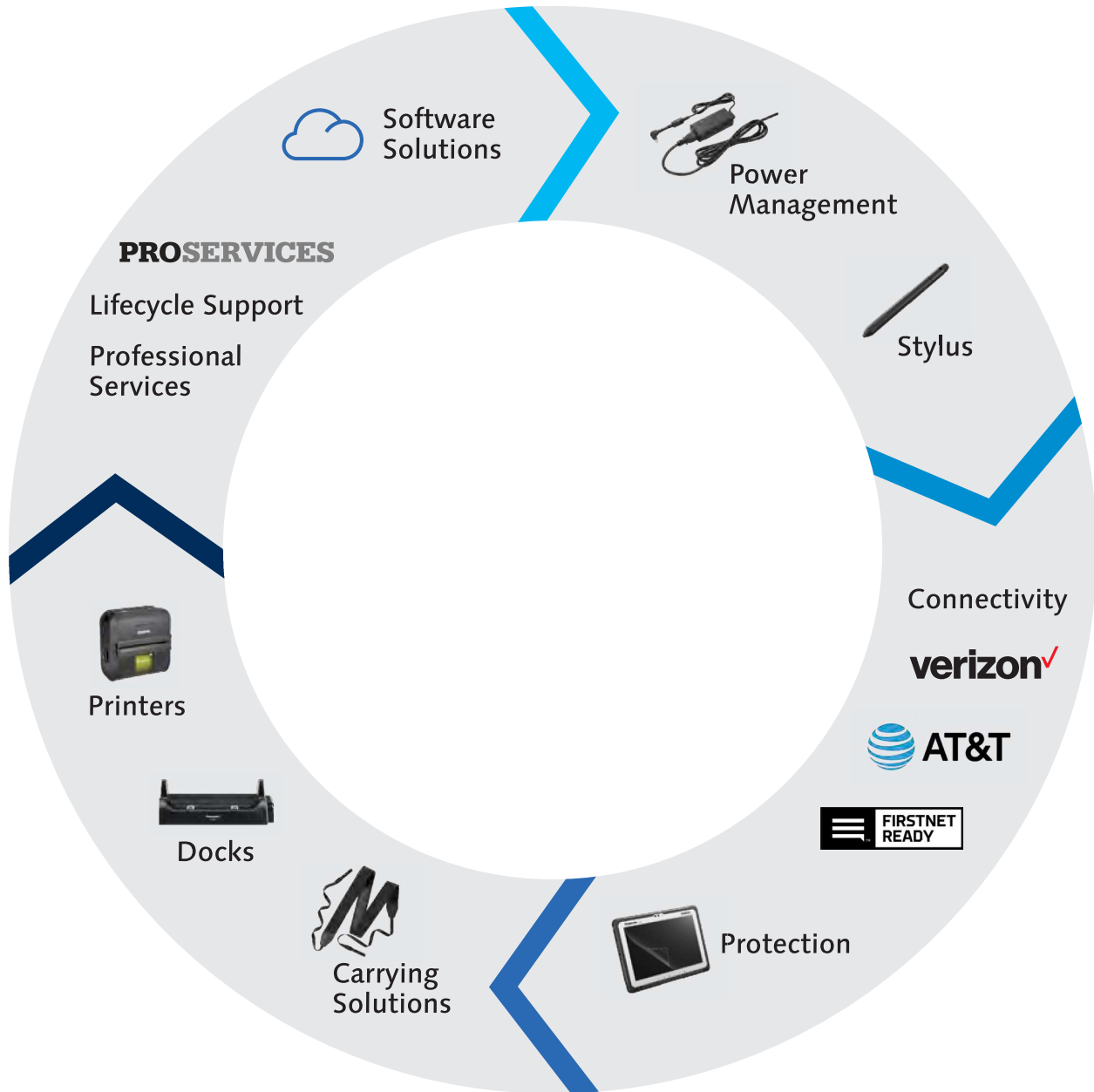
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MOBILITY SOLUTIONS



TOUGHBOOK A3 ECOSYSTEM



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MOBILITY SOLUTIONS



POWER MANAGEMENT SOLUTIONS

Standard Battery Pack

- 3200 mAh
- SKU: FZ-VZSUT10U



Extended Battery Pack

- 5800 mAh
- SKU: FZ-VZSUT11U



5-Bay Battery Charger

- AC Adapter Included
- SKU: FZ-VCBT131M



AC Adapter with AC cord

- SKU: CF-AA6413AM



Single Device Desktop Cradle

- AC Adapter not included
- SKU: FZ-VEBA21U



PRODUCTIVITY SOLUTIONS

Passive Pen

- SKU: CF-VNP025U



Stylus Tether (1pc)

- SKU: CF-VNT002U



Screen Cover Protective Film

- SKU: FZ-VPFA31U



CARRYING SOLUTIONS

Panasonic Rotating Hand

- Strap w/Stand
- SKU: FZ-VSTA31U
(Compatible with all SKU)



Panasonic Shoulder Strap

- SKU: CF-VNS331U
- Compatible with Panasonic Rotating Hand Strap



SOFTWARE AND PROSERVICES

Software:

Panasonic provides a software platform to manage the entire life cycle of TOUGHBOOK Android projects. This includes the development and integration of user applications, rapid deployment of devices through an enrollment and configuration suite, and enterprise level sustainment solutions.

ProServices:

Panasonic offers the ProServices and support needed to power your Android solution at every stage of the customer journey. From consulting and solution to warranty and replacement services, Panasonic keeps your mobile workforce productive and your mobile solution costs low.

Our Standard Warranty protects your TOUGHBOOK A3 from manufacturing defects for three years. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute), online access to tools and manuals; free overnight delivery of customer-replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

Panasonic recognizes that one size does not fit all. Each customer has a unique set of skills and needs. Panasonic ProServices can offer each customer the right solution to best fit their particular situation. Contained in this document are some of the most popular service options. For more information please contact your Panasonic representative or go to the Panasonic ProServices website.

DEVELOPMENT SERVICES

If you're new to Android or an Android veteran, Panasonic's Developmental Engineering services provide end users with a comprehensive technology partner to consult, design, and implement complex solutions to speed deployment, reduce risk, and deliver customized field-ready devices. These services include:

MDM API's: Allows MDM partners to low level system access to Panasonic Android devices. Panasonic provides API's to industry wide MDM vendors which allows low level access to Panasonic Android devices OS versions for third-party MDM partners.

SDK and Intent API's: Allows administrators and developers to control hardware or device and use standard Intent interfaces to configure and manage device settings. Control 100's of Panasonic Android settings with Intent based API's. Take full control of Panasonic hardware like barcode to take complete control of the device experience.

Secure Third-Party App Support (signing): Allows signed applications to execute Android protected and privileged commands. Portal that supports high level (secure) signing of applications that execute privileged commands. Only signed applications can execute high level and privileged commands on Panasonic devices. Panasonic supplies a unique ID to every APP/Vendor.

Enterprise Custom Deployment Consulting Setup: Provides custom engineering developed solutions such as custom scripting, MDM and infrastructure consulting, and other engineering centric deliverables designed to provide guidance in shortening time to market.

Rapid Application Development: If you're new to Android or an Android veteran, Panasonic offers a diverse toolset to help get your user workflows and administrator capabilities moved to Panasonic Android devices. A development platform to rapidly develop, test, deploy and manage your enterprise software on mobile devices and easily supports Windows CE migration.



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MOBILITY SOLUTIONS



ADDITIONAL DEVELOPMENT SERVICES

Voice Picking Application Development: Provides enhancements to traditional pick and pack operations by automating the picking of inventory with easy to use voice prompts.

Zero Touch Deployment Consulting Service: This service provides Panasonic Zero Touch engineering resources to help guide customers through the process of designing and deploying Android hardware via Zero Touch deployment services. This service will include completion of a customer specific Zero Touch web portal for use in configuration of MDM and related systems to leverage Zero Touch.

DEPLOYMENT SERVICES

Managing the complexity of a rapid multi-thousand units deployment requires flexibility, planning, and staging of multiple components prior to shipment. Panasonic provides high volume capabilities to deliver TOUGHBOOK technology right out of the box.

PaRC Tool: Panasonic Rapid Configuration allows device settings to be configured and MDM enrollment to be automated by quickly scanning a barcode. Allows 100's of settings to be configured and deployed via a barcode or pushed from an MDM. Assists in provisioning MDM's during the deployment process by providing a device enrollment barcode.

Android Enterprise: Allows for Android standardized MDM functionality and easy MDM provisioning with QR Code, NFC, or Zero Touch Enrollment. Panasonic's devices are recognized as an Android Enterprise Recommended in the Rugged Device category. Android Enterprise provides standardized provisioning functionality to enroll Panasonic devices into any Android Enterprise MDM.

Standard Deployment at the Panasonic National Service Center in Memphis: Comprehensive customized deployment service which provides high volume rapid delivery of production ready TOUGHBOOKs where they are needed - on time and on budget. This service includes single or dual sim installation, SD card installation (customer provided), installing tether, charging battery, asset tagging, MDM enrollment, and a comprehensive deployment report. Ground shipping to multiple locations is included.

SKUs:

- FZ-SVTCHHDEP
- FZ-SVTCHHDEP200 (over 200 units)
- FZ-SVTCHHDEP500 (over 500 units)
- FZ-SVTCHHDEP1000 (over 1000 units)

Basic Deployment at the Panasonic National Service Center in Memphis: Basic deployment services providing high volume rapid delivery of bulk production ready devices—on time and on budget. This service includes installing one or two sim's, SD card (supplied by customer), tether, charging batteries, asset tagging and basic deployment report and ground shipping to one location.

SKUs:

- FZ-SVTCHHBRZ
- FZ-SVTCHHBRZ200 (over 200 units)
- FZ-SVTCHHBRZ500 (over 500 units)
- FZ-SVTCHHBRZ1000 (over 1000 units)



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MOBILITY SOLUTIONS



ADDITIONAL DEPLOYMENT SERVICES

Kitting: Allows for delivery of accessories or non-Panasonic hardware during project deployment.

SKU: FZ-SVTCHHKIT4

Wireless Activation: Includes wireless SIM card installation and activation during deployment services.

SKU: FZ-SVTCHHWA

Wireless Storage: Staging and storage of devices and accessories in advance of production delivery timeline.

SKU: FZ-SVTCHHSTORAGE

Additional Configuration: Additional custom configuration – up to 15 minutes during deployment.

SKU: FZ-SVTCHHCONFIG

Green Shipping Box: Custom box for bulk deployment of quantities up to 20 units per shipment. This service is designed to reduce the recyclable materials delivered to the end user site.

SKU: FZ-SVTCHHBOX

SUSTAINMENT SERVICES

Panasonic provides mobility hardware with the industry's lowest failure rates, but things happen in rugged environments. Panasonic backs our industry leading hardware with comprehensive all-inclusive warranty offerings and services to keep your mobile fleet in the field and in production.

Panasonic Enterprise Launcher: Creates a secure home screen environment or single purpose Kiosk environment to securely manage the user experience. Panasonic kiosk mode or lock-down tool that locks the user out of changing configurations on the device, disallow app access, create app specific menus and support an "admin mode" to override access so systems administrators can get beyond the locked-down state.

Logging Tool : Allows for logs to be remotely captured and sent to system administrator to troubleshoot end user issues. Troubleshooting applications that allows system administrator to collect events from a device and create timestamped logs. Supports reseller partners that supply technical services and customer IT departments. Logging events can occur in the background and collect continuously without user intervention.

Enterprise Reset Capability: Allows administrators to reset a device to a known good provisioned state set by the system administrators. Allows administrator to reset a device to their company's corporate IT standard. Reset feature removes all user level data from the device so it acts as a newly provisioned device to a known good state.

Barcode Wedge: Allows barcode reader settings to be configured and for barcode data be sent to any application. Barcode scanner management tool that supplies barcode scanning to applications that don't use Panasonic barcode APIs. Configures the scanner for intent calls from applications and acts as barcode scanner demo application.

Hardware Diagnostics Application: Allows for administrators to automate testing for device hardware concerns. Tools to test device user interface inputs—tests for screen, touch, sound, microphones. Reports on their ability to be controlled properly.



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MOBILITY SOLUTIONS



ADDITIONAL SUSTAINMENT SERVICES

OEMConfig: Allows Android Enterprise administrators to manage and configure hundreds device settings. Integrates to the console for MDM's for customers that utilize Android Enterprise to manage 100's of device settings.

FOTA: Firmware Over the Air updates that are configurable to allow administrator to automate or manage. Firmware delivered/managed updates for Panasonic enterprise devices where the customer does not worry about managing updates themselves.

Android Premier OS Program: Provides Enterprise grade Android OS, Maintenance, and security updates on a 45-day basis for up to 5 years after purchase for all Android versions supported on the TOUGHBOOK.

SKUs:

- FZ-VLPABS1YU 12-month renewal of service plan (April - March)
- FZ-VLPABS19U 9-month enrollment in service plan (July 1 - March 31)
- FZ-VLPABS16U 6-month enrollment in service plan (October 1 - March 31)
- FZ-VLPABS13U 3-month enrollment in service plan (January 1 - March 31)

Accidental Damage—Ultimate Value: This coverage provides truly comprehensive coverage for TOUGHBOOK Handheld computers for out of warranty repairs. No cap and no out of warranty billing for accidental damage for the term of the coverage. Even items like intentional damage, fire, natural disasters like flooding, hurricanes, etc., complete loss and theft (reported) are covered up to 2% of total deployment.

SKUs:

- FZ-SVTCHHUC3Y (3 years)
- FZ-SVTCHHUC4Y (4 years)
- FZ-SVTCHHUC5Y (5 years)

Extended Warranty: Extends the same standard warranty coverage on the TOUGHBOOK handheld with the exception of the battery. The cost of labor, parts, and shipping are included in the price of the Extended Warranty Program.

SKUs:

- FZ-SVCHHEXT2Y (4th and 5th years)
- FZ-SVCHHEXT1Y (4th year)
- FZ-SVCHHEXT5Y (5th year)

Smart Battery Warranty: Remove budget requirements while keeping your TOUGHBOOKs in top battery operating condition with this Panasonic proactive Battery replacement warranty.

SKUs:

- FZ-SVCBATSW3Y (3 years)
- FZ-SVCBATSW5Y (5 years)

Advanced Exchange: Advanced exchange at Panasonic National Service Center in Memphis—unit ships via next day air from customer owned inventory for requests received prior to 5:00 EST.

SKUs:

- FZ-SVTCHHAE3Y (3 years)
- FZ-SVTCHHAE4Y (4 years)
- FZ-SVTCHHAE5Y (5 years)

Smart Service (Predictive Analytics): TOUGHBOOK Smart Service delivers real time predictive analytics, proactively reporting device health and smart battery health and activity across the enterprise mobility estate.

SKUs:

- FZ-SVCB2MSSD3Y (3 years)
- FZ-SVCB2MSSD4Y (4 years)
- FZ-SVCB2MSSD5Y (5 years)



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MOBILITY SOLUTIONS



ADDITIONAL SUSTAINMENT SERVICES

Smart Device Essentials: Provides insight into the health of a device as it relates to end user experienced issues such as utilization, power events, and system reboots for Android TOUGHBOOKs

SKUs:

- FZ-SVCB2MDE3Y (3 years)
- FZ-SVCB2MDE4Y (4 years)
- FZ-SVCB2MDE5Y (5 years)

Smart Battery Essentials: Provides real time reporting of a TOUGHBOOKs battery health and can be used to manage battery refresh requirements across large device estates.

SKUs:

- FZ-SVCB2MBM3Y (3 years)
- FZ-SVCB2MBM4Y (4 years)
- FZ-SVCB2MBM5Y (5 years)

COMBINATION PACKAGE:

Smart Device Essentials and Smart Battery Essentials

SKUs:

- FZ-SVCB2MBDE3Y (3 years)
- FZ-SVCB2MBDE4Y (4 years)
- FZ-SVCB2MBDE5Y (5 years)

Smart Battery, Smart Device, and Smart Service Software

SKUs:

- FZ-SVCB2MCMB3Y (3 years)
- FZ-SVCB2MCMB4Y (4 years)
- FZ-SVCB2MCMB5Y (5 years)

VuLock Screen Blanking Software: Blanks TOUGHBOOK screens while the device is in motion. Allows for whitelisting of mission critical applications to appear such as CAD and point to point navigation.

SKUs:

- ST-DEPINHHVPD01 VuLock Powered by DriveScreen with Smart Port
- ST-DEPINHHVPD02 VuLock Powered by DriveScreen with Motion Sensor (For forklifts)

MDM (SOTI): SOTI Mobile Device Management

SKUs:

- FZ-HHSOTIBCLM SOTI MobiControl CLOUD license and hosting—Monthly
- FZ-HHSOTIENTSUPM SOTI Enterprise Support—Monthly



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MOBILITY SOLUTIONS





TOUGHBOOK G2

- Innovative modular design with three expansion bay areas including a new quick-release SSD
- Backward compatible with most TOUGHBOOK G1 and 20 docks¹
- Infrared webcam and Windows Hello enables biometric user authentication
- Quick-release SSD expansion with 512GB or 1TB OPAL SSD
- Optional bridge battery enables hot-swap battery replacement for continuous use
- Optional FirstNet Ready™ Band 14 mobile broadband

10" TABLET EASILY CONVERTS TO A LAPTOP WITH OPTIONAL KEYBOARD.

Panasonic has pioneered the TOUGHBOOK G2, a groundbreaking modular product design that has three expansion areas offering 36 different combinations to deliver the ultimate computing experience. The TOUGHBOOK G2 is the evolution of two top-selling TOUGHBOOK products; it features a 2-in-1 design and keeps backward compatibility to most docks¹ making it possible for customers to upgrade technology while reusing existing mounting hardware. With a keyboard option and single 18.5 hour battery, it is aimed at professionals who need a rugged, yet versatile, device they can rely on in a wide range of challenging work environments.

MIL-STD-
810H²

MIL-STD-
461G

IP65

C1D2³
HAZ LOC

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TOUGHBOOK G2 Mk1

SPEC SHEET



SOFTWARE

- Windows® 10 Pro 64-bit
- Panasonic Utilities and Recovery Partition
- Enterprise ready driver packages including CAB files and one-click driver bundles

CERTIFICATIONS AND DURABILITY

- Designed to meet MIL-STD-810H²
- MIL-STD-461G
- IP65
- Optional ANSI hazardous location C1D2³ (class 1 div 2) groups ABCD
- Magnesium alloy chassis encased with ABS and elastomer edges
- Built-in dual purpose handle & kickstand (on optional keyboard)
- Solid state drive heater
- Quick-release storage drive
- Removable battery
- Optional rotating hand strap
- Reinforced locking port covers
- Raised bezel for LCD impact protection
- Replaceable screen protector

CPU

- Intel® Core™ i5-10310U vPro™ processor – 1.7GHz with Turbo Boost up to 4.4GHz, 6MB cache
- Intel® Core™ i7-10810U vPro™ processor – 1.1GHz with Turbo Boost up to 4.9GHz, 12MB cache

STORAGE & MEMORY

- Factory installed 16GB or 32GB RAM (DDR4)⁴
- 512GB or 1TB Quick-release OPAL NVMe SSD with heater⁴

DISPLAY

- 10.1" WUXGA 1920 x 1200
 - Capacitive gloved multi touch + digitizer
- Direct bonding
- Anti-reflective (AR) screen treatment
- Intel UHD Graphics
- Supports up to 5 monitors
- Concealed Mode; Day/Night Mode

AUDIO

- Integrated dual array microphone
- Intel® High Definition Audio compliant
- Integrated 88db speakers (front-facing)
- On-screen and button volume and mute controls

CAMERAS

- 1080p webcam w/privacy cover & dual array mic
 - Infrared with Windows Hello support
- 8MP rear camera with autofocus with LED flash
- Optional thermal camera (FLIR Lepton 3.5)⁵

KEYBOARD & INPUT

- IP55 2 button digitizer pen (right click & erase), stylus holder, tether and cleaning cloth
- Supports glove mode and rain mode
- 8 tablet buttons (6 user-definable including A1/A2/A3 buttons)
- On-screen QWERTY keyboard
- Optional emissive keyboard and rubber keyboard:
 - Backlit (color-selectable) with 4 adjustable levels
 - 82-key with dedicated Windows® key
 - Pressure-sensitive touchpad with multi touch

INTERFACE

- On the tablet:
 - USB-C 10Gbps (w/PD)
 - USB-A 5Gbps
 - Optional 2nd USB-A 0.5Gbps⁵
 - 1Gbps Ethernet RJ-45
 - Optional True Serial Dongle D-sub 9-pin⁵
 - Dual SIM (Nano-SIM 4FF x1, eSIM x1)
- On the optional keyboard:
 - Docking Connector 24-pin
 - USB-C 5Gbps
 - USB-A 5Gbps

WIRELESS

- Optional (Band 14 EM7511) 4G LTE-A multi carrier w/satellite GPS
 - AT&T, FirstNet™, Verizon
 - CBRS Band 48 compatible⁶
- Optional dedicated GPS (u-blox NEO M8N)
- Dual high-gain antenna pass-through
- Intel® Wi-Fi 6 AX201
- Bluetooth® v5.1 (Class 1)
- Airplane mode Fn key (on optional keyboard)

SECURITY FEATURES

- Intel® Hardware Shield
- Secured-core PC
- TPM v.2.0
- NIST BIOS compliant
- Persistence® technology by Absolute embedded in BIOS⁷
- Kensington cable lock slots x2 (on tablet and optional keyboard)
- Optional insertable SmartCard CAC reader⁸
- Optional contactless SmartCard CAC reader 13.56MHz (ISO 14443 A/B compliant)⁸

POWER

- Li-Ion battery:
 - 18.5 hours⁹
 - 10.8V, 6300mAh
- Optional bridge battery: 1 minute hot swap time
- Battery charging time: 3 hours
- AC Adapter: AC 100V-240V 50/60Hz, Auto Sensing/Switching worldwide power supply

DIMENSIONS & WEIGHT

- 11.0" x 7.4" x 1.1" (tablet only)¹⁰
- 2.9 lbs. (4.9 lbs. with optional keyboard)

WARRANTY

- 3-year limited warranty, parts and labor

INTEGRATED OPTIONS

- 4G LTE multi carrier with satellite GPS (Band 14 EM7511)
- Dedicated GPS (u-blox NEO-M8N)
- Top Expansion Area: 1D/2D Barcode Reader (N6603), Thermal Camera, 2nd USB-A, 2nd LAN, True Serial Dongle
- Rear Expansion Area: Insertable SmartCard CAC or Contactless SmartCard CAC Reader⁸
- SSD Expansion Area: Choice of 512GB OPAL SSD or 1TB OPAL SSD
- Optional emissive keyboard

xPAK's

- Top Expansion Area
 - Barcode Reader.....FZ-VBRG211U
 - 2nd USB-A.....FZ-VUBG211U
 - 2nd LAN.....FZ-VLNG211U
 - True Serial Dongle.....FZ-VSRG211U
 - Thermal Camera.....FZ-VTSG211U
- Rear Expansion Area
 - Insertable SmartCard.....FZ-VSCG211U
 - Contactless SmartCard.....FZ-VRFG211U
- SSD Expansion Area
 - 512GB OPAL SSD.....FZ-VSDG25121
 - 1TB OPAL SSD.....FZ-VSDG21T21

Please consult your reseller or Panasonic representative to learn more about the TOUGHBOOK G2 and the wide variety of accessories and services offered.

- 1 Not compatible with vehicle docks 7160-0595-00-P, 7160-0595-02-P, GJ-A2-TVD2-S, GJ-A2-TVC-S, GJ-A2-TVD0-S.
- 2 In process of being tested by national independent third party lab following MIL-STD-810H Method 516.8 Procedure IV for transit drop test.
- 3 In process of being tested.
- 4 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration.
- 5 Barcode Reader, Thermal Camera, 2nd USB-a, 2nd LAN, True Serial Dongle xPAK's are mutually exclusive.
- 6 The module firmware and the device antenna system have obtained technical approval by commercial carriers in the US. It is customer's responsibility to assure that the module firmware and the device antenna system are compatible with the customer's Private LTE network using Band 48.
- 7 Requires software and activation to enable theft protection.
- 8 Insertable SmartCard CAC Reader and Contactless SmartCard CAC Reader are mutually exclusive
- 9 Battery performance features such as charge time and life span can vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2014 at 150 nit and using no cellular mobile broadband.
- 10 Tablet with keyboard option is 11.3"x9.3"x2.1".





TOUGHBOOK G2—ACCESSORY AND SERVICE GUIDE



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TOUGHBOOK G2 Mk1

MOBILITY SOLUTIONS



EXPANSION PACKS (xPAKs)

Top Expansion Area

Barcode Reader xPAK
FZ-VBRG211U



Thermal Camera xPAK
FZ-VTSG211U



Serial Dongle xPAK
FZ-VSRG211U



2nd USB-A xPAK
FZ-VUBG211U



2nd LAN xPAK
FZ-VLNG211U



Rear Expansion Area

Insertable SmartCard (CAC) xPAK
FZ-VSCG211U



Contactless SmartCard (CAC) xPAK
FZ-VRFG211U



Storage

512GB CAGED OPAL SSD FZ-VSDG25121
1TB CAGED OPAL SSD FZ-VSDG21T21



POWER

Panasonic Standard Battery

FZ-VZSU1VU



Panasonic 4-bay Battery Charger

(Available Fall)

FZ-VCBG21M



Panasonic AC Adapter 100W

CF-AA5713A2M



LIND Car Charger 120W

CF-LNDDC120

(Requires CF-LNDBRK120 for vehicle dock mounting)



KEYBOARDS

Panasonic Keyboard

Color-selectable backlit with 4 adjustable levels, touchpad, kickstand/handle

FZ-VEKG21LM

USB-C, USB-A, release lever & lock, Kensington lock

Compatible with Tablet, 20 Laptop Vehicle Dock, and G2 & 20 Desktop Docks)



iKey USB Rubber Keyboard NEMA 4X

Red Backlit, touchpad, mounting holes

SL-86-911-TP-USB-P



WIRELESS

Airgain Dual LTE & GPS Antenna Kit

Threaded Black Mount

AI-3MDCBL19



Airgain Dual LTE & GPS Antenna Kit

Threaded White Mount

AI-3MDCWH19



VEHICLE DOCKS

Gamber-Johnson Laptop 2-in-1 Vehicle Dock

GJ-20LVD0V2 vehicle dock (no pass through)

GJ-20LVD2V2 vehicle dock (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike).

(Requires keyboard. Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)



Gamber-Johnson Tablet Vehicle Dock

7160-0486-00-P vehicle dock (no pass through) – GJ hole pattern

7160-0486-02-P vehicle dock (dual pass through) – GJ hole pattern

7160-0487-00-P vehicle dock (no pass through) – VESA 75 hole pattern

7160-0487-02-P vehicle dock (dual pass through) – VESA 75 hole pattern

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)



Havis Laptop 2-in-1 Vehicle Dock

HA-20LDS0 vehicle dock (no pass through)

HA-20LDS2 vehicle dock (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)



Havis Tablet Vehicle Dock

HA-G1TDS2A vehicle dock (dual pass through)

USB-A (2), Serial, Ethernet, HDMI, VGA, lock (keyed alike)

(Some items/features on the dock and computer are not compatible — please consult your Panasonic representative for details.)



DESKTOP DOCKS

Panasonic Laptop Desktop Dock

CF-VEB201U

USB-A (2), Serial, Ethernet, HDMI, VGA, release lever, Kensington lock, power button
(Requires keyboard and is compatible with TOUGHBOOK 20 & G2)



Panasonic Tablet Desktop Dock

FZ-VEBG11AU

USB-A (2), Serial, Ethernet, HDMI, VGA, Kensington lock
(Compatible with TOUGHBOOK G1 & G2)



Panasonic Tablet Desktop Dock

FZ-VEBG21U

USB-A (4), Serial, Ethernet, HDMI (2), Kensington lock, power button
(Compatible with TOUGHBOOK G2 only)



PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 7' Drop

BR-RJ42BD2Y



Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth

BR-PJ763D1Y14W



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TOUGHBOOK G2 Mk1
Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS



STRAPS & CASES

Panasonic Rotating Hand Strap (with stylus holder & kickstand)

FZ-VSTG21U



ToughMate Backpack

TBCBPK-P



OTHER

Panasonic IP55 Digitizer Pen

Featuring 2 buttons (right-click & erase)

FZ-VNP026U



Panasonic Tether

FZ-VNT006U



Panasonic Blue Cleaning Cloth

CF-VNC002U



Panasonic Screen Protector

FZ-VPF38U



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of your Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

For those customers who's environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — You break it and we fix it.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

• Bronze (One Time)	CF-SVCPDBRZ	• 3 Month Device Storage	CF-SVCPDSSTOR
• Premier Deployment 3 Year	CF-SVCPDEP3Y	• Kitting with Deployment (<i>up to 4 items</i>)	CF-SVCPDKITTING
• Premier Deployment 4 Year	CF-SVCPDEP4Y	• Extended Configuration (<i>15 minutes</i>)	CF-SVCPDADD
• Premier Deployment 5 Year	CF-SVCPDEP5Y	• Customer Portal Access	CF-SVCCUPORT
• Premier Deployment APOS 4th Year	CF-S09SLCY4AP	• OEM Volume License Conversion	CF-SVCLICCONV
• Premier Deployment APOS 4 & 5th Year	CF-S09SLCY5AP	<i>(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)</i>	

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.



BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

- BIOS Custom Splash Screen and/or Configuration CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

- | | |
|---------------------------------------|------------------|
| • Ultimate Care 3 Year | FZ-SVCTPUCNF3Y |
| • Ultimate Care 4 Year | FZ-SVCTPUCNF4Y |
| • Ultimate Care 5 Year | FZ-SVCTPUCNF5Y |
| • Ultimate Care 3 Year (DOD Specific) | FZ-SVCTPUCDOD3Y |
| • Ultimate Care 4 Year (DOD Specific) | FZ-SVCTPUCDOD4Y |
| • Ultimate Care 5 Year (DOD Specific) | FZ-SVCTPUCDOD5Y |
| • APOS Ultimate Care 4th Year | FZ-SVCTPUCAPOSY4 |
| • APOS Ultimate Care 5th Year | FZ-SVCTPUCAPOSY5 |
| • APOS Ultimate Care 4 & 5th Year | FZ-SVCTPUCAPOS2Y |

APOS: After Point of Sale

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

- | | |
|---|------------------|
| • Protection Plus 3 Year | FZ-SVCTPNF3YR |
| • Protection Plus 4 Year | FZ-SVCTPNF4Y |
| • Protection Plus 5 Year | FZ-SVCTPNF5Y |
| • Protection Plus 3 Year (DOD Specific) | FZ-SVCTPNFDOD3Y |
| • Protection Plus 4 Year (DOD Specific) | FZ-SVCTPNFDOD4Y |
| • Protection Plus 5 Year (DOD Specific) | FZ-SVCTPNFDOD5Y |
| • APOS Protection Plus 4th Year | FZ-SVCTPNFAPOSY4 |
| • APOS Protection Plus 5th Year | FZ-SVCTPNFAPOSY5 |
| • APOS Protection Plus 4 & 5th Year | FZ-SVCTPNFAPOS2Y |

APOS: After Point of Sale



EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and overnight shipping are included in the price of the Extended Warranty Program.

- | | |
|-----------------------------------|------------------|
| • Extended Warranty 4th Year | FZ-SVCTPEXT1Y |
| • Extended Warranty 4 & 5th Year | FZ-SVCTPEXT2Y |
| • APOS Ext. Warranty 4th Year | FZ-SVCTPEXTAPOY4 |
| • APOS Ext. Warranty 5th Year | FZ-SVCTPEXTAPOY5 |
| • APOS Ext. Warranty 4 & 5th Year | FZ-SVCTPEXTAPO2Y |

APOS: After Point of Sale

SMART BATTERY WARRANTY PROGRAM

The TOUGHBOOK Smart Battery Warranty provides protection against battery degradation for up to 5 years, guaranteeing optimum efficiency beyond the standard 12 month battery warranty. The TOUGHBOOK Smart Battery warranty includes Smart Service Battery Monitoring software which is installed on each entitled device. This unique product, powered by B2M solutions provides a SAAS based portal to view device battery health; and includes automated delivery of a no cost replacement battery when the original battery reaches 50% of it's initial design capacity. Also available is Panasonic's full Smart Service solution which provides unique predictive analytics and in-depth device performance details unavailable via traditional EMM platforms; and provides another differentiation point for our TOUGHBOOK products in the marketplace.

- | | |
|-----------------------|---------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the hard drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

- | | |
|--------------------|----------------|
| • Hot Swap 3 Year | FZ-SVCTPHS3YR |
| • Hot Swap 4 Year | FZ-SVCTPHS4YR |
| • Hot Swap 5 Year | FZ-SVCTPHS5YR |
| • Hot Spare 3 Year | FZ-SVCTPHSP3YR |
| • Hot Spare 4 Year | FZ-SVCTPHSP4YR |
| • Hot Spare 5 Year | FZ-SVCTPHSP5YR |



SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective drive back to the service center when replaced due to SSD failure.

- | | |
|---|-----------------|
| • 512GB SSD — No Return 3 Year | FZ-SVC512SSD3Y |
| • 512GB SSD — No Return 4 Year | FZ-SVC512SSD4Y |
| • 512GB SSD — No Return 5 Year | FZ-SVC512SSD5Y |
| • 512GB SSD — No Return 3 Year (DOD Specific) | FZ-SVC512SSD3YT |
| • 512GB SSD — No Return 4 Year (DOD Specific) | FZ-SVC512SSD4YT |
| • 512GB SSD — No Return 5 Year (DOD Specific) | FZ-SVC512SSD5YT |
| • 1TB SSD — No Return 3 Year | FZ-SVC1TBSSD3Y |
| • 1TB SSD — No Return 4 Year | FZ-SVC1TBSSD4Y |
| • 1TB SSD — No return 5 Year | FZ-SVC1TBSSD5Y |
| • 1TB SSD — No Return 3 Year (DOD Specific) | FZ-SVC1TBSSD3YT |
| • 1TB SSD — No Return 4 Year (DOD Specific) | FZ-SVC1TBSSD4YT |
| • 1TB SSD — No return 5 Year (DOD Specific) | FZ-SVC1TBSSD5YT |

LIFECYCLE SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

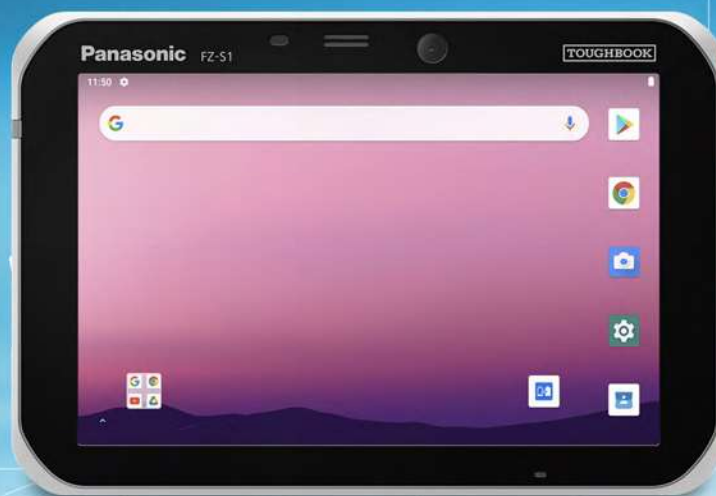
- Field Engineering Support based on needs analysis CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

- | | |
|--|------------|
| • 4th year Public Safety Service Bundle
Add on (Year 4 only) | CF-SVCPSY4 |
| • 4th and 5th years Public Safety Service Bundle
Add on (Year 4 & 5 only) | CF-SVCPSY5 |





TOUGHBOOK S1

- TOUGHBOOK S1 is supported by productivity+, a comprehensive world-class Android™ solution
- Optional 1D/2D barcode reader, 2nd USB type A and extended-life battery
- 7" HD sunlight viewable screen with patented rain mode, glove touch and multi-touch
- Warm swap battery function with up to 14 hours of battery life
- Certified to latest MIL-STD-810H standards
- FirstNet Ready™ and supports Band 14 connectivity

POWERFUL AND RUGGED, OUR 7" TABLET IS DESIGNED FOR ANYTHING THAT COMES ITS WAY. PURPOSE-BUILT FOR ENTERPRISE-FOCUSED CAPABILITIES.

The Panasonic TOUGHBOOK S1 is a rugged Android™ 7" tablet that is the latest addition to our lineup of Android™ devices. The TOUGHBOOK S1 has a powerful octa-core processor, supports 4G LTE and FirstNet® connectivity. It also features an optional extended-life battery that supports warm swap functionality. The tablet has the flexibility to be used in all markets including logistics, transportation, retail and field service. Equipped with an optional integrated barcode reader that supports landscape or portrait orientations. The TOUGHBOOK S1 also features an outdoor-viewable display with patented rain mode and glove touch functionality, making this tablet the choice for outdoor workers everywhere. Featuring a 5 foot drop rating and IP65 and IP67 certification for dust and water resistance the TOUGHBOOK S1 is purpose-built to seamlessly operate in the enterprise environment.

MIL-STD-810H

IP65

IP67

5-FOOT
DROP RATING



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TOUGHBOOK FZ-S1

SPEC SHEET



TOUGHBOOK S1

SOFTWARE

- Android 10

CERTIFICATIONS & DURABILITY

- MIL-STD-810H certified¹
- IP65 and IP67 dust and water resistant
- 5' drop-resistant and tumble tested (500 tumbles, 3.3ft. 5 rpm)

CPU

- Qualcomm® SDM660 2.2GHz/1.843GHz Octa-core

STORAGE & MEMORY

- Memory: 4GB (LPDDR4)²
- Storage eMMC: 64GB²
– Additional storage available with optional Storage Card: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB)³

DISPLAY

- 7" WXGA 1280 x 800
- 10-point capacitive multi touch with rain sensing and glove touch modes
– Display with direct bonding
– Automatic screen rotation
– Anti-reflective (AR) screen treatment
– 500nit

AUDIO

- Integrated microphone
- Loud Speaker 94dBA

CAMERAS

- 13MP rear camera with LED flash
- 5MP front facing camera

SENSORS

- Ambient light/Digital Compass/Gyro/Acceleration

KEYBOARD & INPUT

- 10-point gloved multi touch
- On-screen QWERTY keyboard

INTERFACE & EXPANSION

- Docking connector
- USB 3.0 Type-C™ host⁴ (OTG, BC 1.2, DP, HDMI)
- Optional USB Type-A host
- Mini-jack stereo headphone & microphone
- microSDXC (up to 64 GB)³

WIRELESS

- Qualcomm® WCN3990 IEEE802.11 a/b/g/n/ac/d/h/i/r/k/v/w
- Optional Sierra Wireless AirPrime® EM7511 – 4G LTE and HSPA+
- Certified with Verizon, AT&T and FirstNet™
- Nano SIM card slot (x2)
- Bluetooth® V5.1 Class1
- GPS/GPS/GLONASS/Galileo/Beidou/QZSS
- Near Field Communication [NFC - Type A, Type B, feliCa, ISO/IEC 15693]

SECURITY FEATURES

- ARM® TrustZone™ (Built-in)
- NFC
- Smart Card Reader (optional)

POWER

- Battery pack: Li-ion 3.8V, 3,200mAh
- Battery pack operation
– Approx. 8 hours based on standard enterprise user profile⁵
- Battery pack charging time:
– Power on or off approx. 3 hours⁶
- Warm Swap with clock backup⁷
- Extended-life battery
– Li-ion 3.8V, 5,580mAh
- Extended-life battery operation
– Approx. 14 hours based on standard enterprise user profile⁵
- Extended-life battery charging time:
– Power on or off approx. 4.5 hours⁶
- USB Type-C™ charging adapter sold separately⁸
- Consumption approx, 27W⁹

DIMENSIONS & WEIGHT

- 7.6" x 5.16" x .75"
(without barcode reader section)¹⁰
- Approx. .94 lb. with battery pack¹¹

WARRANTY

- 1-year limited warranty, parts and labor

INTEGRATED OPTIONS

- 4G LTE Band 14 EM7511 multi carrier mobile broadband with satellite GPS
- Choice of 1D/2D barcode reader (SE4750) with LED light in landscape or portrait orientation and 2nd USB Type-A. Combinations vary by SKU configuration.

Please consult your reseller or Panasonic representative to learn more about the TOUGHBOOK S1 and the wide variety of accessories and services offered.

- 1 Do not expose the skin to this product when using the product in a hot or cold environment. When using the product in hot or cold environments, some peripherals may not perform properly. Confirm the recommended operation environment of the peripherals. Using the product continuously in hot environments will shorten the product life. Avoid continuous use in these types of environments. When using the product in cold environments, the product may take longer to start up and battery operation time may be reduced. Even when using the product within the temperature and humidity ranges listed here, using the product continuously in extreme environments will result in product deterioration and will shorten the life of the product.
- 2 1 MB = 1,048,576 bytes, 1 GB = 1,073,741,824 bytes
- 3 Operation has been tested and confirmed using the following Panasonic brand memory cards: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB). Compatibility with other SD devices is not guaranteed.
- 4 Does not guarantee operation of all USB-compatible peripherals.
- 5 Enterprise user profile: Measured with LCD brightness: 150 cd/m2, Web browsing every 20 seconds through WLAN. Battery life varies depending on the usage conditions or when an optional device is attached.
- 6 25°C (77°F) environment. Temperature range for charging: 10°C to 35°C (50°F to 95°F) Humidity: 30% to 80% relative humidity.
- 7 Warm swap activation is activated by using the warm swap menu option or by releasing the battery locking mechanism.
- 8 The USB Type-C™ adapter is designed for use with power sources that supply up to 240 V AC.
- 9 When the battery is fully charged (or not being charged) and the unit is off. Powered with optional cradle. Rated power consumption.
- 10 Actual size may vary by unit configuration.
- 11 Average weight. Actual weight may vary by unit configuration.



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TOUGHBOOK FZ-S1

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SPEC SHEET





TOUGHBOOK S1—SOLUTION GUIDE



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MOBILITY SOLUTIONS



TOUGHBOOK S1

Powerful and rugged, our 7" tablet is designed for anything that comes its way. Purpose-built for enterprise-focused capabilities.



The Panasonic TOUGHBOOK S1 is a rugged Android™ 7" tablet that is the latest addition to our lineup of Android™ devices. The TOUGHBOOK S1 has a powerful octa-core processor, supports 4G LTE and FirstNet® connectivity. It also features an optional extended-life battery that supports warm swap functionality. The tablet has the flexibility to be used in all markets including logistics, transportation, retail and field service. Equipped with an optional integrated barcode reader that supports landscape or portrait orientations. The TOUGHBOOK S1 also features an outdoor-viewable display with patented rain mode and glove touch functionality, making this tablet the choice for outdoor workers everywhere. Featuring a 5-foot drop rating and IP65 and IP67 certification for dust and water resistance the TOUGHBOOK S1 is purpose-built to seamlessly operate in the enterprise environment.

- Android™ 10
- Qualcomm® SDM660 2.2GHz Octa-Core
- TOUGHBOOK S1 is supported by productivity+, a comprehensive world-class Android™ solution
- 7" HD sunlight viewable screen with patented rain mode, glove touch and multi-touch
- 4 GB RAM and 64 GB flash storage
- Optional integrated straight-shooting 1D/2D barcode reader configurable for landscape or portrait modes
- Optional multi-carrier 4G LTE data support
- FirstNet Ready™ and supports Band 14 connectivity
- Designed to meet MIL-STD 810H
- IP65 and IP67 sealed all-weather design
- User-replaceable battery with warm-swap function
- Up to 14 hours battery life based on standard enterprise-user profile
- Loud 94db speaker
- 1-year standard warranty with business class support and optional 3-year warranty



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MOBILITY SOLUTIONS



TOUGHBOOK S1 ECOSYSTEM



*For more details regarding printers, contact your Panasonic Sales Representative.



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MOBILITY SOLUTIONS



POWER MANAGEMENT SOLUTIONS

Standard Battery Pack

- (3200 mAh)
- SKU: FZ-VZSUT10U



Panasonic Long Life Battery Pack

- (5580 mAh)
- SKU: FZ-VZSUT11U



5-Bay Battery Charger

- Includes AC adaptor (16v–100W) standard Panasonic TOUGHBOOK barrel connector and AC cord
- SKU: FZ-VCBT131M



AC Wall USB Charger (5v) with USB Type-C®

- SKU: FZ-AAE184E1M



CARRYING SOLUTIONS

Panasonic Rotating Hand Strap

- SKU: FZ-VSTS11U



Panasonic Shoulder Strap

- SKU: CF-VNS331U



Panasonic Shoulder Case All-On

- Case includes shoulder strap and rotating hand strap
- SKU: FZ-VNSS11U



PRODUCTIVITY SOLUTIONS

Panasonic Passive Stylus Pen

- SKU: CF-VNP025U



Agora Coiled Stylus Tether

- SKU: AE-N1CTBL



SECURITY & PROTECTION SOLUTIONS

Screen Protector

- SKU: FZ-VPFS11U



DOCKING SOLUTIONS

Single Device Desktop Cradle

- Includes AC wall adaptor (5v) with USB to mini-barrel connector DC cord
- Includes USB connectivity
- SKU: FZ-VEH1L1AAM



5-Bay Desktop Cradle

- Includes AC adaptor (16v–100W) standard Panasonic TOUGHBOOK barrel connector and AC cord.
- SKU: FZ-VCH5L1AAM—Charge Only
- SKU: FZ-VEH5L1AAM—Charge and 2 x LAN



Professional services

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 20 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices—planning, deployment, security, repair, and replacement services that support your IT and field staffs.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for one year. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer-replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

Panasonic recognizes that one size does not fit all, and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

Zero Touch is a Google Android Enterprise service designed to allow for rapid provisioning and deployment of Android devices for enterprise use. This service, when enabled, allows our customers to have their newly purchased devices registered in their custom Zero Touch portal. When devices are first turned on, they automatically connect to the customer's Zero Touch portal. They then receive their MDM applications, MDM configurations and provisioning that will complete without user interaction. This can allow an end user to ship devices wherever in the US they are needed, and with a touch of the power button, the device can be completely configured without IT or user intervention.

Panasonic Zero Touch Solution enablement service—Prerequisite for all Zero Touch service offerings:

Panasonic certified TOUGHBOOK Android device Zero Touch provisioning service. This limited engagement professional engineering service will provide collaboration between TOUGHBOOK engineering resources and TOUGHBOOK end users who desire assistance with creating an Android provisioning package. The final provisioning package is machine specific and includes end-user customization defined within a customer-specific CDD, and prepares an end user for provisioning as part of Panasonic deployment services.

- **SKU:** FZ-SVCHHFESIMGB

One time Zero Touch Factory enrollment—per device :
Edge: Zero Touch Deployment Service—onetime upload. Upload initial device information to customer Zero Touch portal.

- **SKU:** FZ-SVCHHZTDEPOU

Zero Touch Long Term Enrollment and support:

Zero Touch Deployment Service long term. Upload initial device information and provide portal maintenance of model/serial data during break-fix activities for the warranty coverage period

- **SKU:** FZ-SVCHHZTDEPLT



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DEPLOYMENT SERVICES

Deployment at PNSCM: Includes single or dual sim installation, SD card installation (customer provided), installing tether, charging battery, asset tagging, MDM enrollment, and comprehensive deployment report. Multi-shipping location.

SKUs:

- | | |
|--------------------|---------------------|
| • FZ-SVTCHHDEP | Less than 200 units |
| • FZ-SVTCHHDEP200 | Over 200 units |
| • FZ-SVTCHHDEP500 | Over 500 units |
| • FZ-SVTCHHDEP1000 | Over 1,000 units |

Basic deployment at PNSCM: Includes installing one or two sim's, SD card (supplied by customer), tether, charging batteries, asset tagging & basic deployment report.

SKUs:

- | | |
|--------------------|---------------------|
| • FZ-SVTCHHBRZ | Less than 200 units |
| • FZ-SVTCHHBRZ200 | Over 200 units |
| • FZ-SVTCHHBRZ500 | Over 500 units |
| • FZ-SVTCHHBRZ1000 | Over 1,000 units |

ADDITIONAL DEPLOYMENT SERVICES

Kitting up to 4 items during deployment:

At PNSCM. Includes boxing and shipping costs.

- SKU: FZ-SVTCHHKIT4

Wireless activation during deployment:

At PNSCM. Includes activation & testing.

- SKU: FZ-SVTCHHWA

Additional custom configuration (15 minute intervals) during deployment: At PNSCM

- SKU: FZ-SVTCHHCONFIG

Green Shipment Option: Custom box for bulk deployment of quantities up to 20 units per shipment.

- SKU: FZ-SVTCHHBOX

ULTIMATE CARE PROTECTION

SKUs:

- | | |
|------------------|--------|
| • FZ-SVTCVHHUC1Y | 1 Year |
| • FZ-SVTCVHHUC2Y | 2 Year |
| • FZ-SVTCVHHUC3Y | 3 Year |

Android Premier OS Maintenance Service

- | | |
|----------------|--------|
| • FZ-VLPABY13U | 3 Year |
|----------------|--------|

Smart Battery Warranty Service

- | | |
|-----------------|--------|
| • FZ-SVCBATSW3Y | 3 Year |
|-----------------|--------|

EXTENDED WARRANTY

Extended Manufacturers Warranty: Handheld TOUGHBOOK T1 & Tablet TOUGHBOOK L1

SKUs:

- | | |
|--------------------|----------------|
| • FZ-SVTCVHHEXTY23 | 2nd & 3rd Year |
| • FZ-SVTCVHHEXTY2 | 2nd Year |
| • FZ-SVTCVHHEXTY3 | 3rd Year |



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MOBILITY SOLUTIONS



ADVANCED EXCHANGE

Advanced exchange at PNSCM: Unit ships via next day air from customer owned inventory for requests received prior to 5:00 EST.

- **SKU:** FZ-SVTCHHAE3Y 3 Year

SOTI – CLOUD LICENSE & HOSTING – ANNUAL

SOTI cloud bundle: Includes SOTI Mobicontrol cloud license and hosting.
Per device, per month.

- **SKU:** FZ-HHSOTIBCLM

Panasonic SMART Service: 3 year including Smart Service, Smart Device, and Smart Battery Monitoring

- **SKU:** FZ-SVCB2MCMB3Y



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MOBILITY SOLUTIONS



TOUGHBOOK N1



- Android™ 9 (Pie)
- Angled barcode scanner increases productivity
- Industry leading octa-core processor by Qualcomm®
- Dual SIM multi-carrier 4G LTE plus band-14 data support with cellular voice capability
- FirstNet Ready and capable of AT&T ePTT (Enhanced push-to-talk)
- High volume 100db speaker with noise suppression and echo cancellation microphones
- MIL-STD-810G, 7' Drop, All-weather IP66 and IP68 Dust and Water-resistant design
- Patented rain sensing and glove touch enabled screen technology¹
- 3-Year Warranty with business class support

FULLY RUGGED HANDHELD WITH THE ANDROID OPERATING SYSTEM AND UNIQUE BARCODE READER DESIGN

The Panasonic TOUGHBOOK® N1—a powerful, slim and fully rugged handheld. It's the all-in-one tool that's ideal for where work takes you each day. With an octa-core processor, angled rear-facing barcode reader, optional stylus pen, and long-lasting battery that is warm-swappable; you won't miss a beat. When a flexible device is in demand, the TOUGHBOOK N1 delivers the Android operating system and its Google Play store with a plethora of applications. With additional support from Panasonic's Productivity+ ecosystem of development, deployment and sustainment tools and services, we are ready to satisfy everyone in your organization from the IT department and operations management to end users. Plus, with built-in multi-carrier 4G LTE, voice capabilities, and dual SIM cards, the TOUGHBOOK N1 is ready to go where business goes. And even if it takes a seven-foot drop in a wind driven rain storm—it can handle it, making it the choice for unrelenting conditions.

7-FOOT
DROP RATING

IP66

IP68

MIL-STD-810G



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TOUGHBOOK N1 Mk2.5

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SPEC SHEET



TOUGHBOOK N1

SOFTWARE

- Android 9 (Pie)²
- Productivity+ Panasonic's development, deployment and sustainment ecosystem of tools and services.

CERTIFICATIONS & DURABILITY

- MIL-STD-810G Certified
- IP66 and IP68 sealed all-weather design
- 7' drop-resistant and tumble tested (1000 tumbles, 3.3ft. 5 rpm)
- Port covers
- Raised bezel for LCD impact protection

CPU

- Qualcomm® SDM660-2 64bit 2.2GHzx4+1.8GHzx4 Octa-Core

STORAGE & MEMORY

- Memory 3GB²
- Storage eMMC: 32 GB³
– Additional storage available with optional Storage Card: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB)⁴

DISPLAY

- 4.7" high definition 1280 x 720 daylight-viewable display
- 10-point capacitive multi touch with glove touch mode
– Optional Passive or Active Stylus
- Rain sensing touch mode^{1,5}
- 2-500 nit
- Display with direct bonding
- Anti-reflective treatments
- Automatic screen rotation

AUDIO

- Integrated microphone (x3)
- Loud volume twin speakers up to 100 db
- Noise suppression and echo cancellation engine

CAMERAS

- Full HD 5MP webcam
- Full HD 8MP rear camera with LED light

SENSORS

- Ambient light sensor, digital compass, gyro and acceleration sensors

KEYBOARD & INPUT

- 10-point gloved multi touch
- 5 buttons (user-definable)
- On-screen QWERTY keyboard

INTERFACE & EXPANSION

- Docking connector: 9-pin
- Micro-USB option to be host or client interface 2.0 (x1); 4-pin⁶
- Headphone & microphone: Mini-jack stereo
- microSDXC (up to 64 GB)³

WIRELESS

- Qualcomm® WCN3980 IEEE802.11 a/b/g/n/ac/t/d/h/i/k/v/w
- Qualcomm® SDM660 - 4G LTE with C.A., HSPA+, UMTS
- Certified with Verizon, AT&T and FirstNet (Voice and Data) and capable of ePTT
- Nano SIM card slot (x2)
- Bluetooth® v5.0 class 1 (Classic Mode/Low Energy Mode)
- GPS 2m CEP50 (±2 to 4m) GLONASS
- Near Field Communication (NFC)
– Type A, Type B, Felica

SECURITY FEATURES

- FIPS140-2 level-1 compliant
- ARM® TrustZone® (Built-in)

POWER⁷

- Standard battery: Li-ion 3.8V, 3,200 mAh
- Optional long life battery: Li-ion 3.8V, 6,400mAh
- Standard battery operation:
– Talk up to 27 hours; Approx. 12 hours depending on user profile.
- Long life battery operation:
– Talk up to 44 hours; Approx. 19 hours depending on user profile.
- Continuous use data:
– 8 to 16 hours
- Warm Swap:
– A minimum of 30 seconds
- Standard battery charging time:
– Power on or off approx. 2 hours
- Long Life battery charging time:
– Power on or off approx. 3.3 hours
- Micro-USB charging capability sold separately
- Consumption approx. 15W
- Warm swap battery – Keeps applications active minimum of 30 seconds

DIMENSIONS & WEIGHT⁸

- 2.9" x 6.1" x 0.6"/1.2" (barcode reader section)
- Approx. 0.61 lb. with Standard Battery, 0.81 lb. with long life battery

WARRANTY

- 3-year limited warranty, parts and labor

INTEGRATED FEATURE

- 1D/2D barcode reader (SE4750) with LED and laser crosshairs

Please consult your reseller or Panasonic representative before purchasing to learn more about the TOUGHBOOK N1 and the wide variety of accessories and services offered.

1 US Patent No: US 9,141,245 B2; September 22, 2015

2 Product functionality cannot be guaranteed if the operating system is modified or replaced by the user or a third party.

3 1 MB = 1,048,576 bytes, 1 GB = 1,073,741,824 bytes

4 Operation has been tested and confirmed using the following Panasonic brand memory cards: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB). Compatibility with other SD devices is not guaranteed.

5 1 finger point touch is available in rain sensing touch mode

6 Does not guarantee operation of all USB-compatible peripherals.

7 The AC adaptor is designed for use with power sources that supply up to 240 V AC. The included AC cord is designed for use with power sources that supply up to 300V AC. Actual performance varies depending on usage conditions, connected peripherals, etc. Typically, operating time is reduced in colder environments. Talk time may vary according to cellular network condition. Measured with VOIP application. When the battery is fully charged (or not being charged) and the unit is off. Rated power consumption. Fast charging only occurs with Panasonic single and multi-bay desktop chargers or the charging cup with the 16v Panasonic power supply. Directly connected micro-USB (5v) charging takes ~80% longer to charge than stated fast charge cycles.

8 Actual size may vary by unit configuration. Average weight. Actual weight may vary by unit configuration.



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TOUGHBOOK N1 Mk2.5

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SPEC SHEET





TOUGHBOOK N1 Tactical

- Android™ 9 (Pie)
- Industry leading octa-core processor by Qualcomm®
- Dual SIM 4G LTE with cellular voice capability
- High volume 100dB speaker with noise suppression and echo cancellation microphones
- MIL-STD-810G, 7' Drop, All-weather IP66 and IP68 Dust and Water-resistant design
- Patented rain sensing and glove touch enabled screen technology²
- Front and rear-facing cameras for Web cam usage/remote meetings and a rear camera with bright LED light to capture images and video
- NIAP certified option for Federal and DoD requirements¹
- 3-Year Warranty with business class support

FULLY RUGGED HANDHELD WITH THE ANDROID OPERATING SYSTEM AND NIAP CERTIFICATION¹

The Panasonic TOUGHBOOK® N1 Tactical is a powerful, slim and fully rugged handheld. It's ideal for where you need to be with a functioning mobile computer—in the desert, in a hurricane or in a blizzard. The octa-core processor, front and rear-facing cameras, and long-lasting, warm-swappable battery keeps you in constant communication or continuously monitoring your situation with confidence. TOUGHBOOK N1 Tactical delivers the Android operating system, giving you the ability to develop in an open environment with thousands of applications. Plus, with built-in 4G LTE, cellular voice and data capabilities, 100dB speakers, three noise suppressing microphones, and dual SIM cards, the TOUGHBOOK N1 Tactical is ready to stay connected where your job sends you. When device and systems security matters, the TOUGHBOOK N1 Tactical has a NIAP certified option.¹ If it takes a seven-foot drop to a concrete tarmac or gets dipped into a 5-foot vat of water—it can handle it and still operate, making it the choice for unrelenting conditions.

7-FOOT
DROP RATING

IP66

IP68

MIL-STD-
810G



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TOUGHBOOK N1 Tactical Mk2

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SPEC SHEET



TOUGHBOOK N1 TACTICAL

SOFTWARE

- Android 9 (Pie)³
- Productivity+ Panasonic's development, deployment and sustainment ecosystem of tools and services.

CERTIFICATIONS & DURABILITY

- NIAP Common Criteria Certified¹
- MIL-STD-810G Certified
- IP66 and IP68 sealed all-weather design
- 7' drop-resistant and tumble tested (1000 tumbles, 3.3ft. 5 rpm)
- Port covers
- Raised bezel for LCD impact protection

CPU

- Qualcomm® SDM660-2 64bit 2.2GHzx4+1.8GHzx4 Octa-Core

STORAGE & MEMORY

- Memory 4 GB⁵
- Storage eMMC: 64 GB⁴
– Additional storage available with optional Storage Card: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB)⁵

DISPLAY

- 4.7" high definition 1280 x 720 daylight-viewable display
- 10-point capacitive multi touch with glove touch mode
– Optional Passive or Active Stylus
- Rain sensing touch mode^{2,6}
- 2-500 nit
- Display with direct bonding
- Anti-reflective treatments
- Automatic screen rotation

AUDIO

- Integrated microphone (x3)
- Loud volume twin speakers up to 100 dB
- Noise suppression and echo cancellation engine

CAMERAS

- Full HD 5MP webcam
- Full HD 8MP rear camera with LED light

SENSORS

- Ambient light sensor, digital compass, gyro and acceleration sensors

KEYBOARD & INPUT

- 10-point gloved multi touch
- 5 buttons (user-definable)
- On-screen QWERTY keyboard

INTERFACE & EXPANSION

- Docking connector: 9-pin
- Micro-USB option to be host or client interface 2.0 (x1): 4-pin⁷
- Headphone & microphone: Mini-jack stereo
- microSDXC (up to 64 GB)⁴

WIRELESS

- Qualcomm® WCN3980 IEEE802.11 a/b/g/n/ac/t/r/d/h/f/i/k/v/w
- Qualcomm® SDM660
- 4G LTE with C.A., HSPA+, UMTS
- Certified with Verizon (Voice and Data)
- Nano SIM card slot (x2)
- Bluetooth® v5.0 class 1 (Classic Mode/Low Energy Mode)
- GPS 2m CEP50 (±2 to 4m) GLONASS
- Near Field Communication (NFC)
– Type A, Type B, Felica

SECURITY FEATURES

- FIPS140-2 level-1 compliant
- ARM® TrustZone® (Built-in)
- NIAP Common Criteria Certified¹

POWER⁸

- Standard battery: Li-ion 3.8V, 3,200 mAh
- Standard battery operation:
– Talk up to 27 hours; Approx. 20 hours depending on user profile
- Continuous use data:
– 12 hours
- Warm Swap:
– A minimum of 30 seconds
- Standard battery charging time:
– Power on or off approx. 2 hours
- Micro-USB charging capability sold separately
- Consumption approx. 15W
- Warm swap battery – Keeps applications active minimum of 30 seconds

DIMENSIONS & WEIGHT⁹

- 2.9" x 6.1" x 0.7"
- Approx. 0.56 lb.

WARRANTY

- 3-year limited warranty, parts and labor

Please consult your reseller or Panasonic representative before purchasing to learn more about the TOUGHBOOK N1 Tactical and the wide variety of accessories and services offered.

1 NIAP Certification is optional.

2 US Patent No: US 9,141,245 B2; September 22, 2015

3 Product functionality cannot be guaranteed if the operating system is modified or replaced by the user or a third party.

4 1 MB = 1,048,576 bytes, 1 GB = 1,073,741,824 bytes

5 Operation has been tested and confirmed using the following Panasonic brand memory cards: SD (up to 2 GB), SDHC (up to 32 GB), SDXC (up to 64 GB). Compatibility with other SD devices is not guaranteed.

6 1 finger point touch is available in rain sensing touch mode

7 Does not guarantee operation of all USB-compatible peripherals.

8 The AC adapter is designed for use with power sources that supply up to 240 V AC. The included AC cord is designed for use with power sources that supply up to 300V AC. Actual performance varies depending on usage conditions, connected peripherals, etc. Typically, operating time is reduced in colder environments. Talk time may vary according to cellular network condition. Measured with VOIP application. When the battery is fully charged (or not being charged) and the unit is off. Rated power consumption. Fast charging only occurs with Panasonic single and multi-bay desktop chargers or the charging cup with the 16v Panasonic power supply. Directly connected micro-USB (5v) charging takes ~80% longer to charge than stated fast charge cycles.

9 Actual size may vary by unit configuration. Average weight. Actual weight may vary by unit configuration.

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SPEC SHEET





TOUGHBOOK N1 "Extender" Smartphone for Law Enforcement

EXTEND YOUR REACH WITH THE NEXT GENERATION END USER DEVICE

The purpose-built, fully rugged TOUGHBOOK N1 Smartphone enables law enforcement officers to expand their mobile computing capabilities by extending their reach from the vehicle to the outside. Use a TOUGHBOOK laptop or 2-in-1 in vehicle and then seamlessly switch to the light-weight N1 for mobile applications outside the vehicle.

- E-Citation
- Signature capture
- License Plate Reader and Alerts
- Video/Audio Recorder
- Camera
- CAD Alerts
- Shot Detection
- Evidence Collection
- Remote lights/Siren Controller
- Push-To-Talk (PTT) with LTE Backup
- Unlocked, with dual SIM capability
- Integrates with CAD and RMS solutions

CERTIFICATIONS: IP66, IP68, MIL-STD-810G and NIAP Common Criteria (N1 Tactical)

DISPLAY: 4.7" high definition 1280 x 720 daylight-viewable, 10-point capacitive multi-touch display with rain sensing and glove touch modes

CPU: Qualcomm® SDM660 2.2GHz Octa-Core CPU/RAM 4GB/Flash eMMC: 64 GB

OS: Android 9 (Pie) OS with powerful Panasonic Productivity+ support and deployment/control tools

DIMENSIONS & WEIGHT:
2.9"x6.1"x0.7", 0.56 lb.

CAMERAS: Full HD 5MP (front) 8MP (rear)

BATTERY: 20-hour life (based on user profile), removable and warm swappable, can fully recharge in two hours (0% to 100%)

SENSORS: Ambient light sensor, digital compass, gyro and acceleration sensors





Fully Rugged and Ready for Use Right Out of the Box

Unlike consumer grade phones, the TOUGHBOOK N1 is fully rugged on arrival. The 4.7" anti-reflective, daylight-readable 500 NIT display features rain sensing and glove touch modes to assure that the screen can be clearly read and operated in any conditions. The TOUGHBOOK N1 Tactical is built to MIL-STD-810G standards and is designed to withstand

extreme environments, including moisture and high heat. With 8 programmable buttons capable of launching any local application, launching and switching between applications is quick and easy. Additionally, the N1 comes unlocked, giving you the flexibility to work with any carrier. It also comes with Dual SIM capability for those agencies looking for the dependability and flexibility of a backup network.

Enhanced Situational Awareness

Panasonic is uniquely positioned to support the needs of public safety with the broadest range of situational awareness (SA) mobility solutions in the industry. Our durable and reliable TOUGHBOOK N1 end user device coupled with optional Android Team Awareness Kit (ATAK) Server offers an enhanced solution for first responder teams that need to communicate and collaborate in real-time, within and across teams. ATAK is available at no cost to Law Enforcement agencies.

For more information, contact
MobilityInsideSales@us.panasonic.com



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MOBILITY SOLUTIONS





TOUGHBOOK N1 Tactical for Public Safety

THE NEXT GENERATION END USER DEVICE

Tactical teams and first responders require the most reliable devices for search and rescue, wildfire management, situational awareness, security detail at large events and more. The TOUGHBOOK N1 Tactical, next generation end user device is designed specifically for tactical environments leveraging situational awareness applications like Android Team Awareness Kit (ATAK).



FULLY RUGGED AND MISSION-READY RIGHT OUT OF THE BOX

Unlike consumer grade phones, the TOUGHBOOK N1 Tactical end user device is fully rugged on arrival. The 4.7" anti-reflective daylight readable 500 NIT display features rain sensing and glove touch modes to assure that the screen can be clearly read and manipulated in any conditions. The TOUGHBOOK N1 Tactical is built to MIL-STD-810G standards and is designed to withstand extreme environments, including moisture and high heat. With 8 programmable buttons capable of launching any local application, launching and switching between applications is quick and easy.

CERTIFICATIONS: IP66, IP68, MIL-STD-810G and NIAP Common Criteria

DISPLAY: 4.7" high definition 1280 x 720 daylight-viewable, 10-point capacitive multi-touch display with rain sensing and glove touch modes

CPU: Qualcomm® SDM660 2.2GHz Octa-Core CPU/RAM 4GB/Flash eMMC: 64 GB

OS: Android 9 (Pie) OS with powerful Panasonic Productivity+ support and deployment/control tools

DIMENSIONS & WEIGHT:
2.9"x6.1"x0.7", 0.56 lb.

CAMERAS: Full HD 5MP (front) 8MP (rear)

BATTERY: 20-hour life (based on user profile), removable and warm swappable, can fully recharge in two hours (0% to 100%)

SENSORS: Ambient light sensor, digital compass, gyro and acceleration sensors



ENHANCED SITUATIONAL AWARENESS

Panasonic is uniquely positioned to support the needs of public safety with the broadest range of situational awareness (SA) mobility solutions in the industry. Our durable and reliable TOUGHBOOK N1 Tactical end user device coupled with optional Android Team Awareness Kit (ATAK) Server offers an enhanced solution for first responder teams that need to communicate and collaborate in real-time, within and across teams.



ANDROID TEAM AWARENESS KIT (ATAK)

The Android Team Awareness Kit for civilian uses is a suite of software that provides geospatial information and allows user collaboration over geography. ATAK uses the Android system to put information like video, mapping and location information on the N1 Tactical devices used by firefighters and other first responders which enables better team communication in real-time.



For more information, contact
MobilityInsideSales@us.panasonic.com



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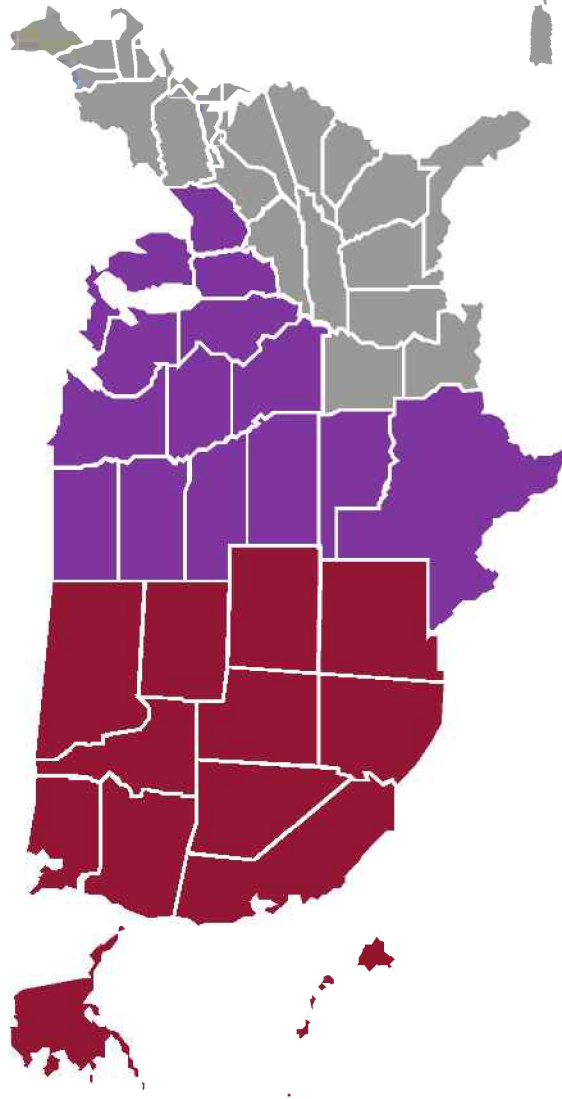
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MOBILITY SOLUTIONS



MOBILITY TEAM WEST—TERRITORY MAP

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³ State agencies, major metros/counties and tribal communities.
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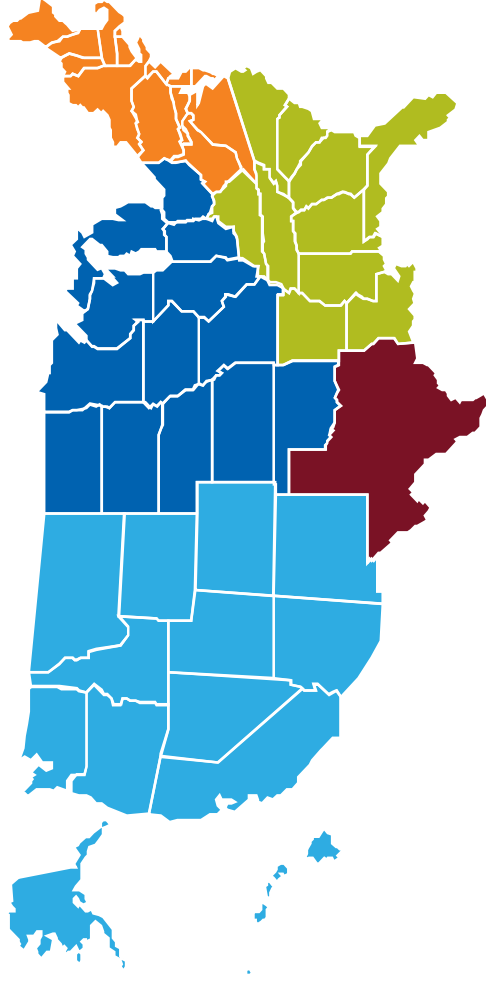
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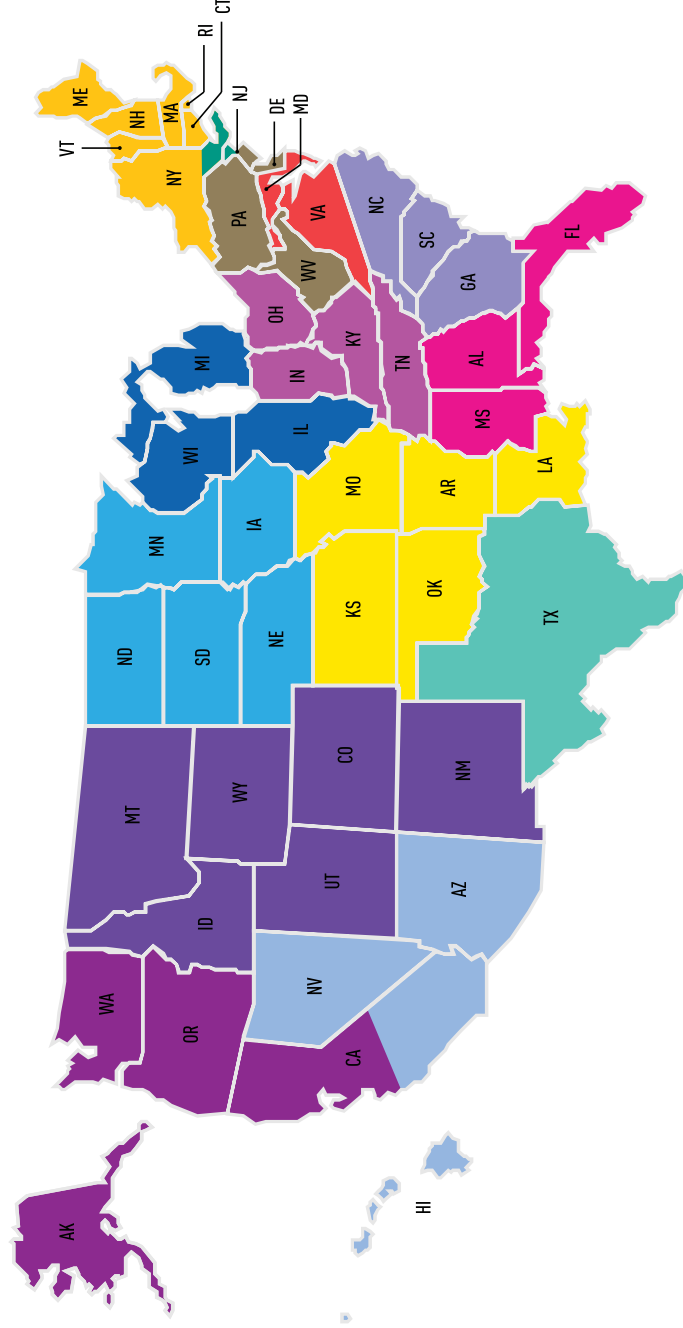
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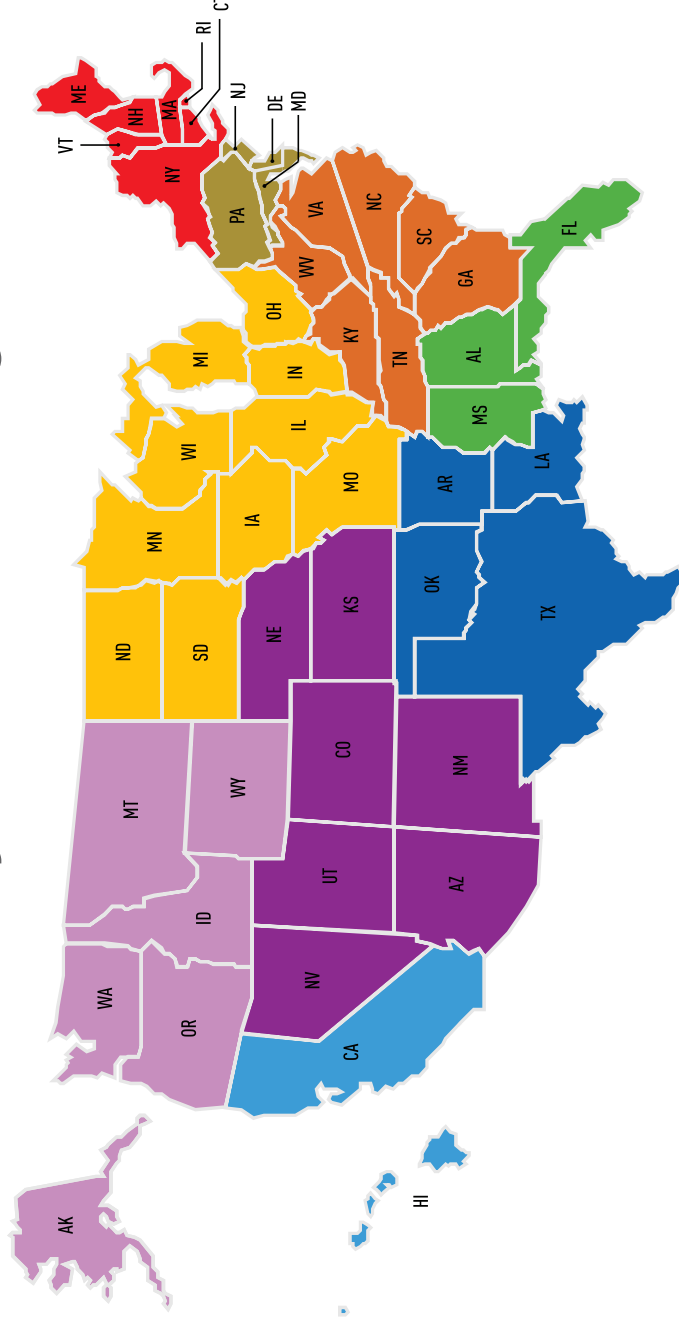
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Panasonic

TOUGHBOOK®

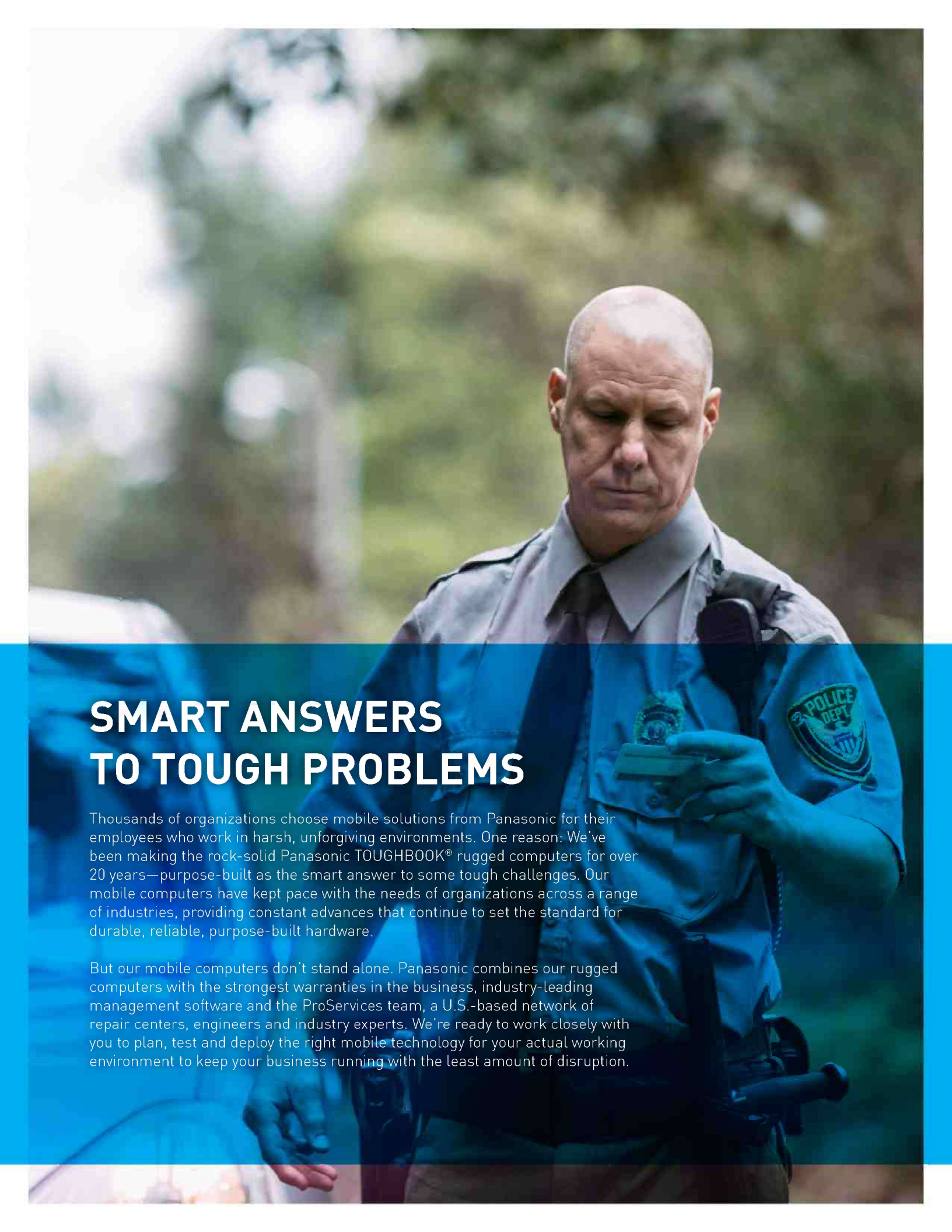
**AT YOUR SIDE,
HELPING WORK GET DONE**



PROSERVICES

Planning
Deployment
Warranties

Panasonic TOUGHBOOK®
Computers, Tablets, 2-in-1s, Handhelds



SMART ANSWERS TO TOUGH PROBLEMS

Thousands of organizations choose mobile solutions from Panasonic for their employees who work in harsh, unforgiving environments. One reason: We've been making the rock-solid Panasonic TOUGHBOOK® rugged computers for over 20 years—purpose-built as the smart answer to some tough challenges. Our mobile computers have kept pace with the needs of organizations across a range of industries, providing constant advances that continue to set the standard for durable, reliable, purpose-built hardware.

But our mobile computers don't stand alone. Panasonic combines our rugged computers with the strongest warranties in the business, industry-leading management software and the ProServices team, a U.S.-based network of repair centers, engineers and industry experts. We're ready to work closely with you to plan, test and deploy the right mobile technology for your actual working environment to keep your business running with the least amount of disruption.

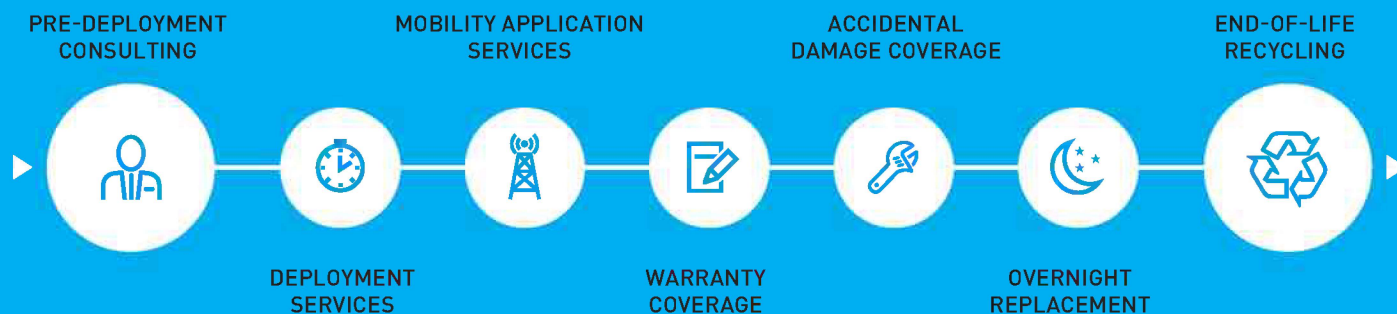


SERVICES & SUPPORT

Our ProServices team can put together a tailored package of services that help you solve specific organizational challenges while supporting IT and mobile workers. We can help:

- **Free up IT resources and speed deployment** so that your mobile computers are ready to go right out of the box. Plus, should the unexpected happen and one of your mobile computers require maintenance, we provide overnight shipping to and from the service center.
 - **Reduce ownership costs** with three-year standard warranty programs and options for four and five years of coverage, plus an industry-leading low failure rate on our laptops, tablets and handheld devices. This means that a typical three-year refresh cycle can be stretched to four or five years.
 - **Keep mobile workers productive.** Optimize mobile workers' productivity with configuration and deployment services. We also offer accessories and vehicle mounts that make mobile computers easier to use and carry.
- Our ProServices support your solution from pre-deployment planning consultation to industry-leading warranty and repair programs, so you get the right solution for your toughest problems.

SERVICES ACROSS THE LIFE CYCLE



CONSULTING SERVICES



Get your mobile deployment off to a good start by taking advantage of our consulting engineers' years of experience in a wide range of industries and deployments. We work closely with you pre- and post-sale to make sure you deploy the solution that addresses your specific challenges. And once you become our customer, you have access to our 24/7 help desk and our team of field service engineers for more complex issues.

Additional services include:

- **Infrastructure assessment.** We evaluate your current IT setup—including imaging processes, networks, encryption and endpoint security—and make recommendations to provide a successful TOUGHBOOK® deployment with optimized performance.
- **Product selection for your work environment.** We help you select the right device for your workforce purposes, making sure workers have the capabilities they need and the durability and reliability to support a high-performing team in their specific work environment.
- **Worker ride-along.** Our mobility experts can accompany your workers to observe firsthand how they use mobile devices at the job site or in the vehicle to help validate what device is best suited for the job. They can also recommend process improvements and mounting solutions to facilitate productivity and comfort.
- **Image consulting.** Once the right product is selected, we can review your image creation process. We can help fine-tune the image, recommend Microsoft® best practices and identify any dependencies required for your application suite. Finally, following this review, we create and test your image for operating system or driver issues, finalizing an optimal image for production.
- **IT staff augmentation.** Our experts extend your IT staff resources by helping you design and deploy your new technology, including device configuration, mobile applications and integration into your IT infrastructure. Panasonic can provide short-term or long-term staff augmentation contracts that enable Panasonic employees to implement recommendations onsite.
- **Training.** We train your IT staff on basic functions such as managing wireless connections, screen calibration, battery management and mobility software applications. We can also provide device and in-vehicle mount installation training so you can fine-tune the user experience (screen brightness, touchscreen sensitivity and calibration, or cellular and Wi-Fi usage).
- **Custom software development and integration.** With new operating systems like Android™ and new mobile technology, a common challenge is how to migrate and integrate these with existing enterprise systems. Panasonic experts can utilize our Rapid Application Development platform to develop and deploy a new Android-based mobile application solution and integrate the solution into your existing enterprise systems.

SOLUTION SERVICES



We can provide complete solution services that support specific industry applications, migrate operating systems and integrate mobile applications into legacy systems. Our ProServices team can deliver a solution that is tailor-made for your specific challenge and work environment. Here are a few examples of our specialized solution services:

- **Vehicle solutions.** No matter what type of vehicle your workers operate—utility truck, forklift, fire engine or police interceptor—we offer custom in-vehicle mounting solutions and installation services. This helps to simplify installation planning and management, to maximize worker productivity and ensure easy serviceability.

We help select and install components such as vehicle mounts, vehicle power distribution and wireless routers. We can also supply you with carefully designed accessory and mounting kits so you can perform your own installations.

- **Smart Service Solution.** Our software-as-a service solution uses artificial intelligence to provide a first-in-the-industry proactive analytics tool that lets your IT staff identify problems with the health and utilization of your mobile devices. IT can reach out to end users before they know they have an issue, preventing further escalation. For example, IT might note an unusual increase in cellular data usage, device reboots that exceed normal levels, or battery charging and battery life trends that can identify an issue with product usage.
- **Wireless Connectivity Solutions.** In addition to considering the mix of wireless services for vehicle and other environments, we can also help you implement seamless global connectivity across 180 countries. And we can provide onsite support to first responders to help plan, test, deploy and activate your FirstNet® solutions.



NATIONAL SERVICE CENTERS

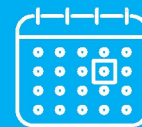
It's at one of two U.S.-based National Service Centers that your TOUGHBOOK® mobile computers are customized to your specifications. Our service centers have a long history of industry-leading support that includes knowledgeable experts, rapid repairs and exceptional service. Both centers are strategically located for optimal inbound and outbound shipping turnaround time.

National Service Center for laptops and tablets

The National Service Center (often referred to as Heartland Customer Solutions) is located in Overland Park, Kansas, and provides services for TOUGHBOOK rugged laptops and tablets. Here we prepare your devices with stress tests, imaging, customizations and cataloging before delivery to your workers. And we repair or replace laptops and tablets here—with exceptional turnaround times.

National Service Center for handhelds

Our TOUGHBOOK rugged handheld device services are provided exclusively by the National Service Center in Memphis, Tennessee. At this 150,000-square-foot facility we stage your devices for delivery and provide the same level of services—consulting, deployment, specialized solutions and mobility applications—for your handheld computers. And, of course, we also provide advanced exchange and warranty repair services at Memphis.



SEEING IS BELIEVING

**Schedule an onsite
National Service Center
tour today.**

**Contact your Panasonic
sales representative for
details and times.**

DEPLOYMENT SERVICES



- **100% guaranteed functionality testing.** Our extra-thorough 48-hour stress testing is twice as long as the industry norm, ensuring that you take possession of computers that will work long and hard for you.
- **Asset tagging and management.** We attach asset tags that we create or that you provide and record the information in a deployment report for entry into your asset management system.
- **Disk image management.** We catalog your Windows® gold image(s) and keep them up to date as you make changes, using them in the initial deployment of your mobile assets and for repairs.
- **Android™ firmware management.** We catalog your version of Android firmware and support re-installation of a specific version of firmware post service as part of our Android Premier Operating System Maintenance Program. This program ensures your devices receive important security updates and bug fixes via periodically released updates.
- **Online service portal.** We maintain complete service histories on all TOUGHBOOK® mobile computers sent in to our National Service Centers. Your staff can monitor this history to identify service trends and potential user training needs.
- **Deployment report.** We create customized, detailed reports for each TOUGHBOOK device so you can track assets and warranty renewals, as well as manage wireless carrier contracts.
- **Accessory kitting services.** We can integrate third-party accessories such as network adaptors, barcode scanners, straps and expansion modules with your TOUGHBOOK computers; perform testing; and distribute your final customized computers.
- **Custom BIOS.** We work with your organization to customize the BIOS for your TOUGHBOOK Windows devices to any settings you specify and to show your company name on the splash screen.
- **Wireless activation.** We can install SIM cards and coordinate wireless activation with your carrier of choice, so your TOUGHBOOK arrives prepared for WWAN access right out of the box.
- **Mobile device management (MDM) deployment services.** We can provision your handheld and tablet devices within your existing MDM environment, so that all customizations, application downloads and security parameters are configured prior to delivery.
- **Personalization.** We affix your organization's logo to your devices for increased brand awareness with customers.



HANDS-ON DEPLOYMENT AND SUPPORT

Our Deployment Services ensure that your TOUGHBOOK mobile computers arrive in the field quickly and ready to work. We offer two levels of deployment services (Premier and Bronze) ranging from initial services focused on getting your team ready to roll immediately to longer-term services that cover the life of the warranty. We can also design an individual package of separately purchased services that is tailor-made for your particular work environment. Whichever option you choose, you get customized systems that are fully integrated into your organization the moment they land in workers' hands.

MOBILITY APPLICATION SERVICES



- **Data and device protection.** Increase control of your TOUGHBOOK® computers, even if they are off the network or in the hands of an unauthorized user. This software when purchased and activated provides a persistent connection to all of your computers:
 - Remotely locks the device or removes partial or all data.
 - Reports demonstrated compliance with regulations such as the Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and Sarbanes-Oxley, as well as software licensing.
 - Validation that data on the device has remained encrypted and uncompromised.
 - Provides control of the device even if the hard drive or operating system is replaced.
- **Dual-factor authentication.** This software lets you implement multiple layers of log-on authentication to strengthen defense against unauthorized access and can include facial recognition authentication. This offering strengthens our commitment to assisting our customers to achieve CJIS or HIPAA certification compliance, and supports many forms of physical and logical authentication methods.
- **Mobile device management (MDM) services.** We can help your IT staff implement MDM solutions, as well as deploy mobile devices via MDM that you can

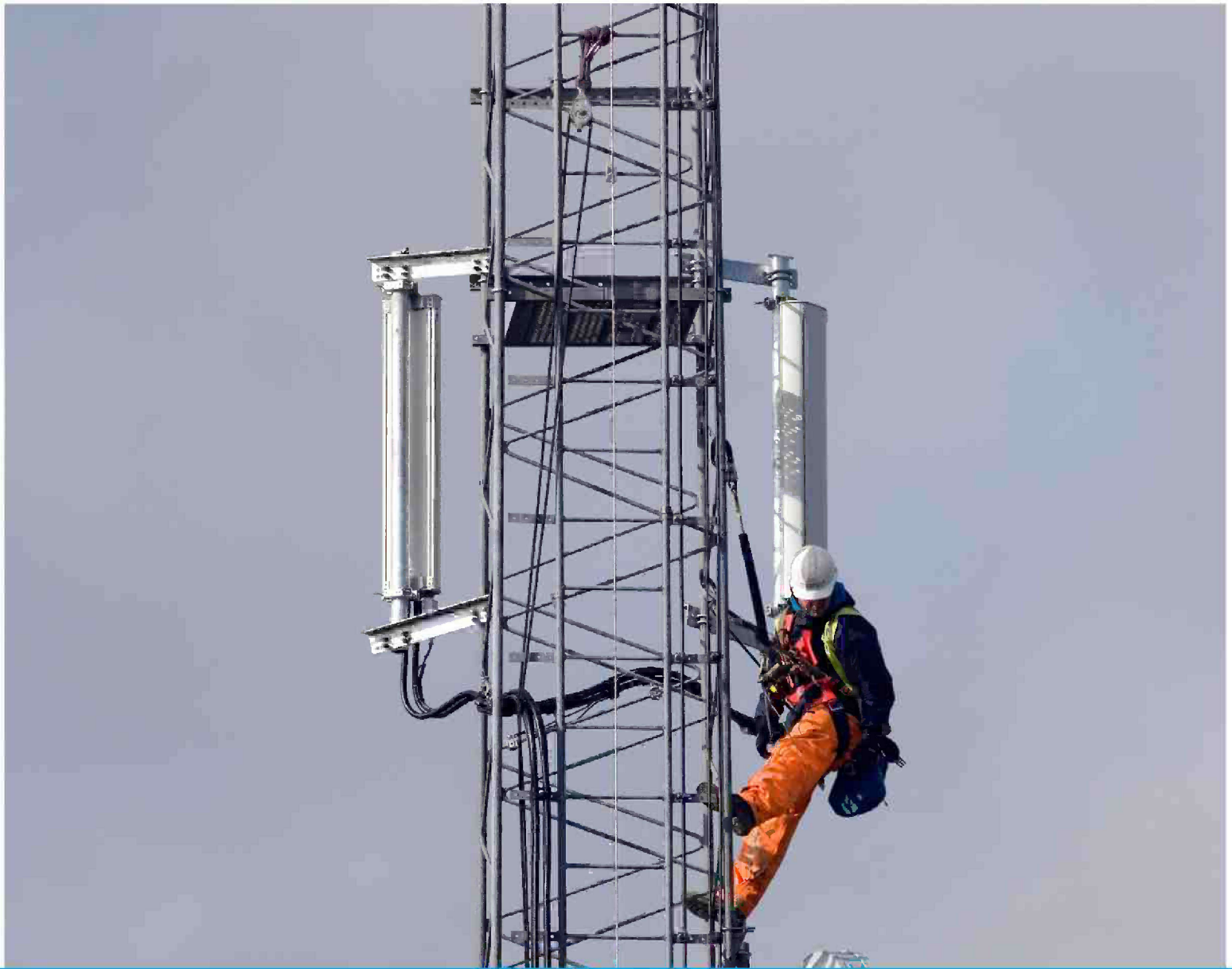
monitor, manage and update remotely. Apply security updates and software upgrades, remove unauthorized software, and keep devices well protected and under control.

- **Driver distraction software.** Reduce distraction from your mobile device while a vehicle is in motion without interfering with the transfer of voice or data. The app can be customized to display information such as maps, dispatch and CAD, even while in motion, to keep employees informed.
- **Speech-to-text software.** Increase productivity and accuracy with speech-to-text software that helps people in the field dictate reports at a rate of 140 words per minute, twice as fast as manual typing. With this app, employees such as insurance and property inspection agents can file paperwork while incidents are fresh in their minds. Police officers and other public safety workers can use downtime for paperwork while keeping their hands free and heads up to maintain situational awareness.
- **Multi-database authentication services.** Together with dual-factor authentication and speech-to-text software, this offering is part of a three-pronged strategy for a complete solution public for safety customers who are obligated to design CJIS-compliant operations.



MOBILITY APPLICATION SERVICES

Our Mobility Application Services address the unique security challenges of mobile computers, mobile device management and driver safety with software from leading partners. We can integrate them into your system via our Solution Services, deploy them on your computers before they are delivered or you can deploy them later in the field.



NOT ALL WARRANTIES ARE CREATED EQUAL

Avoid potentially catastrophic downtime by protecting your TOUGHBOOK® laptops, tablets and handhelds. With a Panasonic warranty and our specialized repair services, you can speed repairs, better manage your budget, offload your internal staff from managing repairs and replacements, and prevent worker downtime. Additionally, your finance staff won't need to worry about funding unexpected repair costs (even for minor repairs) after deployment, helping them budget entire projects.



WARRANTY SERVICES



- **Standard warranty.** Our Standard warranty covers TOUGHBOOK® computers from defects in materials and workmanship for three years and includes a priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline; online access to drivers, first-aid disks, BIOS updates, tools, utilities and manuals; free overnight delivery of customer-replaceable parts and repaired units; and access to Panasonic field service personnel.
- **Extended warranty.** Extend your Standard warranty up to two additional years, stretching coverage to match your refresh cycle. Extending your warranty delivers peace of mind, uninterrupted worker productivity and significant reduction in out-of-warranty repair costs and IT workload.

ENHANCED WARRANTIES

- **Protection Plus (accidental damage coverage).** Augment our Standard warranty with no-fault accident protection. Protection Plus covers one major repair each year. And in cases when the damage is beyond repair, we will replace the entire device. With Protection Plus, your workers experience minimal disruption, and your IT staff doesn't get sidetracked with unexpected repairs. This helps you develop predictable budgets for entire projects without surprises.
- **Ultimate Care warranty.** Designed for organizations that operate in extremely challenging environments or wish to minimize risk for their mobile devices, this warranty offers the ultimate peace-of-mind coverage for unlimited device breakage. With Ultimate Care, you are covered for repairs (shipped overnight to and from our National Service Centers) or replacement of all major computer parts at no additional cost. This service can be customized to provide service-level guarantees for dead-on-arrival devices, help-desk waiting time, repair turnaround and even unit failure rates.

- **Global warranty.** With support for all TOUGHBOOK products in 180 countries around the world, this warranty protects your devices. In addition, a Global warranty covers all freight and duties for international shipments and provides service-level agreements (SLAs) for guaranteed turnaround times. When combined with Ultimate Care, your organization can eliminate the need to set up financial arrangements with international service centers. This helps avoid potential delays of overseas purchase orders or the requirement to pay via credit card for out-of-warranty repairs.
- **Smart Battery warranty.** One of the most common sources of downtime (and frustration) for field workers is a drained battery. Our Smart Battery warranty monitors battery capacity so you are prepared to switch it out when you need to, eliminating overnight emergency replacements and keeping workers productive with fresh, new batteries.
- **Hard Drive No Return warranty.** If your security policies dictate that you cannot return a hard drive for repair or replacement, you can keep your faulty drive and Panasonic will send you a replacement unit. You maintain complete control of your sensitive data at all times, as well as compliance with CJIS or HIPAA requirements.

SPECIALIZED REPAIR SERVICES

- **24-Hour Hot Swap exchange.** Get overnight delivery of a TOUGHBOOK laptop, tablet or handheld if a unit fails. Instead of waiting for a repair, you're immediately sent a device from an inventory of customer-owned, pre-imaged computers stored at our National Service Centers. Meanwhile, you send your damaged unit to Panasonic; we then repair it and place it back into your on-demand inventory.
- **Onsite service.** When you just can't send a computer to our National Service Centers, we can send Panasonic-certified technicians to your location to perform repairs onsite.

KEEP YOUR MOBILE WORKERS PRODUCTIVE AND YOUR MOBILE SOLUTION COSTS LOW WITH PANASONIC PROSERVICES.

**Find out more by talking to your
Account Manager, your Reseller or
one of our ProServices experts.**

1-888-245-6344

toughbook.com

proservices@us.panasonic.com

Panasonic

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STANDARD WARRANTY



PANASONIC MOBILITY PRODUCTS WORLDWIDE WARRANTIES

Every Panasonic mobile computer comes standard with one of the industry's most comprehensive warranties. This document details the Standard Warranty that comes with each Toughbook® laptop, tablet and handheld device from Panasonic.

LIMITED WARRANTY—HARDWARE

PSCNA, referred to hereinafter as "Panasonic," will repair the computer products listed below ("Product(s)") with new or rebuilt parts, free of charge in a Global Panasonic-designated service location or Panasonic Authorized Service Center for the period specified below from the date of original purchase in the event of a defect in materials or workmanship. These warranties are extended solely to the original purchaser. A purchase receipt or other proof of date of original purchase will be required before warranty performance is rendered.

- **Laptop PC** (CF-##)—3 years
- **Ultra-Mobile** (CF-U#/CF-H# Series)—3 years
- **Tablet PC/Handheld** (FZ-##/JT-##)—3 years

ORIGINAL BATTERY WARRANTY

Batteries supplied with the product are covered under the warranty for one (1) year from date of purchase. Batteries purchased separately are covered under the warranty for one (1) year from the date of purchase. A replacement battery furnished under the product warranty is covered for the remaining period of the one-year warranty on the original or purchased battery.

OPTIONS AND ACCESSORIES WARRANTIES

The below-listed Panasonic-brand or supplied options and accessories are covered under this limited warranty for the period specified from the date of purchase or as specifically stated:

- **AC Adapter/Power Cord**—3 years
- **Memory Expansion Card**
(Panasonic Brand)—3 years

- **Car Mount—Docking Station PCB or Vehicle Docking Station**—3 years
- **Desktop Port Replicator, I/O Box, Docking Cradle (like CF-U1)**—3 years
- **Antenna Pass-Through Cable**—3 years
- **Backlit or Full-Sized Keyboard**—3 years or assumes warranty of the unit in which it is installed
- **Integrated Panasonic-supplied options and kits including, but not limited to, Wireless Modems, Media Bay Drives (Floppy, CD, DVD, Combo), Camera, GPS, Bluetooth®, Smartcard Reader, Magnetic Card Reader, Barcode Scanner and Fingerprint Reader**—3 years or assume warranty period of the unit in which it is installed, provided the integration was performed by Panasonic or an Authorized Integrator
- **Hard Drive/Solid State Drive (Internal)**—3 years
- **Separately purchased 2nd Hard Drive**—1 year
- **External USB Drives (CD/DVD/Floppy/Hard Drive)**—1 year
- **Optional Battery**—1 year
- **Battery Charger/Multi-Bay Battery Charger**—1 year
- **Stylus Pens, Digitizer & Standard**—90 days (physical damage excluded)

WIRELESS MODULE WARRANTY

Panasonic-approved wireless modems installed in Panasonic-brand computers and integrated by Panasonic or an Authorized Panasonic Wireless Integrator are covered under the warranty for the remaining warranty period of the device in which the modem is installed. For devices with less than three (3) months remaining on the unit warranty, the wireless modem will be covered for a period of three (3) months from the date of installation of the modem, covering only modem replacement or modem installation-related issues. All modems must be approved by the wireless carrier prior to use.

STANDARD WARRANTY

PROSERVICES

Any use or attempted use of a wireless modem not approved and activated by the carrier for use on their network is strictly prohibited and is not sanctioned or warranted by Panasonic and may result in legal action. In addition, all modems must be approved by Panasonic as compatible with the device hardware before installation or use. Panasonic's sole responsibility for the warranty or technical support of the software required to install or operate the modem is defined in Section 2 (Limited Software Warranty).

Any attempted software installation by anyone other than a Panasonic Authorized Wireless Integrator is not covered under warranty and may result in service charges. Installation or attempted installation by any party other than Panasonic or an Authorized Panasonic Wireless Integrator is strictly not covered under the warranty and may void the computer warranty if damage results.

LIMITED WARRANTY EXCLUSIONS

Specifically excluded from the warranty are:

- All consumable items, such as screen protection films, logo badges, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, harnesses, and any other options and accessories not listed above or covered under a separate warranty.
- The Warranty excludes three (3) or fewer faulty pixels on the LCD screen.
- Failures related to the product operating system, hard drive or solid-state drive image, software setup, software program, virus, other program(s) or file(s) on any drive or in any computer memory location.
- Failures due to BIOS settings or changes, as well as any cosmetic or physical damage to the unit.
- Any unit or device with a missing or altered model number or serial number label.
- Cosmetic damage or any damage which occurs in shipment.
- Failures which are caused by products not supplied by Panasonic.
- Failures which result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, maladjustment of consumer controls, improper maintenance or modification, or use not in accordance with product use instructions.
- Failures due to service by anyone other than a Panasonic Authorized Service Provider.
- Failures caused by improper installation of options or accessories or due to integration by any company other than Panasonic or a Panasonic Authorized Integrator.

- Damage, failure or loss due to the unit being stolen, lost, misplaced or used by anyone other than the original purchaser.
- Damage that is attributable to acts of God.
- Protection Plus and Ultimate Care warranty programs provide protection against accidental damage. Neither program is intended to provide product refurbishment due to normal wear and tear through normal use.
- Customers who have 20 or more units requiring service are required to contact Panasonic at 800.527.8675 and request Field Engineering assistance to coordinate higher volume repairs.

This limited warranty only covers failures due to defects in materials or workmanship which occur during normal use. If a unit is sent to a Panasonic Authorized Service Center and no hardware failure is found, the customer will be billed for labor to correct a software issue or reimage the applicable hard disk or solid-state drive, plus shipping and applicable administrative fees at the current rates set by the service provider.

THIS PRODUCT IS NOT INTENDED FOR USE AS OR PART OF NUCLEAR EQUIPMENT/SYSTEMS, AIR TRAFFIC CONTROL EQUIPMENT/SYSTEMS OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS.* PANASONIC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES. *AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include Class 2 Electronic Flight Bag (EFB) Systems and Class 1 EFB Systems when used during critical phases of flight (e.g., during take-off and landing) and/or mounted onto the aircraft. Class 1 EFB Systems and 2 EFB Systems are defined by Federal Aviation Administration (FAA) Advisory Circular (AC) 120-76A or Joint Aviation Authorities (JAA) Temporary Guidance Leaflet (TGL) No. 36.

OTHER LIMITS AND EXCLUSIONS

There are no other express warranties except as listed above. PANASONIC SHALL NOT BE LIABLE FOR LOSS OF DATA OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS 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 limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. For technical support or to arrange for service on your Panasonic computer product, call our toll-free hotline at 1.855.PSC.TECH (855.772.8324), option 1.

The Panasonic Standard Warranty can be extended to four (4) or five (5) years on all Toughbook® models: handhelds, tablets and laptops.

TOUGHBOOK®

LEARN MORE | 1.800.662.3537
us.panasonic.com/toughbook/services
proservices@us.panasonic.com

Panasonic

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Ultimate Care Warranty

For organizations that operate in extremely challenging environments and for those that simply wish to minimize risk on their mobile computing devices, Panasonic's Ultimate Care Warranty offers TOUGHBOOK® customers true peace of mind. We know accidents happen, especially in mobile work settings, and with Ultimate Care, you are covered for repairs or replacement of all major computer parts at no additional cost.



The Ultimate Care Warranty provides comprehensive coverage for Panasonic TOUGHBOOK laptop, tablet, 2-in-1 and handheld devices, eliminating almost all potential for out-of-warranty repairs. This program may be purchased for periods of three years, four years or five years.



WHAT THE ULTIMATE CARE WARRANTY COVERS

Ultimate Care entitles the user to complete warranty coverage for hardware failures with a limitation only on intentional acts and on damage from events beyond human control (such as fire, flood, hurricane, tornado, loss and reported theft), which are capped at a maximum of 2% of the total deployment.

To eliminate unexpected costs and improve the logistics around warranty repairs, those units needing repair are shipped overnight at Panasonic's expense to and from our National Service Center. Covered devices that cannot be repaired are replaced with a new unit, which assumes the remainder of the Ultimate Care Warranty coverage and will be returned with the same model and serial number as the destroyed unit. Panasonic is proud to be one of the only OEM providers that offers our customers this service.

Furthermore, the Ultimate Care Warranty can be customized to provide a service-level guarantee for dead on arrival, help-desk call waiting time, turn-around time at the Panasonic National Service Center, and even annual unit failure rates.

With Ultimate Care, your workers experience minimal disruption, and your IT staff is not sidetracked with surprise repair costs. Additionally, your finance staff will be happy to know that they won't need to worry about funding unexpected repair costs (even for minor repairs) after deployment, helping them budget entire projects.

PRICING INFORMATION

Plan	Device	SKU	MSRP*
Three-Year Term	Laptop	CF-SVCLTUCNF3YR	\$ 365
	2-in-1	FZ-SVCTPUCNF3Y	\$ 390
	Handheld	FZ-SVTCHHUC3Y	\$ 255
Four-Year Term	Laptop	CF-SVCLTUCNF4Y	\$ 550
	2-in-1	FZ-SVCTPUCNF4Y	\$ 575
	Handheld	FZ-SVTCHHUC4Y	\$ 305
Five-Year Term	Laptop	CF-SVCLTUCNF5Y	\$ 850
	2-in-1	FZ-SVCTPUCNF5Y	\$ 875
	Handheld	FZ-SVTCHHUC5Y	\$ 350

*Specifications and prices are subject to change without notice.

PROSERVICES

www.TOUGHBOOK.com | 1-888-245-6344





PROTECTION PLUS PROGRAM

PANASONIC PROTECTION PLUS WARRANTY PROVIDES YOUR ORGANIZATION WITH ADDED PEACE OF MIND.

Mobile workers offer the ultimate stress test for rugged computers. In the real world, accidents happen and even the most rugged computer can be totally destroyed — accidentally dropped in the ocean, run over by a fork lift, shattered by a gurney — you name it, the challenges are there. That's why accidental damage programs are so important. The Protection Plus Program offers accidental damage protection to help protect your investment and keep your mobile workers productive in the most rugged environments.



SERVICE BENEFITS

- Covers repairs that result from accidental damage during regular use
- Provides peace-of-mind for your organization when accidental damage occurs
- Limits exposure to out of warranty repair costs
- Speeds up repair process by not having to get approval for out of warranty repairs

PRICING INFORMATION

Description	Toughbook SKU	SRP	Toughpad SKU	SRP
Protection Plus Year3	CF-SVCLTNF3YR	\$285	FZ-SVCTPNF3YR	\$315
Protection Plus 4 Year	CF-SVCLTNF4Y	\$500	FZ-SVCTPNF4Y	\$495
Protection Plus 5 Year	CF-SVCLTNF5Y	\$800	FZ-SVCTPNF5Y	\$750
APOS Protection Plus 4th year	CF-SVCLTNFAPOS1Y	\$400	FZ-SVCTPNFAPOSY4	\$400
APOS Protection Plus 5th year	CF-SVCLTNFAPOSY5	\$470	FZ-SVCTPNFAPOSY5	\$470
APOS Protection Plus 4 & 5th Year	CF-SVCLTNFAPOS2Y	\$675	FZ-SVCTPNFAPOS2Y	\$675

Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, modification by anyone other than our National Service Center or a Panasonic Authorized Service Provider, and damage that is attributable to acts of God. All system components, except consumable items, are covered under this warranty. Consumable items include the battery, battery charger, stylus pens and printing on the keyboard. Panasonic may elect to repair or replace the damaged unit, at our discretion, with a model of equal or greater value. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.

MAXIMUM Benefit:

The maximum benefit for Protection Plus coverage is limited to one major failure per unit per year for the LCD, keyboard, hard drive and system board. If a complete unit needs to be replaced, a replacement unit will be provided. The replacement unit will assume the remaining Protection Plus warranty coverage purchased with the original unit. A complete unit replacement will be provided only once during the Protection Plus warranty period.

For full terms and conditions, visit <http://business.panasonic.com/support-computerstables-warranties>

FOR EVEN MORE COVERAGE, SUCH AS UNLIMITED COVERAGE FOR ACCIDENTAL DAMAGE, TAKE A LOOK AT THE PANASONIC ULTIMATE CARE PROGRAM.

LEARN MORE | 1.800.622.3537

www.us.panasonic.com/toughbook/services

proservices@us.panasonic.com

HARD DRIVE NO RETURN WARRANTY

KEEP DATA SECURE DURING REPAIRS.

Sensitive data on laptops and tablets needs to be secured at all times – even during repairs. If your security policies dictate that you cannot allow a hard drive to be returned for repair or replacement, then you need the Hard Drive No Return Warranty from Panasonic. When this coverage is activated, you are no longer required to send a hard drive back to the service center when it's being replaced. This means you keep the faulty hard drive when Panasonic sends out a replacement, allowing you to maintain full control of your sensitive data at all times.



SERVICE BENEFITS

- Ensure the security of sensitive data by keeping the hard drive.
- Simplify the technical support process for your users when they need a replacement hard drive.
- Reduce administrative costs associated with getting hard drive replacements to your users.

Available on all Toughbook® products (with the exception of the Toughbook 4K tablet and Toughpad® FZ-E1, FZ-X1, FZ-N1 and FZ-F1 models)

Select the appropriate part number based on hard drive (HDD) or solid-state drive (SSD). Available on models with customer-accessible hard drives.

PRICING INFORMATION

	Description	SKU	SRP
Toughbook	500GB HDD - HDD No Return Years 3/4/5	CF-SVCHDDNR3Y/4Y/5Y	\$65/\$90/\$115
	128GB SSD - HDD No Return Years 3/4/5	CF-SVC128SSD3Y/4Y/5Y	\$75/\$110/\$140
	256GB SSD - HDD No Return Years 3/4/5	CF-SVC256SSD3Y/4Y/5Y	\$90/\$140/\$195
	512GB SSD - HDD No Return Years 3/4/5	CF-SVC512SSD3Y/4Y/5Y	\$120/\$200/\$275
	1TB SSD Non return 3Y for Toughbook	CF-SVC1TBSSD3Y	\$175
Toughpad	128GB SSD - HD No Return Years 3/4/5	FZ-SVC128SSD3Y/4Y/5Y	\$75/\$110/\$140
	256GB SSD - HD No Return Years 3/4/5	FZ-SVC256SSD3Y/4Y/5Y	\$90/\$140/\$195
	512GB SSD - HD No Return Years 3/4/5	FZ-SVC512SSD3Y/4Y/5Y	\$120/\$200/\$275
	1TB SSD Non return 3Y for Toughpad	FZ-SVC1TBSSD3Y	\$175
The following training is needed when ordering Hard Drive No Return for Q2 models because of the complexity of removing the battery from the case. This is per-unit pricing:			
Toughpad	Q2 HDD Battery/SSD Self-Maintainer Training	FZ-SVCSMTQTAB	\$30

LEARN MORE | 1-800-662-3537

www.us.panasonic.com/toughbook/services

proservices@us.panasonic.com



24-HOUR EXCHANGE

HOT SWAP HOT SPARE

OVERVIEW

Panasonic's 24-Hour Exchange Program provides next-business-day delivery of a customer-owned Toughbook® computer when a unit requires service. This service helps minimize downtime and maximize productivity.

SERVICE DESCRIPTION

Hot Swap

The Hot Swap program requires customer-owned Toughbook computers to be stored at the Panasonic National Service Center. All Toughbook computers stored will be configured to your organization's requirements and maintained with your current gold-disk image.

To ensure that your Hot Swap units are maintained with your current image, your organization may send an updated image to the Panasonic National Service Center as new applications are deployed to your users, or up to once per quarter. When you call the Panasonic Technical Support hotline, a representative will either resolve the problem over the phone or ship a Hot Swap for next-business-day delivery. With this service, Panasonic is committed to providing organizations with the support needed to stay productive.

Hot Spare

An enhancement to the Hot Swap program is the Hot Spare program. It works exactly the same as Hot Swap, but after the computer is repaired, it is returned to the end user. When the Hot Spare program is activated, the Panasonic National Service Center receives the damaged unit, issues a spare unit while the repairs are being made, and returns the original unit to the owner following service

completion. At the end of the process, the spare unit is returned to the service center and prepared for the next use.

Hot Spare is a valuable option when specific assets are assigned to specific users, and it helps ensure that the user maintains their assigned computer. It also reduces asset management hassles by not requiring the customer to switch computers or change serial numbers and entitlements.



SERVICE BENEFITS

- Reduces mobile support burden on IT resources
- Optimizes organizational and customer satisfaction levels
- Enhances user productivity by minimizing downtime when units are sent for service
- No shipping charges to or from the National Service Center within the United States

SERVICE PROCEDURES

- Your organization initiates a Hot Swap/Spare request by calling the Panasonic Technical Support hotline at 1-800-LAPTOP5, which is available 24 hours a day, 365 days a year.
- All requests received by 3 PM Eastern time, Monday through Friday, excluding federal holidays, will have a Hot Swap/Spare Toughbook® computer sent out for next-business-day arrival within the United States.
- Upon receipt of the Hot Swap/Spare unit, the customer will ship their original unit to the Panasonic National Service Center for repair.
- Hot Swap: After Panasonic receives your user's original unit, the National Service Center will repair the unit, reimage the hard drive and return it to your organization's Hot Swap inventory.
- Hot Spare: Panasonic will repair the unit and reimage the hard drive, and then return the unit to the user. The user would then send the loaner spare unit back to the inventory pool.

PRICING INFORMATION

Panasonic's 24-Hour Exchange Program must be purchased as part of the original Toughbook computer sale.

SKU	DESCRIPTION	PRICE
LAPTOP—HOT SWAP		
CF-SVCLTHS3YR	Hot Swap Management Program—Laptop—Customer-Owned Inventory (Years 1, 2 & 3)	\$100.00
CF-SVCLTHS4YR	Hot Swap Management Program—Laptop—Customer-Owned Inventory (Years 1, 2, 3 & 4)	\$135.00
CF-SVCLTHS5YR	Hot Swap Management Program—Laptop—Customer-Owned Inventory (Years 1, 2, 3, 4 & 5)	\$170.00
LAPTOP—HOT SPARE		
CF-SVCLTHSP3YR	Hot Spare Management Program—Laptop—Customer-Owned Inventory (Years 1, 2 & 3)	\$190.00
CF-SVCLTHSP4YR	Hot Spare Management Program—Laptop—Customer-Owned Inventory (Years 1, 2, 3 & 4)	\$260.00
CF-SVCLTHSP5YR	Hot Spare Management Program—Laptop—Customer-Owned Inventory (Years 1, 2, 3, 4 & 5)	\$300.00
TABLET—HOT SWAP		
FZ-SVCTPHS3YR	Hot Swap Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2 & 3)	\$100.00
FZ-SVCTPHS4YR	Hot Swap Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2, 3 & 4)	\$135.00
FZ-SVCTPHS5YR	Hot Swap Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2, 3, 4 & 5)	\$170.00
TABLET—HOT SPARE		
FZ-SVCTPHSP3YR	Hot Spare Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2 & 3)	\$200.00
FZ-SVCTPHSP4YR	Hot Spare Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2, 3 & 4)	\$270.00
FZ-SVCTPHSP5YR	Hot Spare Management Program—Tablet PC—Customer-Owned Inventory (Years 1, 2, 3, 4 & 5)	\$310.00

FOR EVEN MORE COVERAGE, SUCH AS UNLIMITED COVERAGE FOR ACCIDENTAL DAMAGE, TAKE A LOOK AT THE PANASONIC ULTIMATE CARE PROGRAM.

TOUGHBOOK

LEARN MORE | 1.800.662.3537
us.panasonic.com/toughbook/services
proservices@us.panasonic.com



Deployment Services—Windows Products

Panasonic Premier Deployment Services ensure your Toughbook devices arrive in field-ready condition—fully operational and ready to work.

From a rigorous system stress test to disk image management, our deployment services help take the load off your IT teams while providing peace of mind. Our team will work directly with you to provide a deployment solution specific to your needs.

PREMIER DEPLOYMENT SERVICES

48-Hour Testing & Burn In—This rigorous system stress test of all components makes certain that devices are completely functional and deployed with fully charged batteries.

Asset Tagging & Management—Asset tags are applied and recorded in a deployment report for entry into your asset management system.

Factory & Field Engineering Updates—Panasonic ensures that the latest factory updates are installed prior to deployment.

Disk Imaging & Management—Your images are cataloged and kept up to date as you make changes. As units come in for repair, we apply the latest images.

Warranty/Entitlement Reset—Start date is reset to deployment date for accurate coverage.

Deployment Report—The report is sent the day after deployment with all the necessary asset information.

Shipping—Ground shipping from our service center to one or more locations is included.

Post-Repair Reimaging—Any repair includes reimaging for the full term of Premier coverage.

Panasonic Service Portal—All client information is securely uploaded for easy online access to items such as online RMAs, entitlement dates and service reporting.



PANASONIC NATIONAL SERVICE CENTER

All deployments are managed through our advanced facility in Kansas City. Our experienced team of professionals have rolled out thousands of TOUGHBOOK computers every year for more than 17 years. A single point of contact helps answer questions and resolve issues quickly. The rigorous testing, Quality Assurance and attention to detail allows Panasonic to deliver consistency of unit configuration, and a promise of 100% on-time deployments with zero DOA units.* We welcome the opportunity to learn about your project so we can tailor deployment services to your requirements and provide maximum value.

*100% on-time deployments require adherence to product and image validation staging timelines in order to achieve on-time delivery. See program agreement for complete details.

DEPLOYMENT SERVICES — PRICING INFORMATION

PRODUCT	SKU	DESCRIPTION	MSRP
PREMIER (Windows®) Laptops & Tablets	CF-SVCPDEP3Y	TOUGHBOOK & TOUGHPAD® Premier Deployment [Years 1, 2, 3]	\$175
	CF-SVCPDEP4Y	TOUGHBOOK & TOUGHPAD® Premier Deployment [Years 1, 2, 3, 4]	\$200
	FZ-SVCHHFES5	TOUGHBOOK & TOUGHPAD® Premier Deployment [Years 1, 2, 3, 4,5]	\$220
PREMIER (Android™) Customer-hosted MDM environment Is a prerequisite.	FZ-SVCPMDM3Y	TOUGHPAD Premier MDM Deployment [Years 1, 2, 3]	\$175
	FZ-SVCPMDM4Y	TOUGHPAD Premier MDM Deployment [Years 1, 2, 3, 4]	\$200
	FZ-SVCPMDM5Y	TOUGHPAD Premier MDM Deployment [Years 1, 2, 3, 4, 5]	\$220
BRONZE Initial imaging, asset tagging and shipping	CF-SVCPDBRZ	TOUGHBOOK & TOUGHPAD Bronze Deployment	\$85
	FZ-SVCBRZMDM	TOUGHPAD Bronze MDM Deployment (Customer-hosted MDM environment is a prerequisite.)	\$85

PROSERVICES

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Android Productivity—Deployment

Android Productivity from Panasonic is a suite of Android tools, engineering support and services. These solutions are broken down into three project areas: Development, Deployment and Sustainment.

Deployment services target the provisioning and delivery of the best out-of-box experience for end users. Whether you are new to Android or an Android veteran, Panasonic offers these services to help get your user workflows and administrator capabilities transferred to Panasonic Android devices.

PRICING INFORMATION

EDGE: Zero Touch Deployment Service—

Onetime Upload—Upload initial device information to customer Zero Touch portal.

FZ-SVCHHZTDEPOT \$4.50

EDGE: Zero Touch Development Service—

Long Term—Upload initial device information and provide portal maintenance of model/serial data during break-fix activities for the warranty coverage period.

FZ-SVCHHZTDEPLT \$9

DEPLOYMENT

Panasonic Android Deployment Services ensure your TOUGHBOOK devices arrive in field-ready condition—fully operational and ready to work. From a rigorous system stress test to disk image management, these services help take the load off your IT teams while providing peace of mind. Our team will work directly with you to provide a deployment solution specific to your needs.

All Android deployments are managed through our advanced facility in Memphis. Our experienced team of professionals have rolled out thousands of TOUGHBOOK computers. A single point of contact helps answer questions and resolve issues quickly. The rigorous testing, quality assurance and attention to detail allows Panasonic to deliver consistency of unit configuration, and a promise of 100% on-time deployments with zero DOA units.* We welcome the opportunity to learn about your project so we can tailor deployment services to your requirements and provide maximum value.

*100% on-time deployments require adherence to product and image validation staging timelines in order to achieve on-time delivery. See program agreement for complete details.

Zero Touch Deployment Service provides high-volume, rapid delivery of bulk production ready devices using the customers existing portal.



COMPREHENSIVE ANDROID DEPLOYMENT

Deployment at the Panasonic National Service Center in Memphis includes single or dual SIM installation, SD card installation (customer provided), tether installation, battery charging, asset tagging, MDM enrollment, shipping and a comprehensive deployment report. Image Management (re-provisioning after repair) and shipping to multiple locations is also included.

Deployment—under 200 units	FZ-SVTCHHDEP	\$85
Deployment—over 200 units	FZ-SVTCHHDEP200	\$69
Deployment—over 500 units	FZ-SVTCHHDEP500	\$65
Deployment—over 1,000 units	FZ-SVTCHHDEP1000	\$60

BASIC (BRONZE) DEPLOYMENT

Same as the above Deployment service except Bronze does not include shipping to multiple locations and re-provisioning after repair.

BRONZE	FZ-SVTCHHBRZ	\$65
BRONZE—over 200	FZ-SVTCHHBRZ200	\$63
BRONZE—over 500	FZ-SVTCHHBRZ500	\$60
BRONZE—over 1,000	FZ-SVTCHHBRZ1000	\$55

ADDITIONAL DEPLOYMENT SERVICES

Kitting—An add on deployment service which includes delivery of up to 4 accessories or non-Panasonic hardware during project deployment.

SKU: FZ-SVTCHHKIT4 \$50

Wireless Activation—An add on deployment service which allows wireless SIM installation and activation during deployment services.

SKU: FZ-SVTCHHWA \$30

Project Storage Service—An add on deployment service which allows staging and storage of devices and accessories in advance of production delivery timeline including storage of one pallet per month.

SKU: FZ-SVTCHHSTORAGE \$75

Additional Configuration—An add on deployment service which provides unique configuration services outside of mainstream requirements including up to 15 minutes of hands-on configuration per unit.

SKU: FZ-SVTCHHCONFIG \$35

Laser Etching Setup—A One-time setup charge for a laser etching per project.

SKU: FZ-SVTCHHLESETUP \$1,025

Laser Etching Per Unit—Laser etching fee per unit.

Must be sold with Laser Etching Setup (FZ-SVTCHHLESETUP)

SKU: FZ-SVTCHHLETC \$16

Green Shipping Option—Custom box for bulk deployment of quantities up to 20 units per shipment for FZ-N1, FZ-T1, FZ-L1 and A3.

Note that the above services are delivered at deployment. These Additional Deployment Services must be sold with a deployment SKU.

ANDROID ENGINEERING DEPLOYMENT SERVICES

Rapid Application Development Platform (RAD)—The Rapid Application Development Platform eliminates downtime and offers a complete out-of-the box solution. RAD is a development platform to rapidly develop, test, deploy and manage your enterprise software on mobile devices and accelerate Android deployment projects. It encompasses all the necessary tools to design, build & deploy your custom applications including MDM features for managing/securing devices across service providers and OS systems.

MSRP: Cost is TBD with completion of SOW

Android Zero Touch Engineering Development Service—EDGE: Panasonic Certified TOUGHBOOK Android Device Zero Touch Provisioning Service. This limited engagement professional engineering service will provide collaboration between TOUGHBOOK engineering resources and TOUGHBOOK end users who desire assistance with creation of an Android provisioning package. The final provisioning package is machine specific and includes end user customization defined within a customer specific CDD, and prepares an end user for provisioning as part of Panasonic Deployment Services.

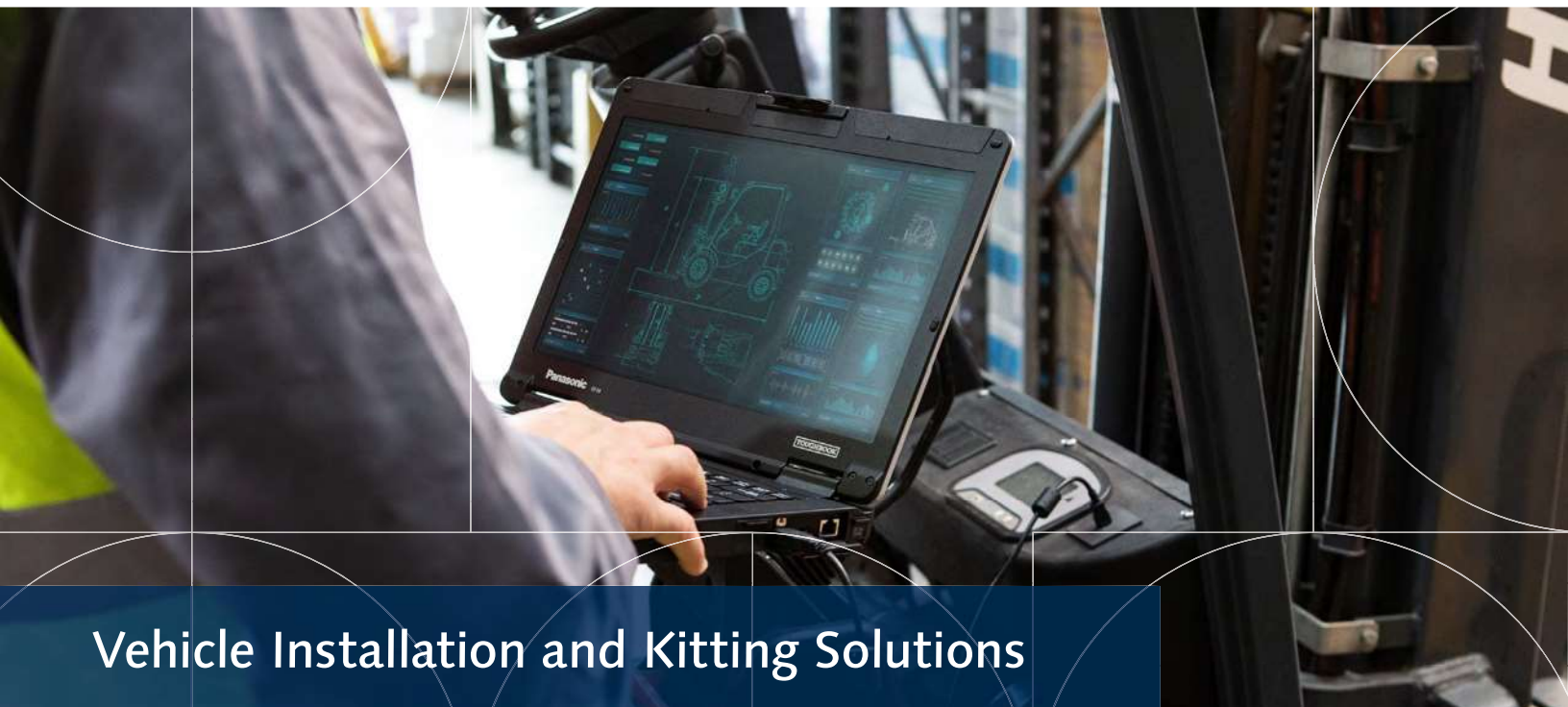
FZ-SVCHHFESIMGB MSRP \$5600

PROSERVICES

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MOBILITY SOLUTIONS





Vehicle Installation and Kitting Solutions

Going beyond the hardware sale to deliver innovative, safe and reliable laptop, tablet and handheld vehicle installations is just another way Panasonic provides customers with comprehensive business solutions.

Understanding that no two businesses are the same, our team of experts will work with you to develop the ideal in-vehicle installation solution that fits your unique requirements and goals. Panasonic's nationwide team of installers leverage their extensive product specialization and industry knowledge to deliver meticulous and timely service. With years of experience and thousands of deployments under their belts, our certified technicians can help architect innovative ways to implement and use our products as part of an overall robust, supportable and serviceable solution.

INSTALLATION SOLUTIONS INCLUDE:

- Mobile solution engineering
- Custom mounting solutions
- Project and site coordination management
- Installation design and engineering
- Vehicle audits
- Upgrades, deinstalls and reinstalls

PROSERVICES

CHALLENGE



Eighteen percent of crashes in which someone was injured involved distracted driving.



Unsecured mobile devices can cause driver injury in the event of a sudden stop or accident.



Exposed and loose cables pose a fire risk.



An improper power solution will drain the vehicle battery, leaving the worker stranded.



Consumer-grade GPS and wireless solutions represent missed opportunities to increase worker productivity.

SOLUTION



Motion-locking software can prevent device use while the vehicle is in motion.



Crash-tested and certified mounting hardware will maintain driver safety.



A certified installation will include proper wire sheathing.



Certified installers will assess the optimal battery and shutdown timer configuration for in-vehicle components.



Integrated enterprise-grade hardware and software increase efficiency on the road.

MOBILITY SOLUTIONS



KEEPING YOUR MOBILE WORKFORCE PRODUCTIVE

The logistics of deploying a mobility solution can consume valuable time, resources and finances. Purchasing and implementing vehicle mounting solutions with in-house resources is expensive. It can cost roughly \$200 or more per vehicle, including procurement, receiving/confirmation, staging, storage and accounting. And that doesn't include mistakes, such as ordering the wrong part or leaving off a critical component on the bill of materials.

Here are five more reasons to use Panasonic's ProServices when outfitting your mobile workforce:

- 1. Superior engineering.** Get it right the first time, every time. Leverage the Panasonic installation experts to get the right solution for your team. This team is committed to creating well-engineered, ergonomic, safe and reliable solutions, while taking the guesswork out of the equipment and parts selection.
- 2. Lighten the load.** Take the pressure off procurement and put it on Panasonic. Deploying mobile devices in a fleet takes a significant amount of resources and time. It means you're working with multiple suppliers to identify the 35 or more components needed for safe in-vehicle installation. Sometimes it even requires managing the custom engineering of parts, and you may not have the time or desire to take on these responsibilities. Our installation kitting team will handle the task from start to finish and ensure consistency across the fleet.
- 3. Peace of mind.** Each Panasonic Installation Kit rolls in with a three-year warranty on the components, as well as detailed installation guides and a help desk number to call with questions and for support. We've got you covered when it comes to, "Who do you call?"
- 4. Logistics.** Project management, kitting, staging and shipping are included in the Panasonic Installation Kit solution. This means you have a team supporting your rollout schedule to make sure everything is done on time and on budget.
- 5. Easy ordering.** The icing on the cake is the way Panasonic bundles customer-specific kits into an easy-to-order SKU that includes all the components, warranty, help desk and shipping. Each kit is SKUed up and ordered through the Panasonic reseller channel, just like our TOUGHBOOK devices.

Using professional installation engineering and kitting services for deployment of in-vehicle solutions can save you at least 25 percent in time and money.



Panasonic is the leader in rugged mobile technology, with that comes the responsibility to ensure that rugged, reliable solutions are available for all types of vehicles in the highly mobile arena. We look forward to learning about your mobile challenges and working with you to develop solutions that exceed your expectations and keep your workforce connected.

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TOUGHBOOK FZ-55 Multiport USB Kit Solution

A proven system to expand available USB Ports for the TOUGHBOOK® FZ-55. Flexible and rugged vehicle mounting system allows Public Sector clients to have a safe and secure way to use, lock, charge, and store their TOUGHBOOK FZ-55.



End user safety and ergonomics are key when mounting a TOUGHBOOK FZ-55 inside a vehicle. Using this criteria as a focus, Panasonic has engineered an installation kit that expands the amount of USB ports available while providing a secure mounting point for the USB hub and power supply. The kit includes either a Havis or Gamber-Johnson dock, mounting plate, multi-port USB hub, power supply and has an accommodation for a conspicuous emergency button.

The kit also includes a 3-year warranty on all hardware installed as per installation instruction in the vehicle.



VEHICLE INSTALLATION SOLUTION BY PANASONIC

The solution is aimed at saving Public Sector clients time and money through handling all the logistics surrounding procuring, preassembly, kitting and staging for FZ-55 installation kits.

Panasonic Solution Kit Additional Information

- **Panasonic FZ-55 laptop dock** — Certified Panasonic dock for maximum safety.
- **Mounting plate** — Attaches dock to pedestal/motion attachment and offers NS accommodation for conspicuous emergency button (push button not included).
- **4-port USB 3.0 hub** — Provides additional USB ports for printers, barcode scanners, MiFi dongles, etc.
- **Rugged vehicle power supply** — Reliable, durable power supply with bare-wire lead.
- **Solution kit** — All components are preassembled and kitted into one box.



HAVIS SOLUTIONS

SKU: ST-DEPIN55HV2USB

Description: TOUGHBOOK 55 Havis Dual-Pass Dock with USB Hub kit — Package includes TOUGHBOOK 55 Havis dual pass-through dock with screen support, mounting plate with 4-port USB 3.0 hub and a Panasonic rugged vehicle power supply for the TOUGHBOOK 55. All components are preassembled and kitted in one box. Ground shipping is included.

MSRP: \$1,825

SKU: ST-DEPIN55HV0USB

Description: TOUGHBOOK 55 Havis No-Pass Dock with USB Hub kit — Package includes TOUGHBOOK 55 Havis no pass-through dock with screen support, mounting plate with 4-port USB 3.0 hub and a Panasonic rugged vehicle power supply for the TOUGHBOOK 55. All components are preassembled and kitted in one box. Ground shipping is included.

MSRP: \$1,635

GAMBER-JOHNSON SOLUTIONS

SKU: ST-DEPIN55GJ2USB

Description: TOUGHBOOK 55 Gamber-Johnson Dual-Pass Dock with USB Hub kit — Package includes TOUGHBOOK 55 Gamber-Johnson dual pass-through dock with screen support, mounting plate with 4-port USB 3.0 hub and a Panasonic rugged vehicle power supply for the TOUGHBOOK 55. All components are preassembled and kitted in one box. Ground shipping is included.

MSRP: \$1,825

SKU: ST-DEPIN55GJ0USB

Description: TOUGHBOOK 55 Gamber-Johnson No-Pass Dock with USB Hub kit — Package includes TOUGHBOOK 55 Gamber-Johnson no pass-through dock with screen support, mounting plate with 4-port USB 3.0 hub and a Panasonic rugged vehicle power supply for the TOUGHBOOK 55. All components are preassembled and kitted in one box. Ground shipping is included.

MSRP: \$1,635

PROSERVICES

www.TOUGHBOOK.com | 1-888-245-6344





City of Tucson

License Certificate

Business Name and Mailing Address:

PANASONIC CORPORATION OF NORTH AMERICA
ATTN: TAX DEPT
2 RIVERFRONT PLZ FL 11
NEWARK NJ 07102

License Number: 0109967

Type:

Issue Date: January 08, 2022

Expiration Date: December 31, 2022

Owner:

PANASONIC CORPORATION OF NORTH AMERICA

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

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

FOLD HERE

CITY OF TUCSON, ARIZONA

LICENSE SECTION

Expiration Date: December 31, 2022



Non-Transferable

0109967

**MUST BE DISPLAYED IN
A CONSPICUOUS PLACE**

Business License

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.

Issued To: PANASONIC CORPORATION OF NORTH AMERICA

Located At: 2 RIVERFRONT PLZ FL 11, NEWARK, NJ
07102

Effective: January 01, 2022

Please refer to license number in all correspondence.

By

Director, Business Services

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Response to Exhibit A – OMNIA Partners Contract

Exhibit A

Response for National Cooperative Contract

1.0 Scope of National Cooperative Contract

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

1.1 Requirement

The City of Tucson, AZ (hereinafter defined and referred to as “Principal Procurement Agency”), on behalf of itself and the National Intergovernmental Purchasing Alliance Company, a Delaware corporation d/b/a OMNIA Partners, Public Sector (“OMNIA Partners”), is requesting proposals for Mobile Computing Solutions. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal (“Master Agreement”) be made 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 OMNIA Partners’ cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners’ cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C, and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of the Master Intergovernmental Purchasing Cooperative Agreement or as otherwise agreed to. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Response to Exhibit A – OMNIA Partners Contract

Panasonic Connect Comment: Please ensure that the final agreement reflects the use of resellers in all transactions such as purchase orders, invoices, payments, etc., with the participating public agency.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners' requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award by the Principal Procurement Agency does not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

1.2 Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales, partnership development and administrative support for Supplier pursuant to this section 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.

OMNIA Partners will assign the Supplier a Director of Partner Development who will serve as the main point of contact for the Supplier and will be responsible for managing the overall relationship between the Supplier and OMNIA Partners. The Director of Partner Development will work with the Supplier to develop a comprehensive strategy to promote the Master Agreement and will connect the Supplier with appropriate stakeholders within OMNIA Partners including, Sales, Marketing, Contracting, Training, and Operations & Support.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

- A. Marketing collateral (print, electronic, email, presentations)
- B. Website
- C. Trade shows/conferences/meetings
- D. Advertising
- E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

- A. Individual sales calls
- B. Joint sales calls
- C. Communications/customer service
- D. Training sessions for Public Agency teams
- E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

- A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing
- B. Training sessions for Public Agency teams
- C. Training sessions for Supplier teams
- D. Regular business reviews to monitor program success
- E. General contract administration

1.3

Estimated Volume

The dollar volume purchased under the Master Agreement is estimated to be approximately \$8 million annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

1.4 Award Basis

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners' option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency (e.g., governing law) are subject to modification for each Participating Public Agency as Supplier and such Participating Public Agency may agree without being in conflict with the Master Agreement as a condition of the Participating Agency's purchase and not a modification of the Master Agreement applicable to all Participating Agencies. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (e.g., governing law, invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, etc.) ("Supplemental Agreement"). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. In instances where supplemental terms and conditions create additional risk and cost for Supplier, Supplier and Participating Public Agency may negotiate additional pricing above and beyond the stated contract not-to-exceed pricing so long as the added price is commensurate with the additional cost incurred by the Supplier. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

All signed Supplemental Agreements and purchase orders issued and accepted by the Supplier may survive expiration or termination of the Master Agreement. Participating Agencies' purchase orders may exceed the term of the Master Agreement if the purchase order is issued prior to the expiration of the Master Agreement. Supplier is responsible for reporting all sales and paying the applicable Administrative Fee for sales that use the Master Agreement as the basis for the purchase order, even though Master Agreement may have expired.

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Response to Exhibit A – OMNIA Partners Contract

1.5 Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners' 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 and Public Agencies need to conduct their own solicitation process;
- D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

2.0 REPRESENTATIONS AND COVENANTS

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

2.1 Corporate Commitment

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

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2.2 Pricing Commitment

Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

2.3 Sales Commitment

Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

3.0 SUPPLIER RESPONSE

Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1 Company

- A. Brief history and description of Supplier to include experience providing similar products and services.

Panasonic Connect North America is a Division of Panasonic Corporation of North America (PNA) based in Newark, NJ, which is a wholly owned subsidiary of the Japan-based Panasonic Corporation.

Panasonic manufactures electronics for many industries. Panasonic Corporation of North America is responsible for Panasonic's branding, marketing, sales, service, product development, and R&D operations in the United States and Canada. Panasonic Connect North America provides these functions for Panasonic's TOUGHBOOK® computer devices, video displays and projector systems, professional audio video solutions, food locker

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solutions, digital signage, and factory automation (robotic welding) product lines, most of which are proposed for this contract.

Panasonic was established in 1918 by its founder, Konosuke Matsushita, and has been committed to the progress and development of society and the well-being of people through its business activities, thereby enhancing the quality of life throughout the world. Panasonic is over 100 years old and intends to be around for at least another 150 more (yes, we actually have a plan for that far out!). We are committed to building sturdy, reliable, dependable products and to turning requests and orders around quickly and with integrity.

For more information about Panasonic's history, please visit

<https://holdings.panasonic/global/corporate/about/history.html>

Panasonic Connect currently has direct procurement contracts and or state participating addendums with 46 lead agencies.

B. Total number and location of salespersons employed by Supplier.

*Panasonic Connect has over **80 sales associates** who support our Panasonic Authorized Resellers and their customers involved with proposed product lines, as well as the state and local public sector customer-base (police, sheriff, fire, ems, education, etc.). Our sales associates are located **across the nation**, in or near the territory they support to ensure timely response.*

C. Number and location of support centers (if applicable) and location of corporate office.

Panasonic Connect, a division of Panasonic Corporation of North America, is located at the headquarters of Panasonic Corporation of North America in Newark, New Jersey.

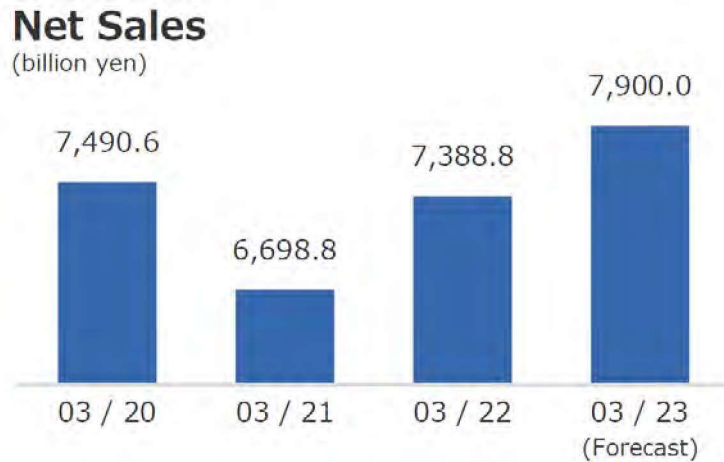
Panasonic Connect has two ProServices support centers, both centrally located. One is in Kansas City, Kansas, and the other is in Memphis, Tennessee.

Our sales organization and field engineers, intentionally stationed in territories across the country, are close by to quickly assist their territory's Panasonic Authorized Resellers and customers.

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D. Annual sales for the three previous fiscal years.

Annual sales for each fiscal year ending March 31st for Panasonic Corporation (global) are:



For additional information, please refer to Panasonic Corporation's (global) Financial Summary included with the requested documentation file uploaded to the OpenGov system along with our proposal.

a. Submit FEIN and Dunn & Bradstreet report.

The FEIN for Panasonic Corporation of North America is 36-2786846.

Please see the latest Dunn & Bradstreet report for Panasonic Corporation N.A. uploaded as a separate file on the OpenGov system.

E. Describe any green or environmental initiatives or policies.

Panasonic Corporation's Environmental Statement

Fully aware that humankind has a special responsibility to respect and preserve the delicate balance of nature, we at Panasonic acknowledge our obligation to maintain and nurture the ecology of this planet. Accordingly, we pledge ourselves to the prudent, sustainable use of the earth's resources and the protection of the natural environment while we strive to fulfill our corporate mission of contributing to enhanced prosperity for all.

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Panasonic Corporation's Environmental Action Guideline

Toward achieving a sustainable society, we will strive to develop our business through the creation of environmental value. For this purpose, we will address environmental challenges through our business activities and will expand our environmental initiatives based on collaboration with stakeholders.

(1) Initiatives to address environmental challenges

- We will reduce CO2 emissions through production activities and products/services.*
- We will work to efficiently use resources by pursuing Recycling-oriented Manufacturing.*
- We will conserve water resources through efficient use of water and prevention of contamination.*
- We will reduce the impact of chemical substances on human health and the environment.*
- We will consider and conserve biodiversity.*

(2) Initiatives based on collaboration with stakeholders

- We will provide products and services that create environmental value for customers with our technical strengths.*
- We will expand our environmental contributions with our partner companies.*
- We will deepen communications with local communities and work as a team to address environmental challenges.*

- F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Panasonic Corporation's first Basic Business Principle is "Contribution to Society," which was established by our company's founder, Kōnosuke Matsushita, over 100 years ago. Mr. Matsushita stated, "we will devote ourselves to the progress and development of society and the well-being of people through our business activities, thereby enhancing the quality of life throughout the world."

*As a result of this deep and long-lasting company culture, social impact is part of our DNA. It shows up in many ways across the organization, from the work of the **Panasonic Foundation** and our **Office of Social Impact**, to Panasonic's **Supplier Diversity Program**.*

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COMMUNITY INCLUSION

“Education is one of the most important drivers of economic development and growth”

The Panasonic Foundation was created in 1984 by the Matsushita Electric Corporation of America (now known as Panasonic) as a gesture of thanks to the United States and as a way of contributing to American society. From its beginning, the Foundation’s mission has been to advance an equity agenda for the improvement of PreK–12 public education in the United States. For the past three decades, the Panasonic Foundation has been rooted in supporting equity & educational excellence for all students by investing in systemic change and capacity building requiring a top-down approach, with the vision of increasing educational opportunities for students to succeed in the global 21st century.

Education is proven to foster economic development and reduce economic disparities. Today more than ever, education is, and must be, the great equalizer. We now live in a world where the jobs of the future will require more than “basic skills.” By 2030, two-thirds of the fastest growing industries will require a postsecondary credential or degree. We know that far too many students are not being prepared for a post-secondary education and for success in the global workforce. Challenges in our U.S. educational system persist, especially for low-income and minority students. Therefore, Panasonic is focused on closing the access and opportunity gap to alleviate educational inequities by providing Title I schools (schools with large concentrations of poverty) with quality STEAM programming.

WORKFORCE DIVERSITY

At Panasonic, we believe that it is essential to create an organizational culture in which all individual employees can fully deploy their talents regardless of age, gender, or nationality. Thus, we regard the promotion of diversity as a crucial part of our business strategy, provide a broad range of opportunities for anyone with ability and ambition, and actively strive to create a rewarding work environment.

In fiscal 2011, Panasonic developed and implemented our Global Diversity Policy, which states that Panasonic is a collection of people with various backgrounds and diverse traits in terms of gender, age, race, belief, religion, nationality, sexual orientation, and gender identity. Each person has various differences and ideas. By sharing these ideas across countries and business areas, we can create more innovative values. Panasonic Corporation of North America is committed to building and maintaining a workforce as diverse as the communities we serve.

The Panasonic DEI Employee Council working with PNA’s Office of Social Impact was created to help foster an inclusive environment that allows employees to feel valued and empowered. Its mission is to create a workplace that attracts and retains top talent and values diverse thoughts and experiences to support the strategies and actions around Diversity, Equity, and Inclusion at Panasonic.

The Diversity & Inclusion (D&I) Program at Panasonic Corporation of North America includes Business Impact Groups, which include Rise (supporting women), Veterans Group, PRISM (supporting LGBTQ), and Level Up

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(Millennials) launched in 2019. In June 2020, we launched a new Business Impact Group called the BLAAC (Black, Latino, African American, and Caribbean) Employee Network.



These groups are just one way that we support the recruitment, retention, and internal advancement of a diverse workforce. Our efforts in inclusion and diversity have led us to receive many awards including:



**Women Engineer Magazine
Top 50 Employers for
2018 & 2020**



**STEM Workplace Diversity Magazine
Top 50 Employers for
2018**



**Minority Engineer Magazine
Top 50 Employers for
2018**

At Panasonic North America, Equity and Inclusion is at the heart of our talent acquisition strategy. 37% of our overall management team is from historically underrepresented groups and 29% of our leadership in North America is female, with this number continuing to increase year-over-year. Additionally, as of June 2020, individuals with disabilities represented 2.35% of the Panasonic Corporation workforce globally.

SUPPLIER DIVERSITY

Panasonic Connect's TOUGHBOOK products are used by many federal and state government agencies that encourage the utilization of small, diverse, minority, and veteran-owned resellers to be a part of our channel model. This initiative led to the creation of PNA's Supplier Diversity Program.

Panasonic's Supplier Diversity Program was established to ensure Small Businesses are offered the maximum opportunities to establish ongoing business relationships with us. And while PNA has always welcomed small and diverse suppliers who can add value to our organization, we're happy to have a program that focuses on these high-quality small and diverse service providers.

RESELLER DIVERSITY

Panasonic Connect currently has no mechanism to collect and analyze data on the diversity of its channel partners. However, with diversity, equity, and inclusion now high priorities for the company, it is assessing ways to measure the diversity of its channel and ensure that its partners represent the diversity of its customer base and the population in general.

In the listing of the Panasonic Authorized Resellers approved to sell off this contract, we have noted those with special designations.

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G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

☐ Yes ☒ No

If yes, list certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

☐ Yes ☒ No

If yes, list certifying agency: _____

c. Historically Underutilized Business (HUB)

☐ Yes ☒ No

If yes, list certifying agency: _____

d. Historically Underutilized Business Zone Enterprise (HUBZone)

☐ Yes ☒ No

If yes, list certifying agency: _____

e. Other recognized diversity certificate holder

☐ Yes ☒ No

If yes, list certifying agency: _____

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Panasonic Connect has vetted and approved the following Authorized Resellers to sell off of the City of Tucson / OMNIA Partners cooperative agreement:

Academic Technologies

Located in Jackson, MS; Ridgeland, MS; Birmingham, AL

www.academictechinc.com

Christy Rogers

christy@academictechinc.com

703-501-9893

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Adwar Video
Located in Farmingdale, NY
www.adwarvideo.com
Pam Dandic, Office Manager
pam@adwarvideo.com
631-777-7070 x120

Pivot Technology Services Corp. d/b/a Computacenter
Servicing Texas, East Coast, Midwest United States
www.computacenter.com/us
Johanna Daily, Senior Financial Analyst
johanna.daily@computacenter.com
210-885-1969

CDS Office Technologies
Locations in Springfield IL (Corporate Headquarters), Bloomington IL, Champaign IL, Chicago IL, Davenport IA, Marion IL, Peoria IL, Quincy IL, St. Louis MO
www.cdsofficetech.com
Mark Gottlieb, Senior Account Manager
mgottlieb@cdsot.com
630-677-1315

Code 3 Technology
Located in Mesa, AZ
www.code3technology.com
Clay Jeppsen, President
clay@code3technology.com
480-888-6401

Diversified US
Headquartered in New Jersey with 35 offices nationwide
<https://onediversified.com>
Brad Thomas
bthomas@onediversified.com
866-447-1004

GovDirect (WOMEN OWNED)
www.govdirect.com
Located in Clearwater, Florida
Brian Robbins, Director of Public Sector Solutions
brobbins@govdirect.com
888-868-4431

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Law and Order Technology, LLC
Located in Fort Lauderdale, Florida, and Fuquay-Varina, North Carolina
www.lawandordertechnology.com
Rodney Spell, Vice President
rodney@lawandordertechnology.com
954-281-505

Lehr Auto
Sacramento CA, Pittsburg CA, Anaheim CA, Hayward CA, Reno NV, and Salem OR
www.lehrauto.com
Jim Stommel, President
jim@lehrauto.com
916-646-6676

Mobile Concepts Technology (MCT)
mobileconceptstech.com
Located in Phoenix, AZ, Denver, CO, Spartanburg, SC, Houston, TX
Aaron Bauer, Vice President of Business Development
abauer@mobileconceptstech.com
480-299-3166

Rugged Depot
Located in Spartanburg, SC and Houston, TX
www.ruggeddepot.com
Claes Adler
claes.adler@ruggeddepot.com
888-337-3007

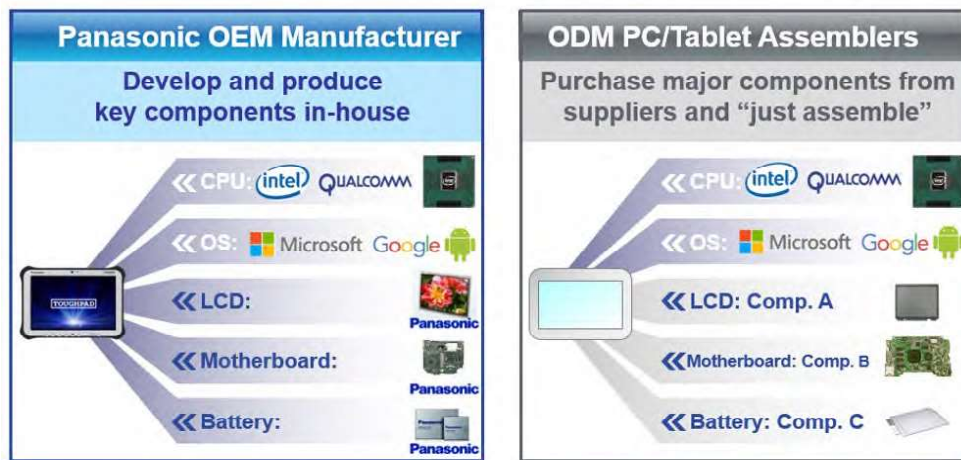
Route 1
Scottsdale, AZ
www.route1.com
Amy Wilbur
amy.wilbur@route1.com
561-314-9091 x4512

Turn-Key Mobile, Inc.
Based out of Jefferson City, Missouri, and servicing the states of Missouri, Kansas, Oklahoma, Arkansas, Mississippi, Texas, North and South Dakota.
www.turnkeymobile.com
Mike Southard, President
mike@turnkeymobile.com
573-893-9888

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I. Describe how supplier differentiates itself from its competitors.

Panasonic invented the rugged computing category in 1996 and continues to be the market leader in rugged computing. Why? Panasonic's manufacturing standards are unsurpassed. Unlike our competitors, Panasonic is one of the few remaining core OEM PC manufacturers, which means we still design and manufacture many key components in Panasonic TOUGHBOOK® laptop products.



While many manufactures claim to meet similar MIL-STD-810 testing standards, all rugged devices are simply not created equal. Panasonic can offer an agency a "Service Level Agreement" that commits to our reliability, low failure rates, and service & support based on the specific customer and the product(s) that they are using in their Panasonic solution. We proudly stand behind our 50+ years of research, design, and innovation.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Panasonic Connect North America has not been involved in any litigation, bankruptcy, or reorganization.

K. Felony Conviction Notice: Indicate if the supplier:

- a. is a publicly held corporation and this reporting requirement is not applicable;

Panasonic Connect North America is a division of Panasonic Corporation of North America, which is a wholly owned subsidiary of Panasonic Corporation, a publicly held corporation headquartered in Osaka, Japan. Panasonic Corporation is listed on the Tokyo Stock Exchange; our TSE Securities Code is 6752.

This reporting requirement is not applicable.

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- b. is not owned or operated by anyone who has been convicted of a felony; or

Not applicable to Panasonic.

- c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Not applicable to Panasonic.

- L. Describe any debarment or suspension actions taken against supplier

Panasonic Connect North America has not been debarred or suspended.

3.2 Distribution, Logistics

- A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Panasonic Connect is pleased to offer our TOUGHBOOK rugged computing devices (laptops, tablets, and handhelds) as well as supporting services and accessories, and other related technologies such as video display, projectors, professional audio video equipment, lecture capture equipment, and digital signage.

Please refer to the files included with our proposal entitled "Product Collateral" and "Services Collateral."

- B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

When an order is placed with a Panasonic Authorized Reseller, that order then passes to the Distributor and then to Panasonic Connect for manufacturing at a Panasonic-owned factory in either Japan or Taiwan (both countries are Trade Agreements Act (TAA) compliant). After manufacturing, TOUGHBOOK devices are flown to the United States on commercial transport and delivered to the appropriate service center. All TOUGHBOOK services (software configuration, deployment, repair, call center, warehousing, etc.) are performed at one of two U.S.-based Panasonic-owned ProServices Centers. TOUGHBOOK laptops and tablets are deployed from our Center in Kansas City, Kansas, and TOUGHBOOK handheld devices are deployed from at our Center in Memphis, Tennessee. Each facility is at least 25,000 square feet.

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After configuration, devices are shipped from the appropriate facility via FedEx 2nd day air to the customer-designated location – no matter where it may be (within law). However, if there are over 40 units in the order, then we palletize the devices and ship them via 3-5 day transport.

Deliveries will be made to the designated location, whether that is the agency's front desk or to an installation team; however, if palletized, the chosen reseller may need to receive the shipment and deliver devices to the customer's desk.

- C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

All participating agencies may access either of two websites where the Pricing and the Terms of the OMNIA Partners Cooperative Agreement may be found:

<https://na.panasonic.com/us/government-contracts/national-ipa-contract>

and the OMNIA Partners Panasonic microsite:

<https://www.omniapartners.com/publicsector/suppliers/panasonic/overview>

These two websites provide contract details and pricing, which can be used to audit pricing and ensure compliance with the Master Agreement terms.

- D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

The procuring agency's chosen Authorized Reseller will work with a Panasonic Distributor (usually Ingram Micro or Synnex) to place the order with Panasonic Connect North America. The order then will be sent to Panasonic Connect in Japan for manufacturing at one of two Japanese-owned factories in either Japan or Taiwan.

The manufactured devices will be flown on commercial airliners to the appropriate Panasonic-owned ProServices facility for final configuration and deployment. Devices are then shipped via Fed Ex or another major transport company to the designated delivery

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address. If installation is purchased via the Master Agreement, Mobile Mounts will be subcontracted to perform the installations, usually at the customer location.

- E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

*All TOUGHBOOK services (software configuration, deployment, repair, call center, warehousing, etc.) are performed at **one of two** U.S.-based Panasonic-owned ProServices Centers. TOUGHBOOK laptops and tablets are deployed from our Center in **Kansas City, Kansas**, and TOUGHBOOK handheld devices are deployed from at our Center in **Memphis, Tennessee**. **Each facility is at least 25,000 square feet.***

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 supplier's primary go to market strategy for Public Agencies to supplier's 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 Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Panasonic's executive leadership is committed to the examination of customer needs and the development of new solutions addressing these needs. To this end, Panasonic is including new customer-focused solutions that are peripheral to our mobile computing technology. Within the first 10 days of award, Panasonic's sales leadership will announce the contract award and note OMNIA Partners as the initial contract vehicle offering these new solutions. The OMNIA Partners contract will be used as our first and primary go-to-market strategy for new ruggedized computers, peripheral equipment, and peripheral solutions for public agencies and universities across the country.

During the first 90 days of the contract, Panasonic will promote sales of the latest solutions and mobile computing and peripheral equipment/accessories across all public safety, K-12, and higher education verticals. In preparation, Panasonic's Contract Manager will train all sales team members and authorized contract resellers on the terms and conditions of the OMNIA Partners contract,

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products/solutions offered, and contract pricing. Panasonic's Contract Manager also will train resellers on the mandatory monthly reporting and administrative fee payment to ensure all sales are captured.

The Panasonic sales team, including inside sales team members, territory account managers, area sales representatives, and all selected resellers will be introduced to the OMNIA Partners sales teams, including those working in the K-12, higher education, and public sector verticals. All sales team members also will be registered as users of the OMNIA Partners Connect tool and trained on the use of this tool. Panasonic will use the Connect tool's search functionality to leverage key data to further progress leads.

During the first 90 days, Panasonic will use updated OMNIA Partners' participation lists for quick access to updated member information, which will be a critical component of our targeted marketing campaigns for each of the different verticals. Initial campaigns will focus on the recently introduced fully rugged TOUGHBOOK FZ-40 clamshell, as well as such peripherals as indoor and outdoor digital signage and our new lecture capture solutions. Using the Connect tool in conjunction with end-user agency participation lists, Panasonic will identify the largest target audience for these marketing efforts, pull key data points to support the selling cycle, and distill data for monitoring future improvements.

Panasonic's initial marketing campaigns will include a mix of social media, email drips, website links, case studies, microsite updates, and limited time promotional discounts.

- 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 Public 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
 - ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days
 - iii. Design, publication and distribution of co-branded marketing materials within first 90 days
 - iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

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- v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.
- 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, promotions, etc.)
- viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:
 - OMNIA Partners standard logo;
 - Copy of original Request for Proposal;
 - Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
 - Summary of Products and pricing;
 - Marketing Materials
 - Electronic link to OMNIA Partners' website including the online registration page;
 - A dedicated toll-free number and email address for OMNIA Partners

Panasonic Connect North America is pleased to provide a 90-day contract marketing and support plan that is designed specifically for the initiation and promotion of the new OMNIA Partners Mobile Computing Solutions contract. Working with our nationwide sales team and our designated authorized reseller partners, we can continue to build on this initial summary plan.








The Panasonic Connect sales and marketing teams, in collaboration with our designated authorized reseller partners and (where applicable) the OMNIA Partners Marketing representative(s), will compose and coordinate the following marketing campaigns:

- *Customized, co-branded flyers to promote the OMNIA Partners contract (see example below).*
- *Creation and distribution of an initial co-branded press release concerning contract award/availability and continuing contract advertisements to trade publications.*
- *Social media awareness campaigns directing customers to the Panasonic OMNIA Partners web portal and the OMNIA Partners Panasonic microsite to learn more about the contract and contact us if interested.*

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- *Call campaigns by Panasonic Authorized Resellers to reach out to customers to inform them of the contract and any promotions.*
- *Customer visits (in person and via teleconference) from Panasonic's Channel Managers and Territory Account Managers to evangelize the contract.*
- *Reseller partners outbound program to their customers.*
- *Webinars to educate and inform Panasonic resellers on how best to utilize the new OMNIA Partners contract.*
- *Conference calls and webinars to educate customers on the value proposition of the contract.*
- *Participate on Advisory Councils with customers to promote contract awareness.*
- *Offer demo units to customers for no-cost product evaluations, if applicable.*
- *Email campaign, blogs, and social media engagement by Panasonic Connect Channel Managers and Territory Account Managers.*
- *Case studies with specific end-user solutions.*

Similar to its current OMNIA Partners Mobile Computing Contract web page and the Panasonic microsite on the OMNIA Partners website, Panasonic's dedicated OMNIA Partners Mobile Computing Contract website for the new contract will include:

-  *OMNIA Partners standard logo*
-  *Copy of original Request for Proposal*
-  *Copy of OMNIA Partners master contract and all amendments between the Principal Procurement Agency (i.e., City of Tucson) and Panasonic Connect North America*
-  *Summary of products and pricing*
-  *Marketing materials*
-  *Electronic link to OMNIA Partners' website, including the online registration page*
-  *A dedicated toll-free number and email address for OMNIA Partners.*

In addition to this Panasonic-owned website, Panasonic Connect will work with OMNIA Partners to make available and maintain a microsite on the OMNIA Partners website.

The Panasonic Connect sales/reseller and contracts teams also will attend/participate in local, regional, and national trade shows, including:

- *State Technology Forums*
- *Digital Government Summits*
- *Government IT Symposiums*
- *LEIM*
- *CACP Annual Conference*
- *National Sheriffs (NSA)*
- *Police Security Expo (PSE)*
- *Fire Chiefs Summit*
- *CJIS Annual Training*
- *Fire Rescue (FRI)*
- *NIGP Annual Forum*
- *Urban Shield*
- *COPSWEST*
- *IACP*



Leverage the Benefits of Panasonic TOUGHBOOK and Omnia Partners

PANASONIC ADVANTAGE

Ruggedness and reliability are standard for wireless mobile computing, and Panasonic's TOUGHBOOK computers, tablets and handhelds are built to perform in harsh conditions. Through its broad range of integrated business technology solutions, Panasonic empowers professionals to do their best work.

Customers in government, production, education and a wide variety of commercial enterprises, large and small, depend on Panasonic to reach their full potential, achieve a competitive advantage and improve results.

Panasonic is a major manufacturer that designs, builds and tests its devices and most components in its own factory. This allows Panasonic to control quality, consistency and parts availability every step of the way.

PANASONIC CONTRACT: #171725-01

Information Technology Contract Period:
Valid **October 10, 2022 – October 9, 2024**

PRODUCT RANGE

- TOUGHBOOK laptops, tablets, 2-in-1s and handhelds
- TOUGHBOOK accessories
- Pro Displays
- Projectors
- ProAV Cameras, camcorders, and microphones
- Digital Signage
- Lecture Capture technology





BENEFITS OF PANASONIC AND OMNIA PARTNERS, PUBLIC SECTOR

- Discounted prices
- Highest quality procurement services
- Access to a full line of integrated technology solutions

WHO CAN BENEFIT

The Panasonic contract available through OMNIA Partners, Public Sector benefits: states, counties, cities and municipal agencies; public and private educational institutions; and nonprofit organizations.

For inquiries:

Jeanne.Smith@us.panasonic.com
Panasonic Connect Contracts Manager

OMNIA Partners, Public Sector is the nation's largest and most experienced cooperative purchasing organization dedicated to public sector procurement. Our immense purchasing power and world-class suppliers have produced a comprehensive portfolio of cooperative contracts and partnerships, making OMNIA Partners the most valued and trusted resource for organizations nationwide.

Through the economies of scale created by OMNIA Partners, our participants now have access to an extensive portfolio of competitively solicited and publicly awarded agreements. The lead agency contracting process continues to be the foundation on which we are founded. OMNIA Partners is proud to offer more value and resources to state and local government, higher education, K-12 education, and nonprofit organizations.



us.panasonic.com/publicsector | 1-888-245-6344

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MOBILITY SOLUTIONS



**Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Response to Exhibit A – OMNIA Partners Contract**

- C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners.

Panasonic Connect will always put the wants and needs of its customers first and foremost. When working with Public Agencies, Panasonic will offer the OMNIA Partners contract as an option, stressing the competitive solicitation/award, wide product line availability, ease of contract use, and availability of other products and services, if needed, through other OMNIA Partners contracts, pointing out how using the OMNIA Partners Master Agreement contract will help the agencies save time and money throughout the procurement process.

Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Below is a list showing Panasonic Connect's current cooperative contracts that we directly hold:

PANASONIC CONTRACTS	TYPE
NASPO ValuePoint Master Contract Lead State—Minnesota	National Cooperative
Alaska	State Participating Addendum (NASPO)
Arizona	State Participating Addendum (NASPO)
Arkansas	State Participating Addendum (NASPO)
California	State Participating Addendum (NASPO)
Colorado	State Participating Addendum (NASPO)
Connecticut	State Participating Addendum (NASPO)
Delaware	State Participating Addendum (NASPO)
Florida	State Participating Addendum (NASPO)
Hawaii	State Participating Addendum (NASPO)
Idaho	State Participating Addendum (NASPO)
Iowa	State Participating Addendum (NASPO)
Kentucky	State Participating Addendum (NASPO)
Louisiana	State Participating Addendum (NASPO)
Minnesota	State Participating Addendum (NASPO)
Missouri	State Participating Addendum (NASPO)
Montana	State Participating Addendum (NASPO)
Nebraska	State Participating Addendum (NASPO)
Nevada	State Participating Addendum (NASPO)
New Jersey	State Participating Addendum (NASPO)
New Mexico	State Participating Addendum (NASPO)
North Dakota	State Participating Addendum (NASPO)
Oklahoma	State Participating Addendum (NASPO)
South Carolina	State Participating Addendum (NASPO)

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions

Response to Exhibit A – OMNIA Partners Contract

PANASONIC CONTRACTS	TYPE
South Dakota	State Participating Addendum (NASPO)
Tennessee	State Participating Addendum (NASPO)
Utah	State Participating Addendum (NASPO)
Vermont	State Participating Addendum (NASPO)
Washington	State Participating Addendum (NASPO)
Wisconsin	State Participating Addendum (NASPO)
Mountain Brook (AL) Police Department	Local Participating Addendum (NASPO)
City of Glendale (AZ)	Local Participating Addendum (NASPO)
City of Goodyear (AZ)	Local Participating Addendum (NASPO)
City of Gainesville (FL)	Local Participating Addendum (NASPO)
Texas DIR	Cooperative
OMNIA Partners	National Cooperative
City of Phoenix (AZ)	Local OMNIA Partners piggyback agreement
County of Fresno (CA)	Local OMNIA Partners piggyback agreement
PEPPM	National Cooperative
TIPS	National Cooperative
Alabama	State Contract
Mississippi	State Contract
Georgia	State Contract
NY OGS Audio Visual	State Contract (also available to surrounding States)
NY OGS IT Umbrella	State Contract (also available to surrounding States)
North Carolina	State Contract

- D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Panasonic Connect acknowledges and agrees to provide its logo to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Panasonic Connect acknowledges that use of the OMNIA Partners logo will require permission for reproduction, as well.

- E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
- ii. Best government pricing

Response to City of Tucson Request for Proposal 226017 for Mobile Computing Solutions
Response to Exhibit A – OMNIA Partners Contract

- iii. No cost to participate
- iv. Non-exclusive

Panasonic Connect's Contracts Manager is very proactive in passing along leads from OMNIA Partners to our Panasonic Account Managers. New for this contract, Panasonic Connect recently created a Capture role that will also assist in the timely follow up of leads established by OMNIA Partners. This is in addition to frequent training that is given to the sales associates and resellers reminding them of how easy and convenient the program is for public agencies to take advantage of.

- F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:
- i. Key features of Master Agreement
 - ii. Working knowledge of the solicitation process
 - iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
 - iv. Knowledge of benefits of the use of cooperative contracts

Panasonic Connect confirms it trains and will continue to train its national sales force on the Master Agreement, at minimum in the areas stated above.

- G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

- i. Executive Support

*Alex Nollmann
Director of Public Sector
Panasonic Connect, Mobility solutions
alexander.nollmann@us.panasonic.com
973-985-6846*

*Magnus McDermid
Senior Vice President, Sales
Panasonic Connect, Mobility Solutions
magnus.mcdermid@us.panaosnic.com
905-238-2261*

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Response to Exhibit A – OMNIA Partners Contract

ii. Marketing

*Amila Abeysekera
Senior Marketing Specialist
Panasonic Connect
Amila.abeysekera@us.panasonic.com
862-236-0349*

iii. Sales

The highlighted thirteen Panasonic Authorized Resellers (in Section H of this document) are currently on the OMNIA Partners contract and will be included on the new OMNIA contract. They are the primary contacts for all sales. If an agency would prefer to work with an Authorized Reseller that is not currently listed on the contract, the Panasonic Connect Contracts Manager will work with the City of Tucson and OMNIA Partners to determine if the desired reseller should be added to the contract.

iv. Sales Support

Panasonic Sales & Field Engineering Teams will support our Authorized Resellers in their selling activities. Please see the organization charts provided in a file uploaded to the OpenGov system with our proposal.

v. Financial Reporting

Authorized Resellers that sell off of the OMNIA Partners contract will provide the usage reports as requested or scheduled.

vi. Accounts Payable

Authorized Resellers handle all ordering, invoicing, and payment activity directly with the procuring agency.

vii. Contracts

*Jeanne Smith
Senior Contracts Manager – Public Sector and Education
Panasonic Connect
Jeanne.smith@us.panasonic.com
862-763-1160*

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- H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Panasonic Connect's national sales force consists of over 80 roles, with the majority of those functioning as Account Managers. Account Managers report to one of five National Sales Managers. The other roles are inside sales and leadership roles. The two highest level people in the sales organization are:

*Alex Nollmann
Director of Public Sector
Panasonic Connect, Mobility solutions
alexander.nollmann@us.panasonic.com
973-985-6846*

*Magnus McDermid
Senior Vice President, Sales
Panasonic Connect, Mobility Solutions
magnus.mcdermid@us.panaosnic.com
905-238-2261*

Please refer to the sales organization charts provided in a file uploaded to the OpenGov system with our proposal for more contact information for Account Managers.

- I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

Panasonic Connect will encourage public sector agencies nationwide to piggyback off the OMNIA Partners contract to meet their rugged computer needs. The Panasonic Connect sales teams—including Panasonic Connect's own sales associates and our Authorized Resellers—will participate in OMNIA Partners contract training, including training offered through the OMNIA Connect tool to increase the contract knowledge and skills needed for success.

Additionally, Panasonic Connect will leverage its relationships with the OMNIA Partners sales team to prospect data available on user agencies across the country, including strategic public sector accounts, and will share information garnered through its own customer relationships with OMNIA Partners; this will benefit both groups, expanding the use of not only Panasonic Connect's contract, but the larger OMNIA Partners contract offering. Working strategically with the OMNIA Partners Member Development team, Panasonic will develop relationships with and reach out to OMNIA Partners user agencies

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nationwide. In addition, Panasonic's marketing team will collaborate with the OMNIA Partners marketing team to drive awareness and use of the OMNIA Partners contract.

- J. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

Panasonic Connect's Contracts Manager is responsible for the overall management of the national program throughout the term of the Master Agreement. In addition to updating price lists quarterly (or more often if there is a big update), overseeing the resellers monthly submission of usage reports, ensuring the two websites are kept up to date, and managing the approval process for Authorized Resellers to participate on the contract, the Contracts Manager works closely on a regular basis with both the Panasonic Marketing and OMNIA Marketing departments to develop and implement campaigns for new products and specials.

- K. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Panasonic Connect had sales of over \$200 million to the public sector in the fiscal year ending March 31, 2022. Since Panasonic Connect sells exclusively through its Authorized Reseller Channel, we are not at liberty to disclose resellers' customer information so are unable to provide a list of our top public agency customers and contact information.

- L. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Panasonic Connect is a build-to-order manufacturer. All orders are received from its Authorized Distributors who receive orders from Panasonic Authorized Resellers. Most resellers can receive orders by email or online. Some resellers even have the capacity to create custom websites for agencies so that on-line ordering, order tracking, and order history may be tracked easily.

Panasonic Connect provides two websites to support current contract with the City of Tucson and OMNIA Partners:

<https://na.panasonic.com/us/government-contracts/national-ipa-contract>

and the OMNIA Partners microsite:

<https://www.omniapartners.com/publicsector/suppliers/panasonic/overview>

These two websites provide contract details and pricing used for the Master Agreement.

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Additionally, for technical data, documentation, and the TOUGHBOOK configurator, please visit: <https://na.panasonic.com/us/computers-tablets-handhelds>

And if desired, Panasonic Connect also offers a Service Gateway that allows an agency to manage assets. Please refer to the brochure with the "Services Collateral" file uploaded to the OpenGov system with our proposal.

- M. Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

\$ Guarantee Not Available.00 in year one

\$ Guarantee Not Available.00 in year two

\$ Guarantee Not Available.00 in year three

Panasonic Connect cannot guarantee contract sales. Per the response to questions asked, the City of Tucson stated guaranteed sales are not a requirement of its RFP.

Panasonic Connect (formerly known as Panasonic System Solutions Company) has had the following annual sales through its OMNIA Partners contract for the last 6 years:

OMNIA Partners Contract 171725-01 Sales



Due to Covid lockdowns and supply chain issues, sales began to fall off in 2020, and dramatically affected 2021 sales.

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Response to Exhibit A – OMNIA Partners Contract

Panasonic Connect is looking forward to improving sales moving forward as supply chain issues are resolved. So far in 2022, we have already begun to see an increase in contract sales and will continue to work with the OMNIA Partners team on the strategic inclusion of additional products and solutions in line with the scope of the new contract as they become available. These new items are being developed to address customer needs uncovered in discussions with public sector customers / potential customers.

Although past performance does guarantee future results, Panasonic Connect looks forward to once again averaging at least \$8 million in annual sales for this particular contract.

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

Panasonic Connect cannot agree to these terms. Panasonic Connect cannot guarantee contract sales and will only commit to paying an administrative fee that is calculated based only on actual Contract Sales.

- N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.
- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
 - ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
 - iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
 - iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

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Response to Exhibit A – OMNIA Partners Contract

Panasonic Connect recognizes and agrees that all four scenarios listed above are possible. In the event that a public agency issues its own solicitation, we strongly encourage our resellers include in their response a descriptions of the benefits of the Omnia Partners Master Agreement and to offer pricing based off the Master Agreement (with additional discounts authorized if competitively necessitated or to incent behavior). This allows the agency to be aware of their procurement options, which may establish an easier procurement in response to the solicitation as well as set precedent for future purchases that may avoid the solicitation process.

Exhibit G
New Jersey Business Compliance

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statutes. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1	Ownership Disclosure Form
DOC #2	Non-Collusion Affidavit
DOC #3	Affirmative Action Affidavit
DOC #4	Political Contribution Disclosure Form
DOC #5	Stockholder Disclosure Certification
DOC #6	Certification of Non-Involvement in Prohibited Activities in Iran
DOC #7	New Jersey Business Registration Certificate
DOC #8	EEOAA Evidence
DOC #9	MacBride Principals Form

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Panasonic Connect North America, Division of Panasonic Corporation of North America

Organization Address: Two Riverfront Plaza, 9th Floor, Newark, NJ 07102-5790

Part I Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
☒ For-Profit Corporation (any type) ☐ Limited Liability Company (LLC)
☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)
☐ Other (be specific): _____

Part II

- ☐ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

- ☒ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Not Applicable to Panasonic Corporation	

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

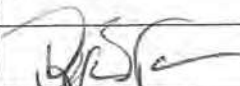
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
Not Applicable to Panasonic Corporation	

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
Not Applicable to Panasonic Corporation	

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **City of Tucson (a municipal corporation in the State of Arizona)** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with the **City of Tucson** to notify the **City of Tucson** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **City of Tucson** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Regina Tokar	Title:	Vice President, Business Operations, Panasonic Connect N.A., Division of Panasonic Corporation of North America
Signature:		Date:	06/24/2022

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
Reference: VII-H	
Name of Form:	NON-COLLUSION AFFIDAVIT
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name:

Panasonic Connect North America, Division of Panasonic Corporation of North America

Street: Two Riverfront Plaza, 9th Floor

City, State, Zip Code: Newark, NJ 07102-5490

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

OR

2. A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

OR

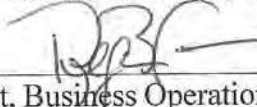
3. A photocopy of an Employee Information Report (Form AA302) provided by the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201. A project contract ID number will be assigned to your firm upon receipt of the completed Initial Project Workforce Report (AA201) for this contract.
- B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Date


Vice President, Business Operations, Panasonic Connect N.A.
Authorized Signature and Title

Certification 25575

CERTIFICATE OF EMPLOYEE INFORMATION REPORT

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-JUN-2020** to **15-JUN-2023**

PANASONIC CORPORATION OF NORTH AMERICA
TWO RIVERFRONT PLAZA
NEWARK NJ 07102



Elizabeth M. Muoio

ELIZABETH MAHER MUOIO
State Treasurer

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Signature of Procurement Agent

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used “as-is”, subject to edits as described herein.
 - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

A. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

Part I – Vendor Information

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

Title

Part II - Contribution Disclosure

☐ Check here if disclosure is provided in electronic form

☐ Check here if the information is continued on subsequent page(s)

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD
FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A
COUNTY-BASED, CUSTOMIZABLE FORM.**

NON-COLLUSION AFFIDAVIT

State of New Jersey
County of Essex

SS:

I, Regina Tokar, residing in Somerset
(name of affiant) (name of municipality)

in the County of Somerset and State of Pennsylvania of full age, being duly sworn according to law on my oath depose and say that:

I am Vice President, Business Operations of the firm of Panasonic Connect North America,
(title or position) (name of firm)

Division of Panasonic Corporation of North America, the bidder making this Proposal for the bid
entitled, City of Tucson Request for Proposal 226017 Mobile Computing Solutions,
(title of bid proposal)

and that I executed the said proposal with full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the City of Tucson relies upon the truth of the statements contained in said Proposal
(name of contracting unit)
and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by (Not Applicable).

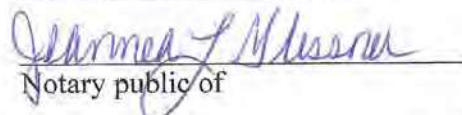
Subscribed and sworn to

before me this day


Signature

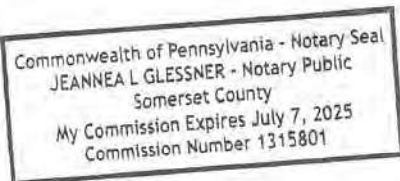
Regina Tokar
(Type or print name of affiant under signature)

June 24, 2022


Notary public of

My Commission expires 7-7-25

(Seal)



STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☐ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☒ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership

☒ Corporation

☐ Sole Proprietorship

☐ Limited Partnership

☐ Limited Liability Corporation

☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Not Applicable as no one owns 10% or more	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 24 day of June, 2022

(Notary Public)

My Commission expires: 7-7-25

Jeanne L. Glessner

Commonwealth of Pennsylvania - Notary Seal
 JEANNE L. GLESSNER - Notary Public
 Somerset County
 My Commission Expires July 7, 2025
 Commission Number 1315801

Regina Tokar

(Affiant)

Regina Tokar

Vice President, Business Operations, Panasonic Connect N.A.
 (Print name & title of affiant)

(Corporate Seal)



Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.



DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE:

Request for Proposal 226017 for Mobile Computing Solutions

VENDOR NAME:

Panasonic Connect North America, Division of Panasonic Corporation of North America

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Division's website at <https://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Vendors/Bidders must review this list prior to completing the below certification. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX



I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities

Duration of Engagement
Anticipated Cessation Date

**Attach Additional Sheets If Necessary.*

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

Regina B Tokar

Regina B Tokar (Jun 30, 2022 11:23 EDT)

Signature

06/30/2022

Date

Regina Tokar, Vice President, Business Operations - Panasonic Connect

Print Name and Title

DOC #7

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<https://www.njportal.com/DOR/BusinessRegistration/>



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: PANASONIC CORPORATION OF NORTH AMERICA

Trade Name:

Address: TWO RIVERFRONT PLAZA
NEWARK, NJ 07102

Certificate Number: 1704875

Effective Date: March 27, 2012

Date of Issuance: June 03, 2022

For Office Use Only:

20220603112525329

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at:

https://www.state.nj.us/treasury/contract_compliance/documents/pdf/guidelines/pa.pdf
for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: **Regina Tokar**

Title: **Vice President, Business Operations – Panasonic Connect**

Signature: _____



Date: _____

06/24/2022

Certification 25575

CERTIFICATE OF EMPLOYEE INFORMATION REPORT

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-JUN-2020** to **15-JUN-2023**

PANASONIC CORPORATION OF NORTH AMERICA
TWO RIVERFRONT PLAZA
NEWARK NJ 07102



Elizabeth M. Muoio

ELIZABETH MAHER MUOIO
State Treasurer

DOC #9
MACBRIDE-PRINCIPLES



STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: RFP 226017 for Mobile Computing Solutions VENDOR/BIDDER:
Panasonic Connect North America, Division of Panasonic Corporation of North America

VENDOR'S/BIDDER'S REQUIREMENT

TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS
AND NORTHERN IRELAND ACT OF 1989

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

☒ The Vendor/Bidder has no business operations in Northern Ireland; or

OR

☐ The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature

Date

06/24/2022

Regina Tokar, Vice President, Business Operations – Panasonic Connect

Print Name and Title

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 226017 for Mobile Computing Solutions which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

Panasonic Connect North America,
Division of Panasonic Corporation of North America

Company Name

Two Riverfront Plaza, 9th Floor

Address

Newark NJ 07102-5490

City State Zip

Regina B Tokar

Regina B Tokar (Jun 26, 2022 13:34 EDT)

Signature of Person Authorized to Sign

Printed Name

Regina Tokar, Vice President
Business Operations - Panasonic Connect

Title

Name: Karen D. Painter

Title: Bids & Proposals Manager, Government

Phone: 862-373-2103

Fax: Not Available

E-mail: karen.painter@us.panasonic.com

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. 226017-02.

CITY OF TUCSON, a municipal corporation

Approved as to form:

This 14th day of April 20 23

Regina Nassen

As Tucson City Attorney and not personally
personally

Awarded:

This 13th day of April 20 23

Nathan Daon

As Director of Business Services and not



CITY OF
TUCSON

4. RFP 226017



CITY OF TUCSON
REQUEST FOR PROPOSAL

226017

MOBILE COMPUTING SOLUTIONS

Due Date: Thursday, June 30, 2022

City of Tucson
255 W Alameda St
Tucson, AZ 85701

Procurement portal

<https://secure.procurenow.com/portal/tucson-az>

Public Portal <https://secure.procurenow.com/portal/tucson-az/projects/17227>

PUBLISH DATE: April 28, 2022

CITY OF TUCSON
BUSINESS SERVICES DEPARTMENT
SHARED SERVICES PROCUREMENT DIVISION
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701

REQUEST FOR PROPOSAL NO. 226017
Page 2 of 49
RESPONSIBLE CONTRACT OFFICER: Casey Adams
PH: (520) 837-4128

Attachments:

A - OFFER AND ACCEPTANCE

F - OMNIA_Partners_Solicitation_Attachment

G - 226017 Price Page

A. NOTICE

A.1. CITY OF TUCSON

NOTICE OF REQUEST FOR PROPOSAL NO 226017

TITLE: Mobile Computing Solutions

SUBMITTAL DUE DATE: Thursday, June 30, 2022 AT 2:00 P.M. LOCAL AZ TIME

PRE-SUBMITTAL CONFERENCE DATE: Thursday, May 19, 2022

TIME: 10:00 am LOCAL AZ TIME

LOCATION: Microsoft Teams

QUESTIONS	SHALL	BE	DIRECTED	TO:	Casey	Adams
(520)						837-4128
casey.adams@tucsonaz.gov						

Posted Date: Thursday, April 28, 2022

Competitive sealed offers for the material or service specified in this solicitation must be submitted through the City's online bidding system. No late submitted offer will be accepted or considered. Responses submitted in physical form or by facsimile or email will not be considered. Offerors are cautioned to commence the submittal process sufficiently ahead of time to allow for unanticipated delays resulting from things like a slow internet connection, internet outage, difficulty uploading large documents, differing system requirements, etc.

Questions about this solicitation must be addressed to the responsible Contract Officer listed herein.

B. INTRODUCTION

B.1. Summary

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

B.2. Background

The City of Tucson, as the Principal Procurement Agency, has partnered with OMNIA Partners, Public Sector ("OMNIA Partners") to make the resultant contract (also known as the "Master Agreement" in materials distributed by OMNIA Partners) 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 OMNIA Partners' cooperative purchasing program. The City of Tucson is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners (a "Participating Public Agency") and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of a Master Intergovernmental Cooperative Purchasing Agreement, a form of which is attached hereto on Omnia Partners Attachment, or as otherwise agreed to. Omnia Partners Attachment contains additional information about OMNIA Partners and the cooperative purchasing program.

OMNIA Partners is the largest and most experienced purchasing organization for public and private sector procurement. Through the economies of scale created by OMNIA Partners public sector subsidiaries and affiliates, National IPA and U.S. Communities, our participants now have access to more competitively solicited and publicly awarded cooperative agreements. The lead agency contracting process continues to be the foundation on which we are founded. OMNIA Partners is proud to offer more value and resources to state and local government, higher education, K-12 education and non-profits.

OMNIA Partners provides shared services and supply chain optimization to government, education and the private sector. With corporate, pricing and sales commitments from the Supplier, OMNIA Partners provides marketing and administrative support for the Supplier that directly promotes the Supplier 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. Participating Public Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and publicly competed. The Supplier benefits from a contract that generally 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 OMNIA Partners documents (Omnia Partners Attachment).

The City of Tucson anticipates spending approximately \$900,000 over the full potential Master Agreement term for Mobile Computing Solution Including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services . While no minimum volume is guaranteed to the Supplier, the estimated annual volume of Mobile Computing Solution Including Ruggedized Laptops, Tablets, Accessories and Related Technology Products and Services purchased under the Master Agreement through OMNIA Partners is approximately \$8,000,000. This projection is based on the current annual volumes among the City of Tucson, other Participating Public Agencies anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and OMNIA Partners.

B.3. Contact Information

Casey Adams

Senior Contract Officer

Email: casey.adams@tucsonaz.gov

Phone: [\(520\) 837-4128](tel:(520)837-4128)

Department:

Business Services

B.4. Timeline

Release Project Date	April 28, 2022
Pre-Proposal Meeting (Non-Mandatory)	May 19, 2022, 10:00am Agenda Microsoft Teams
Question Submission Deadline	May 27, 2022, 2:00pm
Proposal Submission Deadline	June 30, 2022, 2:00pm

C. SCOPE OF WORK

C.1. General Requirements

- A. **QUALIFIED VENDORS:** Offerors should meet the minimum qualifications:
 - 1. Be an authorized reseller or manufacturer.
 - 2. Have a strong national presence in the computer industry.
 - 3. Have a distribution model capable of delivering products nationwide.
 - 4. Have a demonstrated national sales presence.
 - 5. Be able to meet the minimum requirements of the cooperative purchasing program detailed herein.
 - 6. Be able to provide the full range of products and services to meet the demands of the City and all agencies that opt to participate in the cooperative purchasing program with the City.
- B. **ORDERING:** Although the City is open to alternate ordering methods, the primary methods for customers placing orders with the Contractor is through the following:
 - 1. Online
 - 2. Telephone
 - 3. Email
- C. **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.
- D. **USAGE REPORT:** The Contractor shall provide an electronic copy of a usage report upon request to the Agency Department of Procurement. The report shall provide complete information on the items purchased under this Contract. At a minimum for each item sold, the report should list the manufacturer name, model number, part number, serial number, item description, quantity sold and total spend by department, division, ordering entity, etc.
- E. **WAREHOUSING, DISTRIBUTION AND SALES FACILITIES:** The product specified in this solicitation is dependent upon an extensive manufacturer-to-customer supply chain distribution system. In order to be considered for award, each potential contractor is required to provide proof of an extensive distribution system.
- F. **WARRANTY:** Offeror shall warrant that all equipment and parts furnished in their offer are newly manufactured and free from defects in material and workmanship for no less than (3) three year from the date the equipment is delivered or installed. Warranty shall also guarantee accepted trade standards of quality, fitness for the intended uses, and conformance to promises or specified specifications in addition to temperature and humidity variations. No other express or implied warranty shall eliminate the vendor's liability as stated herein.

C.2. Product Requirements

A. RUGGED DEFINITIONS:

1. Ultra-Rugged: Designed to meet precise specifications for military use and are made to handle the harshest environmental conditions. An ultra-rugged laptop can be left out in a sandstorm, frozen in a blizzard or sent on a vibrating rocket into space without any detrimental effects. All products being offered shall meet or exceed the specifications defined in the most recent Department of Defense Test Method Standard as Military Grade. Most recent document is MIL- STD-810H 31 OCTOBER 2008. In addition, equipment offered and tested by the City shall function in extreme heat temperature of 150 degrees and wet, rainy, humid environments and a drastic change from dry to humid as occurs in Tucson during the wet months. The device will allow for precise daylight and night readability without glare.
2. Fully-Rugged: Designed from the inside-out to work in extreme temperatures, to be resistant to being dropped, to resist shocks and vibrations and to be dustproof and waterproof. A fully- rugged laptop may have a solid state hard drive.
3. Semi or Business-Rugged: Withstands harsh temperatures as well as extreme vibration such as in a vehicle riding over rough terrain. It can also handle some water on the keyboard. Semi- rugged laptops are typically regular laptops with better cases, rubber-mounted hard drives and spill-proof keyboards.

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

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

- f. memory cards
 - g. external drives
 - h. extended warranties to include batteries
 - i. keyboards
 - j. keyboard covers
 - k. backlit keyboards
 - l. stylus
 - m. solid state drives
 - n. cases
 - o. touchscreens
 - p. aircard
 - q. cooling devices
 - r. Peripherals
 - s. other
4. Ancillary Products (includes 3rd Party products including but not limited to the following Ancillary products that complement and are associated with the proposed product lines.
- a. cradlepoint
 - b. antennas
 - c. other
 - d. Other Technology Product Categories (list each category with a brief description)
- C. CURRENT PRODUCTS: All products being offered in response to this solicitation shall be in current and ongoing production; shall be formally announced for general marketing purposes; shall be a model or type currently functioning in a user (paying customer) environment and capable of meeting or exceeding all specifications and requirements set forth in this solicitation. Newer versions released may be proposed during the term of the contract.
- D. 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 regardless of whether or not defective product has been received by contractor.
- E. PRODUCT/RECALL NOTICES: In the event of any recall notice, technical service bulletin, or other important notification affecting product purchased from this contract, a notice shall be sent to the Contract Representative. It shall be the responsibility of the contractors to assure that all recall notices are sent directly to the agencies Contract Representative.
- F. PRICING: Pricing shall be provided in the format of a discount off Suggested Retail Price (SRP) with the ability to provide discounts based on large quantity and large dollar spend. Because the "technology marketplace" is one of rapid change with new products and revisions

coming into the marketplace on a regular basis, it is required that a verifiable pricing formula or guaranteed discount matrix be included with the response. This formula will provide a method of determining the price of future configuration. In the event a product is discontinued, Vendor will provide a product of the same or greater functionality, utilizing the proposed discount structure. In addition, Vendor must notify the City in writing within 180 days of End of Life on all models.

- G. **SALES PROMOTIONS:** In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, a Contractor may conduct sales promotions involving price reductions for a specified lesser period.
- H. **PRODUCT DEMONSTRATIONS:** The City will conduct product demonstrations with those Offerors who proceed to this phase of the evaluation process. **The Offerors proposed products may be tested during a minimum 30-day window. The test time will start upon completion of vehicle installation, if applicable.** Offerors shall provide a specified quantity (to be determined later) of each proposed product for testing in the Tucson work environment. Demo products will be installed in law enforcement automobiles and motorcycles, in Fire and EMT vehicles, and field crew vehicles. The tests will document the performance of the proposed products in the actual work environments of staff, which includes inclement weather where extreme temperature changes exist. Temperatures inside vehicles can reach over 150 degrees, outdoor temperatures can reach 115 degrees and be very wet and humid due to the monsoon season. Staff shall document the functionality of the products and any issues that are experienced. Proposed products, including installation and removal, must be provided to City at no cost.
- I. See below for a list of the equipment currently in use in the City of Tucson. Demo products will not be limited to only these types of equipment, and this list is being provided solely to give offerors an indication of the type of equipment currently in use.

C.3. Additional Product Requirements

Products should include the following options:

- Basic Input/Output System (BIOS) Settings
- Blue Tooth (version 4.1 and above)
- Optical Drive
- Passthrough Requirements
- Dual Battery
- Security Options

Please include literature for any additional options/features that are available.

C.4. Equipment Currently in Use by the City of Tucson

Department Manufacturer Model Number Installed Quantity Installed in Vehicle Type

Tucson Fire Panasonic CF31 130 MDTs

Tucson Fire Panasonic CF19 74 ePCR
Tucson Fire Panasonic FZ-G1/CF20 30 Fire Inspector
Tucson Fire Havis DS-GTC-801-3
Tucson Fire Gambler Johnson 7160-0568

NOTES:

CF31 - MDTs installed on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350
CF19 - Reporting software/ePCR for use on Engines, Ladders, Ladder Tenders, Paramedic Units, F150, F250, F350
FZ-G1 - Fire Inspector reporting tablet
DEMO UNITS: 3 MDTs, 3ePCRs and 3 Inspector units.

Department Manufacturer Model Number Quantity Vehicle Type

Tucson Police Panasonic CF20 47 Motorcycles
Tucson Police Panasonic CF54 1014 Patrol & unmarked units (SUVs and sedans) /Assigned to Individual detectives/Officers
Tucson Police Panasonic CF55 107 Patrol & unmarked units (SUV's and sedans)
Tucson Police Havis PS-PAN-421-2

C.5. Service Requirements

- A. SERVICE CATEGORIES: Offerors shall provide as many of the following associated services that are available through its distribution and sales network:
1. Financing or Leasing
 - a. Capital
 - b. Operating
 - c. Other
 2. Consulting
 - a. Public safety equipment needs assessment and recommendation for upcoming use case
 - b. Grant assessment and writing
 - c. Other
 3. Repairs
 - a. Onsite
 - b. Repair Facility
 - c. Other
 4. Installation:

- a. Provide installation services.
- 5. Protection Plus
 - a. List products.
 - b. Provide details.
- 6. Extended Warranties
 - a. List products.
 - b. Provide details.
- 7. Training and Education
 - a. Onsite
 - b. Online
 - c. Offsite
- 8. Customer Support Services: The policies and procedures for:
 - a. Replacements
 - b. Returns
 - c. Restocking charges
 - d. After hours service
 - e. After sales support
 - f. Out of stock
 - g. Order tracing
 - h. Technical feedback
 - i. Quality assurance for orders
 - j. Drop shipments
 - k. Online support
 - i. Customer
 - ii. Technical
 - l. Phone support
 - i. Customer
 - ii. Technical
 - m. Location, hours and staff quantity of call centers
 - n. other
- 9. Implementation
- 10. Misplaces or Stolen device location

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

D. INSTRUCTIONS TO OFFERORS

D.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(s) executed between City and the Successful Offeror(s). The Contract will be deemed to include all the conditions and requirements set forth in this RFP and any Amendments to the RFP, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the Proposal submitted by Offeror as finally negotiated and accepted by the City.

Contractor/Consultant:A Successful Offeror that enters into a Contract with the City.

Contract Representative:The City employee or employees who have been designated to act as the City contact for this solicitation process and who are responsible for monitoring and overseeing the Contractor's performance under the Contract.

Business Services Director: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.

Offer:Any proposal, statement of qualifications, bid, or other submission provided by an Offeror in response to this Solicitation.

Offeror: Each individual or entity that submits a submittal in response to this solicitation.

Will:The indicated party is promising to take the action or abide by the condition.

Must: The action or condition is required.

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.

D.2. PRE-SUBMITTAL MEETING

A Pre-Submittal Meeting will be held at the date and time stated on the cover page of this solicitation, if such a date and time is provided. Attendance at this meeting is not mandatory, but written minutes and/or notes regarding the meeting will NOT be provided, so attendance is encouraged. The purpose of this meeting will be to clarify the contents of this solicitation in order to prevent any misunderstanding of the City's position.

D.3. INQUIRIES

Any questions about this solicitation or the proposed Contract must be presented at the Pre-Submittal Meeting, if there is one (see above), or submitted in writing, via email, or through the online bidding system, to the Contract Officer by the Question Submission Deadline. The email must refer to the solicitation number and the paragraph number of the provision that the question concerns. The Contract Officer may respond by email or may, if they deem it appropriate, address the question in a solicitation

Amendment. Offeror may not rely on oral interpretations or clarifications about the solicitation; only questions answered in an email by the Contract Officer or posted as a formal solicitation Amendment will be binding.

D.4. ADDENDUM OF SOLICITATION

Solicitation Addenda will be posted on the City's link to the online bidding website. Offeror is responsible for checking the webpage regularly for new solicitation addenda and must acknowledge each addendum to this solicitation in its submittal. Please note that vendors who have registered with the Business Services Department at <http://www.tucsonprocurement.com/OpenGov:Procurement> website and follow the City of Tucson will receive email notifications of solicitation addenda.

D.5. UNDERSTANDING SCOPE OF WORK

Before submitting a response to this solicitation, Offeror must familiarize itself with the Scope of Work, laws, regulations, physical conditions, and other factors affecting the obligations – including the expense and difficulty of fulfilling those obligations – that Offeror will have under the Contract if awarded to Offeror. No adjustment to the financial or other terms of the Contract will be justified by Offeror's failure to fully understand or appreciate the Contract requirements or other factors affecting Contract performance.

D.6. PREPARATION OF SUBMITTAL

- A. Form and Organization. Offeror's Submittal must be on the forms provided in this solicitation (as applicable). Supporting documentation must be arranged in a manner that follows and clearly refers to corresponding sections of the solicitation. Offeror may copy the submittal forms in order to complete them electronically but may not alter or rearrange them or change any paragraph designations.
- B. Confidential Information. Any information in its submittal that Offeror wishes to be treated as confidential must be clearly marked "CONFIDENTIAL."
- C. Proposal Contents. Offeror's submittal must contain a response to all sections of the solicitation and forms must be completed and any requested supporting documentation attached.
- D. Signatures. Offeror must include in their submittal signed copies of the Offer and Acceptance page. Any cover letter accompanying the proposal documents must be signed. Offeror must initial each erasure, interlineation or other modification in the submittal. The person signing and initialing on behalf of Offeror must be a person authorized to legally bind Offeror.
- E. Prices. Where a unit price is provided it will govern over any erroneous extension of the price.
- F. Time Periods. Periods of time, stated as a number of days, will be calendar days unless specifically stated otherwise.
- G. Accuracy. Mistakes in preparation of its submittal confers on Offeror no right to modify or withdraw its submittal after the Submittal Deadline.

- H. Cost of Preparation. The City will not reimburse Offeror for the cost of developing, presenting, submitting or providing any response to this solicitation.
- I. Subcontractors. Offeror must, in their submittal, list any subcontractors that it will utilize in the performance of the Contract if they are awarded the Contract and must describe their qualifications in detail.
- J. Incomplete Information. Failure to include all requested information may have a negative impact on the evaluation of Offeror's submittal.

D.7. PAYMENT DISCOUNTS

Payment discount periods shall be computed from the date of receipt of the material/service or correct invoice, whichever is later, to the date City's payment warrant is mailed. Unless freight and other charges are itemized, any discount provided shall be taken on full amount of invoice. Payment discounts of twenty-one calendar days or more shall be deducted from the proposed price in determining the price points. However, the City shall be entitled to take advantage of any payment discount offered by a vendor provided payment is made within the discount period. The payment discount shall apply to all purchases and to all payment methods.

D.8. TAXES

The City is exempt from federal excise tax, including the federal transportation tax. The City is not tax exempt from sales tax, etc.

D.9. PROPOSAL/SUBMITTAL FORMAT

A proposal should be submitted on the forms and in the format specified in the RFP. Any information that the offeror requested to hold as confidential information shall be clearly marked as such. The material should be in sequence and related to the RFP. The sections of the submittal should be organized, 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.

D.10. EXCEPTIONS TO CONTRACT PROVISIONS

By submitting a submittal in response to this solicitation, Offeror is offering to enter into the Contract with the City. If Offeror wishes to modify any Contract terms and conditions, Offeror must, in its submittal, clearly identify the changes it is requesting. No requested modification will be deemed accepted by the City unless and until the City's Business Services Director or their designee expressly accepts it in writing.

D.11. PUBLIC RECORD

Any documents submitted by Offeror in response to this solicitation will become the property of the City. Except as set forth below with respect to Confidential Information, the Submittal will be deemed to be a public record available for review by the public after the award notification.

D.12. CONFIDENTIAL INFORMATION

The City is obligated to abide by the Arizona Public Records Law, A.R.S. §§ 39-101 through 39-161. If Offeror believes that any portion of its proposal, offer, specification, protest or correspondence contains information that is confidential and subject to being withheld from disclosure in the event that the City receives a public records request to which the record is responsive, Offeror must, when the record is submitted, provide the Contract Officer written notification of that fact. The records or portions of records that Offeror wishes to be treated as confidential must also be clearly marked "CONFIDENTIAL" on their face. Pricing will not be treated as confidential.

If the City, after award notification, receives a public-records request to which a Contractor record marked "CONFIDENTIAL" is responsive, City will notify Offeror in writing. Unless Offeror, within 10 days after the date of that notice, obtains and provides to City an order from a court of competent jurisdiction prohibiting the City from releasing the records, the City may release the records without any liability to Offeror.

D.13. CERTIFICATION OF NONCOLLUSION; CONFLICTS OF INTEREST

By submitting a response, Offeror warrants that:

- A. Preparation and submission of the submittal did not involve collusion or other anti-competitive practices.
- B. 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 this solicitation.
- C. No person has been employed or retained to solicit or secure a Contract under this solicitation upon a promise of a commission, percentage, brokerage, or contingent fee.
- D. No member of the City of Tucson Mayor and Council or any employee of the City involved in this solicitation process has any financial interest in Offeror's firm.

The City may disqualify Offeror from further participation in the solicitation process if the City determines that Offeror has an actual or apparent conflict of interest or has engaged in any collusion or anti-competitive practices.

D.14. WHEN AND HOW TO SUBMIT PROPOSALS

In order to be considered, Offeror must, no later than the Submittal Deadline, submit its response electronically through the City's online bidding system. Submittal instructions and online bidding system can be found at the following link: <https://www.tucsonprocurement.com/>

NOTE: THE ENTIRE PROPOSAL MUST BE IN "SUBMITTED" STATUS IN THE CITY'S ONLINE BIDDING SYSTEM IN ORDER TO BE CONSIDERED. RESPONSES THAT HAVE BEEN CREATED IN THE SYSTEM, BUT THAT ARE NOT IN "SUBMITTED" STATUS BY THE PROPOSAL SUBMITTAL DEADLINE WILL NOT BE CONSIDERED.

D.15. 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.

D.16. WITHDRAWAL OF SUBMITTAL; BINDING OFFER

By submitting a response to this solicitation, Offeror is offering to enter into the Contract with the City. Offeror may withdraw a submitted response at any time prior to the Submittal Deadline. Submittals can be withdrawn by clicking "unsubmit proposal" in the online bidding system.

D.17. DISCUSSIONS/CLARIFICATIONS

The City may, at its discretion, conduct discussions with Offeror for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes in Offeror's submittal in order to clarify the offer and assure full understanding of, and responsiveness to, solicitation requirements.

D.18. TAX OFFSET POLICY

If applicable, in evaluating price proposals, the City shall include the amount of applicable business privilege tax, except that the amount of the City of Tucson business privilege tax shall not be included in the evaluation.

D.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).

D.20. VENDOR REGISTRATION; BUSINESS LICENSE

In order to be eligible for award of a Contract, Offeror must:

- A. Register with the City's Business Services Department. 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.
- B. Obtain a City of Tucson Business License or a written determination from the City's Business License Section that a license is not required. Application for a City Business License can be completed at <http://www.tucsonaz.gov/etax>. For questions contact the City's Business License Section at (520) 791-4566 or email at tax-license@tucsonaz.gov.

D.21. 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.

D.22. AWARD OF CONTRACT

Notwithstanding any other provision of the Request for Proposal, the City reserves the right to:

- A. waive any immaterial defect or informality; or
- B. reject any or all proposals, or portions thereof; or
- C. 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 Business Services Director 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.

D.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.

D.24. PROTESTS

A protest shall be in writing and shall be filed with the Business Services Director. 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.

E. PROPOSAL EVALUATION REQUIREMENTS

E.1. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)

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

E.2. SHORTLIST

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

E.3. INTERVIEWS

The City may interview some or all of the offerors at any point during the evaluation process. If interviews are conducted, information provided during the interview process will be taken into consideration in the evaluation process.

E.4. ADDITIONAL INVESTIGATIONS

The City may undertake any additional investigations it deems appropriate to evaluate the competence and financial stability of any offeror.

E.5. OTHER INFORMATION

Information that evaluation committee members have about an offeror beyond what is provided in the offeror's proposal may be taken into consideration during the evaluation process.

E.6. PRICE PROPOSAL

- A. **Tax Offset Policy.** If applicable under Section 28-18(6) or Section 28-17(7)(d) of the Tucson Procurement Code, the City will include the amount of all business privilege taxes other than the City's in evaluating price proposals.
- B. **Payment Discounts.** Any discounts offered by Offeror for payments made within 21 calendar days or more will be deducted from the proposed price in evaluating an offeror's price proposal. However, the City may take advantage of any early- or timely-payment discounts offered by a vendor. Any proposed payment discount will apply to all purchases and to all payment methods

E.7. CITY'S RIGHT TO WAIVE DEFECTS OR REJECT SUBMITTALS

Notwithstanding any other provision of this solicitation, the City may:

- A. Waive any immaterial defect or informality; or
- B. Reject any or all submittals, or portions thereof; or
- C. Reissue the solicitation.

E.8. CONTRACT NEGOTIATIONS

At the City's discretion, it may negotiate with one or more responsible offerors to agree upon the final conditions, terms and price of the Contract. In doing so, the City will treat offerors fairly and will not disclose to any offeror information from responses submitted by other offerors. Exclusive or concurrent negotiations do not constitute a contract award and do not confer any rights to the offerors participating in such negotiations. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into concurrent or exclusive negotiations with the next most qualified firm(s).

E.9. AWARD OF CONTRACT

A Contract is created when, and only when, it is formally awarded, which occurs when the Business Services Director and the City Attorney sign the Offer and Acceptance page of the Successful Offeror's submittal. When a Contract is awarded, the City will send the Contractor a Notice of Award.

The City may first issue a Notice of Intent to Award to the Successful Offeror(s). Offeror, if it receives a Notice of Intent to Award from the City, must sign and file with the City, within five (5) days after receipt of the Notice, all documents necessary for execution of the Contract. A Notice of Intent to Award does not create a contract. Only a subsequent formal award, as described above, creates a Contract.

E.10. MULTIPLE AWARDS

The City, at its sole discretion, may award multiple Contracts.

E.11. SUBMITTAL RESULTS

After the City issues a Notice of Award, the City will post the name(s) of the Successful Offeror(s) on the Business Services Department's Internet site at <http://www.tucsonprocurement.com/>.

E.12. PROTESTS

Any interested party, may, in accordance with Article IX of the Tucson Procurement Code, protest either this solicitation or the award of a Contract under this solicitation. A protest based on alleged improprieties in this solicitation must be filed no later than five (5) working days before the Proposal Submittal Deadline. A protest of a proposed or actual award must be filed no later than ten (10) calendar days after the City issues a Notice of Intent to Award or, if no Notice of Intent to Award is issued, after the City issues a Notice of Award.

A protest must be made in writing and filed with the Contract Officer. It must include:

- A. The name, address, and telephone number of the protestant;
- B. The signature of the protestant or its representative;

- C. The solicitation or Contract number;
- D. A detailed statement of the legal and factual grounds for the protest along with copies of all relevant documents; and
- E. The form of relief requested.

F. SPECIAL TERMS AND CONDITIONS

F.1. COOPERATIVE PURCHASING

Contractor will, when requested, provide goods and services at the same prices and under the same terms and conditions as set forth in this Contract to any public or nonprofit agency that, at the time of request, is registered with OMNIA Partners, Public Sector, has a Cooperative Purchasing Agreement with the City or participates in the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See http://www.tucsonprocurement.com/coop_partners.aspx and click on "Cooperatives" for a list of agencies that have Cooperative Purchasing Agreements with the City; see <http://www.mesaaz.gov/home/showdocument?id=23638> for a list of agencies participating in SAVE. These lists are subject to change. Contractor may, however, negotiate with an agency for payment of additional out-of-pocket expenses that will be incurred by Contractor in providing goods and services to the agency (i.e., freight charges, travel related expenses, etc.).

Each participating agency that orders goods or services under this Contract as provided above is solely responsible for paying Contractor for those goods and services. The City is not responsible for any disputes arising out of transactions made by others.

F.2. 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.

F.3. PRICE ADJUSTMENT

The City will review fully documented requests for price adjustment after any Contract has been in effect for one (1) year. Any price adjustment will only be made at the time of Contract renewal and/or extension and will be a factor in the extension review process. The City will determine whether the requested price adjustment or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the Contract extension.

F.4. TERM AND RENEWAL

The term of the Contract shall commence upon award and shall remain in effect for a period of two (2) year, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that the City of Tucson shall have the right, at its sole option, to renew the Contract for three (3) additional one-year periods or portions thereof. In the event that the City exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.

G. INSURANCE REQUIREMENTS

G.1. Required Insurance Policies

Contractor will obtain and maintain during the entire term of this Contract the following insurance coverage from insurers that have an "A.M. Best" rating of not less than A-VII:

G.2. Commercial General Liability

Policy must include Bodily Injury, Property Damage, Personal Injury and Broad Form Contractual Liability with coverage limits no lower than:

Each Occurrence: \$1,000,000

General Aggregate: \$2,000,000

Products & Completed Operations Aggregate: \$2,000,000

Personal and Advertising Injury: \$1,000,000

Blanket Contractual Liability: \$1,000,000

G.3. Commercial Automobile Liability

Policy must include bodily injury and property damage, for any owned, hired, and/or non-owned vehicles used in performance of work under this Contract, with a Combined Single Limit no lower than \$1,000,000.

G.4. Worker's Compensation. Policy must have coverage limits no lower than:

Policy must have coverage limits no lower than:

Per Occurrence: Statutory

Employer's Liability: \$1,000,000

Disease Each Employee: \$1,000,000

Disease Policy Limit: \$1,000,000

[If Contractor is a Sole Proprietor, include this waiver provision under A.R.S. § 23-961(M). To determine whether the Contractor is a Sole Proprietor, please request the Sole Proprietor/Independent Contractor form from the Contract Officer listed in the solicitation.] I am a sole proprietor, and I am doing business as [name of sole proprietor business]. I am performing work as an independent contractor for the City of Tucson. I am not the employee of the City of Tucson for workers' compensation purposes, and, therefore, I am not entitled to workers' compensation benefits from the City. I understand that if I have any employees working for me, I must maintain workers' compensation insurance on them.

G.5. Professional Liability - Technology Errors & Omissions

Each Claim: \$1,000,000

General Aggregate: \$2,000,000

G.6. Claims Made Insurance Coverage

If any or part of the required insurance is written on a claims-made basis, any policy retroactive date must precede the date of the contract and the Contractor must maintain such coverage for a period not less than three (3) years following contract expiration, termination or cancellation.

G.7. Additional Insurance Requirements

All Policies, excluding Employment Practices Liability and Professional Liability (Errors & Omissions), shall include or be endorsed to include the following provisions:

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

G.8. Policy Change Notice.

Contractor will give the City 10 days advance written notice before any of the above policies are changed in any manner that is inconsistent with the requirements of this Contract. The notice must be sent directly to the Procurement Division of the Business Services Department.

G.9. Additional Insured

The Commercial General Liability, Commercial Automobile Liability and umbrella policies where applicable will include the City as an additional insured with respect to liability arising out of the performance of this contract. The City must be covered to the full policy limits, even if those limits of liability are in excess of those required by this Contract.

G.10. Acceptability of Insurers

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

G.11. Verification of Coverage

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

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

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

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

G.12. Subcontractors

Contractors' certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall furnish to the City of Tucson separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

G.13. Exceptions

In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self- Insurance.

H. STANDARD TERMS AND CONDITIONS

H.1. ACCEPTANCE

Mere physical receipt and inspection of goods or services by the City does not alter or affect the obligations of Contractor to provide goods and services that conform to all specifications of this Contract and the City may reject goods or services that are later found to be nonconforming.

H.2. ADVERTISING

Contractor will not advertise or publish information concerning this Contract without prior written consent of the City's Business Services Director.

H.3. AFFIRMATIVE ACTION

Contractor shall abide by the provisions of the Tucson Procurement Code Chapter 28, Article XII.

H.4. AMERICANS WITH DISABILITIES ACT (ADA)

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.

H.5. ARBITRATION

Notwithstanding any other provision in this Contract, no agreement by the City to arbitrate a dispute is binding unless given expressly and in writing after execution of this Contract. However, if both parties agree, disputes may be resolved through arbitration following the process in A.R.S. § 12-1501, et seq. Contractor must continue to perform under this Contract without interruption, notwithstanding the provisions of this section.

H.6. ASSIGNMENT

Contractor may not assign its rights or obligations under this Contract without the prior written permission of the City's Business Services Director. The City will not unreasonably withhold approval for a requested assignment.

H.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.

H.8. COMMENCEMENT OF WORK

Contractor will not commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order or is otherwise directed to do so, in writing, by the City.

H.9. CONFIDENTIALITY OF RECORDS

Contractor will establish and maintain procedures to ensure that no information contained in its records or obtained from the City or from others in carrying out its functions under this Contract is used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform its duties under the Contract, and will take appropriate measures to protect any personal identifying information of any individuals.

H.10. CONFLICTS OF INTEREST

The City may terminate this Contract without penalty or further obligation pursuant to A.R.S. § 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, Contractor with respect to the subject matter of this Contract. Termination will be effective when written notice from the City's Business Services Director is received by Contractor, unless the notice specifies a later time.

H.11. CONTRACT AMENDMENTS; ADDITIONAL WORK

This Contract may only be amended by a written agreement signed by the parties. The City's Business Services Director or their designee may, on behalf of the City (1) approve and execute any amendments, change orders, or supplemental written agreements; and (2) grant time extensions or contract renewals. Except in the case of a documented emergency, Contractor will not perform any work under this Contract that exceeds the scope of work or contract amount unless a formal amendment or change order has first been approved and executed by the City.

H.12. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH

Contractor shall deliver conforming materials in each installment or lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials, or default of any nature, may constitute breach of the Contract. Noncompliance may be deemed a cause for possible Contract termination.

H.13. DELIVERABLES PROPERTY OF CITY; NO LIENS

All services, information, computer program elements, reports and other deliverables created under this Contract are the sole property of the City and may not be used or released by Contractor except with the City's prior written permission.

All deliverables supplied to the City under this Contract will be free of all liens and encumbrances.

H.14. DUPLEXED/RECYCLED PAPER

Whenever practicable, all printed materials produced by Contractor in the performance of this Contract will be duplexed (two-sided copies), printed on recycled paper, and labeled as such.

H.15. ENTIRE CONTRACT; INTERPRETATION

This Contract, which includes all the conditions and requirements set forth in the solicitation and all Amendments to the solicitation, all the Special Terms and Conditions and Standard Terms and Conditions, and all the terms of the submittal submitted by Contractor as finally negotiated and accepted by the City, constitutes the entire agreement of the parties regarding the services described in the Scope of Work and will prevail over any and all previous agreements, contracts, proposals, negotiations, purchase orders, or master agreements in any form.

No course of prior dealings between the parties and no usage of the trade will be deemed to supplement or explain any term used in the Contract.

H.16. FEDERAL IMMIGRATION LAWS AND REGULATIONS

Contractor warrants and will require each subcontractor performing work on this Contract to warrant that it will comply with all federal immigration laws and regulations that relate to its employees and with the requirements of A.R.S. § 23-214(A). A breach of this warranty will be deemed a material breach of this Contract that is subject to penalties up to and including termination of this Contract. City may inspect the records of any employee of Contractor or any subcontractor performing work on this Contract to monitor Contractor's and its subcontractors' compliance with this warranty.

H.17. FINANCIAL RECORDS AND AUDITS

- A. Financial Controls and Accounting Records. Contractor will exercise internal controls over all financial transactions related to this Contract in accordance with sound fiscal policies. Contractor will maintain books, records, documents, and other evidence directly pertinent to the performance this Contract in accordance with generally accepted accounting principles and practices consistently applied, and other local, state or federal regulations.
- B. Retention Period. Contractor will maintain those records, together with related or supporting documents and information, at all times during the term of this Contract and for a period of 3 years after its expiration or termination.
- C. Audits. The City and its authorized representatives may, with advance written notice to Contractor, during the term of this Contract or thereafter during the above retention period, inspect and audit Contractor's books and records that relate to its operations under this Contract as well as those kept by or under the control of its agents, assigns, successors and subcontractors. The Contractor will, at its expense, make such books and records available for such inspection and audit during normal business hours at Contractor's office, place of business, or other agreed-upon location, or will provide copies by mail or electronically. The City may, as part of its examination, make copies of, or extracts from, all such books and records (in whatever form they may be kept, whether written, electronic, or other).
- D. Result of Audit. If, as a result of such audit, Contractor is liable to the City for the payment of any sum, Contractor will pay such sum to the City together with interest thereon at the rate of one percent (1%) per month from the date such sums should have been paid, or the date of any overpayment by City, within 90 days after presentation of City's findings to Contractor. If the audit results in findings of fraud, misrepresentation, or non-performance, Contractor will

pay the City's costs of conducting the audit. The City's audit rights will survive the expiration or termination of this Contract.

- E. Subcontractors and Assigns. Contractor will include these Section H.31 requirements in every agreement with any agent, assign, successor, and subcontractor who provides construction, professional design services, goods or services under this Contract.

H.18. FORCE MAJEURE

Except for payment of sums due, neither party will 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 does not include late performance by a subcontractor unless the delay arises out of a Force Majeure occurrence.

If either party is delayed at any time in the progress of the work by Force Majeure, the delayed party must notify the other party in writing of the delay as soon as practical, including when the delay commenced and its cause. The notice must make a specific reference to this article to fall within its protection. The delayed party must resume performance as soon as practicable and must notify the other party in writing when it has done so. The parties will modify the Contract to agree upon the period of time by which the excused delay extends any completion dates.

H.19. GRATUITIES

The City may, by written notice to the Contractor, terminate this Contract if it finds that gratuities, in the form of entertainment, gifts, meals or otherwise, were offered or given by Contractor or any agent or representative of Contractor, to any officer or employee of the City to influence the award of this Contract or any determinations with respect to the performance of this Contract. In the event this Contract is terminated by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from Contractor the amount of the gratuity.

H.20. GOVERNING LAW AND VENUE

This Contract is governed by, and the City and Contractor will have all remedies afforded to each by, the Tucson Procurement Code and the laws of the State of Arizona. State law claims regarding this Contract must be brought in Pima County Superior Court.

H.21. HUMAN RELATIONS

Contractor shall abide by the provisions of the Tucson City Code Chapter 28, Article XII.

H.22. INDEMNIFICATION

To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall pay, defend, indemnify and hold harmless City of Tucson, its agents, representatives, officers, directors,

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

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

H.23. INDEPENDENT CONTRACTOR

Neither party is the agent, employee, partner, joint venturer, or associate of the other. No employee or agent of one party will be deemed or construed to be the employee or agent of the other party for any purpose. Neither party will be liable for any debts, accounts, obligations or other liabilities whatsoever of the other, including (without limitation) the other party's obligation to withhold Social Security and income taxes for itself or any of its employees.

H.24. INSPECTION AND ACCEPTANCE

All materials and services provided to the City under this Contract are subject to final inspection and acceptance by the City. Any materials or services failing to conform to the specifications of this Contract must be promptly replaced or redone at Contractor's cost. Nonconforming goods or services may be deemed a default and result in Contract termination.

H.25. INTELLECTUAL PROPERTY

If manufacture, sale, or use of any method, process, machine, technique, design, living thing, genetic material, or composition of matter, or any part thereof ("Product") by Contractor in performing its duties under this Contract is determined to constitute infringement and if further manufacture, sale, or use of said Product is enjoined, Contractor will, at its own expense, either procure for the City the right to continue manufacture, sale, or use of that Product, replace it with an alternative non-infringing Product, or modify it so it becomes non-infringing.

If requested by City, Contractor will provide the City with satisfactory evidence of patent licenses or patent releases covering City-specified proprietary materials, equipment, devices or processes.

H.26. ISREAL BOYCOTT DIVESTMENT

If this Contract has a value of \$100,000 or more, Contractor certifies that it is not currently engaged in, and will not during the term of this Contract engage in, a boycott of goods or services from Israel as defined in A.R.S. § 35-393.

H.27. LICENSES

Contractor will 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. Contractor will, at the request of the City at any time during the term of this Contract, give the City a valid copy of its business license or, if it is exempt, a written determination from the City Business License Section that a business license is not required.

H.28. NO WAIVER

No provision in this Contract acts expressly or by implication as a waiver by either party of any existing or future right and/or remedy available at law in the event of any claim, default or breach of contract. If either party fails to insist upon the other's strict performance of any duty or condition under this Contract or fails to exercise or delays in exercising any right or remedy provided in this Contract or by law, or accepts nonconforming materials or services, that party will not be deemed to have waived its right to insist thereafter upon the strict performance of the Contract.

H.29. NON-DISCRIMINATION

Contractor will comply with all provisions and requirements of Arizona Executive Order 2009-09, which is hereby incorporated into this Contract, including flow-down of all provisions and requirements to any subcontractors. During the term of this Contract, Contractor will not discriminate against any employee, client, or any other individual in any way because of race, color, religion, ancestry, sex, age, disability, national origin, sexual orientation, gender identity, familial status, and/or marital status.

H.30. NON-EXCLUSIVE CONTRACT

This Contract is for the sole convenience of the City, which may obtain like goods or services from other sources.

H.31. OVERCHARGES BY ANTITRUST VIOLATIONS

To the extent permitted by law, Contractor hereby assigns to the City any and all claims that Contractor has for overcharges by any subcontractor or supplier of goods or services used by Contractor to fulfill this Contract that relate to antitrust violations.

H.32. PAYMENT

- A. **Form of Payment.** Unless otherwise specified elsewhere in this Contract, the City is permitted to make payments to Contractor using any lawful method of payment, including check/warrant, credit card, or electronic funds transfer.

- B. **Invoices.** Unless City pays by credit card at time of order or point of sale, Contractor will issue to the City a separate invoice for each shipment of materials or provision of services under this Contract, and City will issue no payment prior to receipt of the goods or services and the related invoice. The invoice may not be dated prior to the receipt of goods or completion of services.
- C. **Timing of Payments.** The City will make commercially reasonable efforts to process payments due under this Contract within 21 calendar days after receipt of materials or services and a correct invoice.
- D. **Payment Discounts.** Any early- or timely-payment discounts included in Contractor's submittal will apply to all payments under this Contract. The payment period for purposes of determining whether the discount applies to a particular payment will begin on the date the City receives the materials/service or a correct invoice for the materials/service, whichever is later, and will end on the date City's payment is issued. Unless freight and other charges are itemized, the discount will be calculated using the full invoice amount.

H.33. PROTECTION OF CITY PROPERTY

If this Contract requires Contractor to perform any work on City-owned property, Contractor will use reasonable care to avoid damaging existing buildings, equipment, and vegetation (such as trees, shrubs, and grass) on the property. Contractor will replace or repair any damage caused by Contractor or any employee, agent, or subcontractor of Contractor, at no expense to the City. If Contractor fails or refuses to make such repair or replacement, the City will estimate the cost of repair and, upon receiving an invoice from the City for that estimated cost, Contractor will pay the City the invoiced amount. City may, at its discretion, instead deduct the amount from any payments due Contractor under this or any other City contract.

Contractor will, during the course of its work on City property, keep the work area, including any storage areas used by the Contractor, free from accumulation of waste material or rubbish. Upon completion of the work, Contractor will leave the work area in a clean and neat condition, free of any debris, and will remove any non-City-owned materials or equipment or other personal property that it has caused to be located on the City property.

H.34. PROVISIONS REQUIRED BY LAW

This Contract will be deemed to include every provision required by law to be included. If through mistake or otherwise any such provision is not included, or is included incorrectly, then upon request by either party the parties will amend the Contract to insert or correct the required provision.

H.35. RECORDS

Internal control over all financial transactions related to this Contract shall be in accordance with sound fiscal policies. Contractor shall maintain books, records, documents, and other evidence directly pertinent to the performance of the Work under this Contract in accordance with generally accepted accounting principles and practices consistently applied and other applicable local, state or federal regulations.

Contractor shall, at all times during the term of this Contract and for a period of three years after the completion of this Contract, maintain such records, together with such supporting or underlying documents and materials.

Contractor shall ensure City has these rights with Contractor's employees, agents, assigns, successors, and subcontractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any subcontractors to the extent that those subcontracts or agreements relate to fulfillment of the Contractor's obligations to City.

H.36. RIGHT TO AUDIT

The City and its authorized representatives shall have the right, upon reasonable written notice to Contractor, to cause an audit to be made of the Contractor's books and records which relate to its operations under this Contract. The audit shall be limited to the term of this Contract. The City shall have the right to examine and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this Contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors and subcontractors. Such records shall include, but not be limited to, accounting records, subcontractor records, payment vouchers and invoices.

The Contractor shall at any time requested by City, whether during or after completion of this Contract, and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by City. Such records shall be made available to City during normal business hours at the Contractor's office, place of business, an agreed to location, mailed or provided electronically.

If, as a result of such audit, the Contractor is liable to the City for the payment of any sum, Contractor shall promptly pay such sum to the City together with interest thereon at the rate of one percent (1%) per month from the date such sums should have been paid. Payment shall be made within 90 days from presentation of City's findings to Contractor.

If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, City may recoup the costs of the audit work from the Contractor. The City's rights under this provision shall survive the expiration or termination of the Contract

H.37. RIGHT TO ASSURANCE

If a 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 their intent to perform. In the event that a demand is made and no written assurance is given within 5 business days, the demanding party may treat this failure as a default.

H.38. RIGHT TO INSPECT

The City may from time to time during normal business hours, at the City's expense, inspect the Contractor's or any subcontractor's place of business at which work under this Contract is being performed.

H.39. SEVERABILITY

The provisions of this Contract are severable. If any provision or application of a provision of this Contract is held to be invalid, that will not affect the validity of any other provision or application of a provision that can remain meaningfully effective without the invalidated provision or application.

H.40. SHIPMENT UNDER RESERVATION

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.

H.41. SUBCONTRACTS

Contractor may not enter into any subcontracts for work under this Contract without the advance written approval of the City's Business Services Director. All subcontracts will incorporate all the terms and conditions of this Contract. Contractor is responsible for contract compliance and quality of work of any subcontractors used.

H.42. TERMINATION OF CONTRACT

- A. For Convenience. The City may terminate this Contract at any time, with or without cause, with 30 days' advance written notice to Contractor. If the City terminates the Contract, it will be liable only for payment for services rendered and accepted before the effective date of the termination.
- B. For Cause. The City may terminate this Contract if any Contractor representation or warranty is found to have been inaccurate when made or is no longer accurate, or if Contractor fails to carry out or abide by any term or condition of the Contract and fails to remedy the problem within 10 days after receipt of notice of default from the City for monetary defaults, or within 30 days after notice if the default is non-monetary.
- C. Non-Appropriation. Each payment obligation of the City created by this Contract is conditioned upon the availability of funds that are appropriated or allocated for the payment of such obligation. If funds are not appropriated 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 Contractor in the event that continued service will or may be affected by non-appropriation. No penalty will accrue to the City in the event this provision is exercised, and the City will not be liable for any future payments due or for any damages as a result of termination under this paragraph.

H.43. TITLE AND RISK OF LOSS

The title and risk of loss of any goods provided under this Contract will not pass to the City until the City actually receives the goods at the point of delivery and thereafter accepts them. No tender of a bill of lading will operate as a delivery of the materials.

I. EVALUATION PHASES

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Method of Approach - National Program A. Provide a response to the national program. 1. Include a detailed response to Attachment 1, Exhibit A, OMNIA Partners Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners. 2. The successful offeror will be required to sign Attachment 1, Exhibit B, OMNIA Partners Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the OMNIA Partners Administration Agreement.	N/A	N/A

2.	<p>Method of Approach - General Requirements</p> <p>A. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.</p> <p>B. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:</p> <ol style="list-style-type: none"> 1. What is your fill rate guarantee? 2. What are your delivery days? 3. Do you offer next day delivery? 4. How do you facilitate emergency orders? 5. Are shipping charges exempt for ALL who use this contract? 6. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. is resolved. 7. Describe how products will be distributed to the City of Tucson and nationwide. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable. <p>C. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc. If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.</p>	N/A	N/A
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	<p>D. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.</p> <p>E. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?</p> <p>F. State any return and restocking policy, and any fees, if applicable associated with returns.</p> <p>G. Submit additional information that will aid the City in evaluating your proposal.</p>		
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3.	<p>Method of Approach - Product Requirements</p> <p>A. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:</p> <ol style="list-style-type: none">1. Identification and description of product categories offered2. Identification and description of sub categories3. Identification and description of manufacturers within each sub category. <p>B. Describe how your firm will notify customers of new products.</p> <p>C. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.</p> <p>D. Submit additional information that will aid the City in evaluating your proposal.</p>	N/A	N/A
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4.	<p>Method of Approach - Service Requirements</p> <p>A. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:</p> <ol style="list-style-type: none"> 1. Policies and programs detailing your efforts in these areas. 2. Literature explaining your capabilities. <p>B. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.</p> <p>C. Describe the types of customer service available to agencies that use this contract:</p> <p>D. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team? If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller. If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?</p> <p>E. How are problems resolved?</p> <p>F. What response time is guaranteed when a customer service request is made?</p> <p>G. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?</p> <p>H. Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support</p>	N/A	N/A
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	<p>available, the location of technical support, and the hours of technical support.</p> <p>I. Submit additional information that will aid the City in evaluating your proposal.</p> <p>J. What is the turnaround time for repairs? Describe the process. Are loaner products available?</p> <p>K. Describe the warranty period of products. Submit information on your warranty programs.</p>		
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5.	<p>Method of Approach - Technology Requirements</p> <p>Describe your website and the ease-of-use for customers to perform the following types of tasks: to search for products; to find alternate products (if a certain product is not available); to perform side-by-side price comparison to products; to order products; to order products in advance (i.e., how far in advance of required delivery date can an order be placed?); to track order status, to include backordered items; to determine when an item was received and who received it; to restrict/block the ordering of certain line items and to restrict/block the ordering of groups; to create approval paths/levels for orders, to include creating an approval path for restricted items; to create a "favorites" list or other personalized list of frequently ordered items; to create a "shared" list for an agency to use; to obtain online customer service; to receive online training; to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders); to track their budget for purchases; to generate reports</p> <p>Describe additional functionality offered by your website.</p> <p>Describe the hours your website is applicable?</p> <p>What are your hours of downtime, such as for system maintenance?</p> <p>Does your website offer real time product availability?</p> <p>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?</p> <p>Describe the types of email confirmations that your website generates. What events trigger an email going to the customer?</p> <p>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?</p> <p>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</p>	N/A	N/A
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	<p>customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc.</p> <p>Describe the types of online reporting that are available. Is customized reporting available?</p> <p>Describe your online return process (if available).</p> <p>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?</p> <p>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.</p>		
6.	<p>Method of Approach - Reporting Requirements</p> <p>Contractor shall provide and supply customized usage reports upon request from the City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date.</p>	N/A	N/A

7.	<p>Price Proposal</p> <p>A. Provide price proposal as requested on the Price Page attached herein.</p> <p>B. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc.</p> <p>C. Describe any government rebate programs that are offered.</p> <p>D. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount.</p> <p>E. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced.</p>	N/A	N/A
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8.	Qualifications & Experience <ul style="list-style-type: none">A. Provide a brief history and description of your firm.B. Offeror is a reseller, provide proof your firm is an authorized reseller.C. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred.D. 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.	N/A	N/A
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J. VENDOR QUESTIONNAIRE

J.1. Discounts

As stated in the Instructions to Offerors. Discounts, the price(s) herein can be discounted by _____%, if payment is made within _____ days. These payment terms shall apply to all purchases and to all payment methods.

J.2. City of Tucson Business License

Does your firm have a City of Tucson Business License?

If yes, please provide a copy of your City of Tucson Business license in the next question.

City of Tucson Business License

If yes on the above question please upload your business license.

J.3. Credit Card Payment

Will payment be accepted via commercial credit card?

- ☐ Yes
- ☐ No

If yes, can commercial payment(s) be made online?

- ☐ Yes
- ☐ No
- ☐ N/A

Will a third party be processing the commercial credit card payment(s)?

- ☐ Yes
- ☐ No
- ☐ N/A

If yes, indicate the flat fee per transaction \$_____ (as allowable, per Section 4.9 of the MasterCard Transaction Processing Rules).

If "no" to above, will consideration be given to accept the card?

- ☐ Yes
- ☐ No
- ☐ N/A

J.4. Forms to be filled out

Please ensure that all required information is included with your offer.

- A. Technical Proposal
- B. Pricing Proposal
- C. Offer and Acceptance Form

Technical Proposal

Please upload your Vendor Response to Evaluation Criteria.

Pricing Proposal

Please upload your Pricing Proposal (if applicable).

Offer and Acceptance Form*

Please upload the signed Offer and Acceptance Form.

*Response required

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.

Panasonic Connect North America

Division of Panasonic Corporation of North America

Company Name

Two Riverfront Plaza, 9th Floor

Address

Newark, NJ 07102-5490

City

State

Zip

Richard Elliott

Richard Elliott (Apr 17, 2023 15:25 EDT)

Signature of Person Authorized to Sign

Printed Name

Richard Elliott, SVP Apr 17, 2023

Title

For clarification of this offer, contact:

Name: **Karen D. Painter**

Title: **Bids & Proposals Manager, Government**

Phone: **862-373-2103**

Fax: **Not Available**

E-mail: **karen.painter@us.panasonic.com**

ACCEPTANCE OF OFFER

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

CITY OF TUCSON, a municipal corporation

Approved as to form:

This _____ day of _____ 20____

Awarded:

This _____ day of _____ 20____

As Tucson City Attorney and not personally
personally

As Director of Business Services and not