CCS

Client Computing and Servers

Product Catalog

2016A

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Introduction

The products offered in this catalog are under the Client Computing and Servers (CCS) Blanket Purchase Agreement (BPA) authority. The CCS team prepared this catalog to provide information on the products available on AFWay during the current cycle.

a. For the QEB products, the IT Commodity Council (ITCC) conducted a product bid and selection cycle to identify the CCS vendor IT products which best met ITCC product specifications. The recommended products were presented to the ITCC Major Command (MAJCOM) representatives who made the final recommendation to the CCS Procuring Contracting Officer (PCO). The CCS PCO awarded the selected products to the applicable vendors. The ITCC works with the MAJCOM representatives and industry leaders in developing the product specifications and requirements. Their intent is to identify commodity products which provide the best value to the USAF.

b. For the CCS Specialty Products, the ITCC program office received vendor pricing for the product categories and conducted a technical evaluation to ensure the proposed items meet the minimum AF requirements, thus, it will be necessary for the purchasing agent to compare products specifications and pricing of all the products in that category against their requirement and make a "best value determination" based on their needs. IAW FAR 8.405-3(c)(2), there is no requirement for the end user to issue another RFQ unless the total amount of the acquisition is expected to exceed the Simplified Acquisition Threshold ($150K) at which time the purchasing agent should follow the procedures at FAR 8.405-3 (c)(2)(iii). Products determined to meet the minimum specifications were approved for availability on AFWay by the CCS Contracting Officer. Vendor hardware was validated to ensure compliance with the vendor's proposal and tested by the PMO to ensure full functionality. Please note this was a Compliance Determination and no best value selections were made. The issuing contracting officer must perform a Best Value Determination. Purchasers must follow normal acquisition processes for making their product selection. Additional RFQs or market research may be required to obtain adequate competition prior to making the purchasing decision.

c. For the eTools products, the IT Commodity Council (ITCC) conducted a product bid and selection cycle to identify the CCS vendor IT products which met the eTools Program Management Office (PMO) specifications. Products determined to meet the minimum specifications were approved for availability on AFWay by the CCS Contracting Officer. Vendor hardware was validated to ensure compliance with the vendor's proposal and tested by the eTools PMO to ensure full functionality. Please note this was a Compliance Determination and no best value selections were made. The issuing contracting officer must perform a best value determination and have competition to purchase.

This catalog is arranged to provide the user with easy access to the information for each product. The products are arranged by "Standard", "Agency". All the agency specific products include NIC Card options. Agency specific products can be purchased by any user to meet their needs; these products are not limited to any specific agency or organization. All CCS products with the Standard Desktop Configuration (SDC) are authorized for use on the NIPRnet. A summary is included for each product showing the description; upgrade options, and pricing information. It also includes a Product Data Sheet (PDS) link for each product providing additional details on the product. The PDS files are also accessible via AFWay with links in each product description.

Your QEB Team is ready to assist you in answering questions regarding the products listed in this catalog. Send emails to QEB@gunter.af.mil

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Contract Numbers

The Contract links provided below will take you to an overview page of the POC for both the Vendor Team and the AF team. There are three links at the top of this page:

a. Contract Overview – an abstract explanation of the contract.

b. Points of Contact – the Vendor and AF Teams POCs.

c. Contract – the Contract and Modification Documents.

- Dell Marketing L.P. (FA8771-10-A-0602) [LB]
- Hewlett-Packard Company (FA8771-10-A-0601) [LB]
- Intelligent Decisions (FA8771-10-A-0603) [SB]
- NCS Technologies Inc. (FA8771-10-A-0604) [SB]

Product Listing

Standard Categories	Vendor	OEM Model
Office Desktop	Hewlett-Packard	HP 705 G2 SFF
Performance Desktop	Hewlett-Packard	Z240 TOWER WORKSTATION
High Performance Workstation	Hewlett-Packard	Z840 WORKSTATION
Ultra-Small Desktop	Hewlett-Packard	HP ELITEDESK 705 G2 MINI
Office Notebook	Hewlett-Packard	PROBOOK 640 G2
Mobile Workstation	Hewlett-Packard	ZBOOK 15 G3
Ultra-Portable Notebook	Hewlett-Packard	ELITEBOOK 840 G3
Network Slate Tablet	Hewlett-Packard	PRO X2 612 G1
Rugged Notebook	NCS Technologies	B300
Rugged Convertible Tablet	NCS Technologies	V110
Office Display 21”-23" (OD)	NCS Technologies	HYUNDAI P227DL
Premium Display 24"-27" (PD)	NCS Technologies	HYUNDAI P247DL
High Resolution Display >27" (HD)	NCS Technologies	HYUNDAI P278DQ

Agency Specific Categories	Vendor	OEM Model
Agency-Office Desktop (A-ODT)	Hewlett-Packard	HP ELITEDESK 800 G2 SFF
Agency-Performance Desktop (A-PDT)	Hewlett-Packard	Z240 TOWER WORKSTATION
Agency-Office Notebook (A-ONB)	Hewlett-Packard	PROBOOK 640 G2

E-Tools Categories	Vendor	OEM Model
Non-SDC Semi-Rugged Slate Pad	Intelligent Decisions	SAMSUNG GALAXY S 10.5
Semi-Rugged Slate Pad	NCS Technologies	GETAC RX-10
Rugged Slate Pad	NCS Technologies	GETAC F110
	Hewlett-Packard	DURABOOK R11
Semi Rugged Notebook	Intelligent Decisions	PANASONIC CF-54
	NCS Technologies	GETAC S410
Rugged Notebook	Intelligent Decisions	PANASONIC CF-31
	NCS Technologies	GETAC B300
Rugged Tablet	Intelligent Decisions	PANASONIC CF-19
	NCS Technologies	GETAC V100

Standard Products

Standard Categories	Vendor	OEM Model
Office Desktop	Hewlett-Packard	HP 705 G2 SFF
Performance Desktop	Hewlett-Packard	Z240 TOWER WORKSTATION
High Performance Workstation	Hewlett-Packard	Z840 WORKSTATION
Ultra-Small Desktop	Hewlett-Packard	HP ELITEDESK 705 G2 MINI
Office Notebook	Hewlett-Packard	PROBOOK 640 G2
Mobile Workstation	Hewlett-Packard	ZBOOK 15 G3
Ultra-Portable Notebook	Hewlett-Packard	ELITEBOOK 840 G3
Network Slate Tablet	Hewlett-Packard	PRO X2 612 G1
Rugged Notebook	NCS Technologies	B300
Rugged Convertible Tablet	NCS Technologies	V110
Office Display 21”-23" (OD)	NCS Technologies	HYUNDAI P227DL
Premium Display 24"-27" (PD)	NCS Technologies	HYUNDAI P247DL
High Resolution Display >27" (HD)	NCS Technologies	HYUNDAI P278DQ

Office Desktop

Vendor: Hewett-Packard **QEB Pricing (CONUS/OCONUS): $391.00 / $435.00**

GSA Pricing: $680.00

CCS-2016A SFF-OFFICE DESKTOP, ELITEDESK 705 G2: AMD A8 PRO-8560B 3.2/3.9GHZ, 8GB DDR3L 1DM, 500GB 7200RPM SATA HDD, SUPER MULTI-DVD, AMD RADEON R7 INTEGRATED GRAPHICS W/ 2 DP AND 1 VGA CONNECTORS, 2 DP TO DVI ADAPTERS, GIG ETHERNET, 2 USB 3.0, 4 USB 2.0, USB FIPS 201-1 CAC KEYBOARD, USB MOUSE, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X), TPM 1.2, 4-YEAR NBD ON-SITE WARRANTY W/HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/ODT-16A.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
SYSTEM UPGRADE	UPGRADE TO MICRO-TOWER FORM FACTOR	L1M88AV	$10.00	$10.00
OPERATING SYSTEM	OEM 64-BIT MS WINDOWS 10 (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N3B20AV	$1.00	$1.00

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Performance Desktop

Vendor: Hewett-Packard

QEB Pricing (CONUS/OCONUS): $644.00 / $725.00
GSA Pricing: $1,099.00

CCS-2016A PERFORMANCE DESKTOP, Z240 WORKSTATION: INTEL I5-6600 3.3/3.9GHZ, 8GB DDR4-2133MHZ, INTEGRATED INTEL HD 530 GRAPHICS W/ 1 DVI-I AND 2 DP W/ ADAPTER, GB NIC, 7 USB 2.0, 7 USB 3.0, 1TB 7200 RPM SATA HDD, SUPERMULTI OPTICAL DRIVE, USB FIPS 201-1 CAC KEYBOARD, USB OPTICAL MOUSE, TPM 2.0, WIN 10 64-BIT OFFICE SUITE (SDC 5.X), 4-YR NBD ON-SITE WARRANTY W/ HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/PDT16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
PROCESSOR	INTEL XEON E3-1241V5 3.5/3.9 GHZ TURBO, 8MB CACHE	N2L04AV	$105.00	$105.00
VIDEO CARD	NVIDIA QUADRO K620 2GB WITH (1) DUAL LINK DVI-I AND (1) DP	M6Q40AV	$110.00	$110.00
MEMORY	UPGRADE TO 16GB DDR4-2133 NECC (2X8GB) RAM	M6Q53AV	$60.00	$60.00
	UPGRADE TO 32GB DDR4-2133 NECC (4X8GB) RAM	M6Q54AV	$180.00	$180.00
HARD DRIVE	2TB 7200 RPM 6GB/S SATA WITH 64MB CACHE	M6U83AV	$35.00	$35.00
SECOND ETHERNET CARD	INTEL GIGABIT ETHERNET I210-T1 PCIE NIC	M6Q45AV	$19.00	$19.00
OPERATING SYSTEM	OEM 64-BIT MS WINDOWS 10 (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	L8S17AVABA	$1.00	$1.00
	OEM RED HAT ENTERPRISE LINUX	P3F89AV, M6Q31AV, M6Q10AVABA	$11.00	$11.00

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High Performance Workstation

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $3,073.00 / $3,138.00**

GSA Pricing: $4,535.00

CCS-2016A HIGH PERFORMANCE WORKSTATION, HP Z840: INTEL XEON E5-2650V3 2.3/3.3GHZ 64BIT 10 CORES, 64GB DDR4-2133MHZ EEC RAM, TWO 2TB 7200RPM SATA HDD, SUPERMULTI OPTICAL DRIVE, NVIDIA QUADRO M4000 W/4 DP & 2 DP TO DVI ADAPTER, 2 GIG NICS, 2 USB 2.0, 8 USB 3.0, FIPS 201-1 CAC KEYBOARD, MOUSE, TPM 2.0, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X); 4-YR NBD ON-SITE W/HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/HPW-16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
PROCESSOR	INTEL E5-2687W V3 64BIT 3.1GHZ/ 3.5 GHZ TURBO	J6F62AV	$985.00	$985.00
	INTEL E5-2695 V3 64BIT 2.3GHZ/ 3.3 GHZ TURBO	J6F61AV	$1,255.00	$1,255.00
	DUAL INTEL XEON E5-2650 V3 64BIT 2.30GHZ/ 3.30 GHZ TURBO	J6F70AV, J6F89AV	$1,130.00	$1,130.00
	DUAL E5-2687W V3 64BIT 3.1GHZ/ 3.5 GHZ TURBO,	J6F62AV, J6F81AV	$3,080.00	$3,080.00
	DUAL INTEL E5-2695 V3 64BIT 2.3GHZ/ 3.3 GHZ TURBO	J6F61AV, J6F80AV	$3,620.00	$3,620.00
MEMORY	128GB DDR4-2133 (8X16GB) REGISTERED 1CPU	G8X66AV	$1,584.00	$1,584.00
	128GB DDR4-2133 (8X16GB) REGISTERED 2CPU	G8X79AV	$1,584.00	$1,584.00
	256GB DDR4-2133 (8x32GB) REGISTERED 1CPU	G8X68AV	$2,320.00	$2,320.00
	256GB DDR4-2133 (8x32GB) REGISTERED 2CPU	G8X81AV	$2,320.00	$2,320.00
VIDEO CARD	NVIDIA Quadro M5000 8 GB GDDR5 VRAM	M6V48AV, C7T72AV	$907.00	$907.00
	NVIDIA Quadro M6000 12 GB GDDR5 VRAM	L2K00AV, C7T72AV	$2,463.00	$2,463.00
CO-PROCESSOR	NVIDIA® TESLA K40 COMPUTE PROCESSOR; 12 GB GDDR5 (USE WITH NVIDIA QUADRO M6000)	J1Q41AV	$2,600.00	$2,600.00
HARD DRIVE	UPGRADE TO 2 X 2TB 7200RPM SATA HARD DRIVES WITH BOOT 256GB SATA SSD WITH INTEGRATED CONTROLLER THAT SUPPORTS RAID 0,1,5,10	J3K79AV, J3L15AV	$189.00	$189.00
	UPGRADE TO 2 X 2TB 7200RPM SATA HARD DRIVES WITH BOOT 512GB SATA SSD WITH INTEGRATED CONTROLLER THAT SUPPORTS RAID 0,1,5,10	J3K80AV, J3L15AV	$295.00	$295.00
	4 EACH 2TB DRIVES - SATA 6GB/S 7,200 RPM, RAID 5	J4Y57AV, J3L15AV, J3L38AV	$183.00	$183.00
	2 EACH 4TB DRIVES - SATA 6GB/S 7,200 RPM,256GB SATA 6GB/S SSD	J3K79AV, J3K96AV, J3L17AV	$509.00	$509.00
OPTICAL DRIVE	ADD SECOND INTERNAL SLIM SATA SUPERMULTI OPTICAL DRIVE	G8U90AV	$23.00	$23.00

	DUAL HP SATA 9.5MM SLIM BDXL BLU-RAY WRITER (REPLACES STANDARD OPTICAL DRIVE)	F5G80AV, G8U91AV	$201.00	$201.00
OPERATING SYSTEM	OEM MS WIN 10 64-BIT (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N2G67AV#ABA	$1.00	$1.00
	OEM RED HAT ENTERPRISE LINUX DESKTOP (1YR PAPER LICENSE) OS USB KEYBOARD INCLUDED WITH RED HAT ENTERPRISE LINUX.	G8W11AV, G8W13AV, G8U76AV	$26.00	$26.00

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Ultra-Small Desktop

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $432.00 / $468.00**

GSA Pricing: $856.00

CCS-2016A ULTRA-SMALL DESKTOP, HP ELITEDESK 705 G2 MINI PC: AMD PRO A8-8600 1.6/3.0 GHZ , 8GB DDR3L, 500GB SATA, AMD R7 GRAPHICS W/ 1 VGA, 2 DP AND W/ 2 DVI ADAPTERS, EXTERNAL USB DVD-RW, GIG ETHERNET, 4 USB 3.0, 2 USB 2.0, USB FIPS 201-1 CAC KEYBOARD, USB OPTICAL MOUSE, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X), TPM 2.0, 4-YEAR NBD ON-SITE WARRANTY W/HDD AND MEMORY RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/UDT-16A.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
OPERATING SYSTEM	OEM 64-BIT MS WINDOWS 10 NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N3B21AV	$1.00	$1.00
MOUNT	HP QUICK RELEASE (VESA MOUNT)	EM870AA	$16.00	$16.00

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Office Notebook

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $727.00 / $781.00**

GSA Pricing: $1,583.00

CCS-2016A OFFICE NOTEBOOK: HP PROBOOK 640 G2 INTEL CORE I5-6300U 2.40/3.0GHZ, 14.0" LED 1920X1080 DISPLAY, 8GB DDR4-2133MHZ, SATA SUPER MULTI DL DRIVE, INTEL HD 530 W/VGA/DP (DP ADAPTER), GIG NIC, 2 USB 3.0, WIRELESS-AC 8260 802.11 AC, FIPS 201-1 INTERNAL CAC READER, 500GB 7200RPM FIPS 140-2 CERTIFIED SED,INTERGRATED 720P WEBCAM, TPM 2.0, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X); 4-YR ONSITE NBD W/HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/ONB16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
WEBCAM	REMOVE INTEGRATED WEBCAM	L8U41AV, L8X74AV	$25.00	$25.00
DOCKING SOLUTION	HP ULTRASLIM DOCKING STATION WITH (1) VGA AND (1) DP CONNECTORS; 2ND CABLES TO GO DISPLAYPORT M TO DVI F DONGLE TO SUPPORT SECOND DVI MONITOR (1ST DISPLAYPORT TO DVI ADAPTER INCLUDED IN BASE). 65W AC POWER PORT, RJ-45/ETHERNET PASS THRU, (3) USB 3.0 PORTS, (1) USB 3.0 CHARGING PORT, (1) LINE-IN, (1) LINE-OUT	D9Y32AA#ABA, A927885	$85.00	$85.00
OPERATING SYSTEM	OEM MS WINDOWS 10 PROF 64-BIT (NON-NETWORK USE ONLY) - USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N2T34AV#ABA	$1.00	$1.00

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Mobile Workstation

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $1,112.00 / $1,166.00**
GSA Pricing: $2,053.00

CCS-2016A MOBILE WORKSTATION – HP ZBOOK 15 G3: INTEL I7-6700HQ, 2.6/3.5GHZ, 15.6" FHD W/LED BACKLIGHT, 8GB DDR4, AMD FIREPRO M5170M W/VGA + HDMI (HDMI TO DVI ADAPTER) , GIG NIC, 3 USB 3.0, 1 THUNDERBOLT 3, WIRELESS-AC 8260, FIPS 201-1 INTERNAL CAC, 500GB 7200RPM FIPS 140-2 CERTIFIED SED, EXTERANL DVDRW DRIVE, TPM 1.2, WIN 10 OFFICE SUITE 64-BIT- (SDC 5.X), 4-YR ON-SITE NBD WARRANTY W/HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/MWS16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
WEBCAM	REMOVE INTEGRATED WEBCAM	M9R75AV, M9R84AV	$1.00	$1.00
MEMORY	16GB (2X8GB) DDR4-2133 NON-ECC SODIMMS AVAILABLE FOR CORE™ PROCESSORS ONLY; ECC SODIMMS AVAILABLE FOR XEON® PROCESSORS ONLY.	M9R89AV	$60.00	$60.00
	32GB (4X8GB) DDR4-2133 NON-ECC SODIMMS AVAILABLE FOR CORE™ PROCESSORS ONLY; 32 GB DDR4-2133 ECC SODIMMS AVAILABLE FOR XEON® PROCESSORS ONLY.	M9R92AV	$180.00	$180.00
DOCKING STATION	HP 150W THUNDERBOLT™ 3 DOCKING STATION	P5Q56AV#ABA A927885	$109.00	$109.00
OPERATING SYSTEM	OEM MS WINDOWS 10 PROF 64-BIT (NON-NETWORK USE ONLY) - USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N3T93AV#ABA	$1.00	$1.00

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Ultra-Portable Notebook

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $904.00 / $973.00**

GSA Pricing: $1,560.00

CCS-2016A ULTRA-PORTABLE NOTEBOOK: HP ELITEBOOK 840 G3, INTEL I5 6200U 2.3 GHZ, 14.0" FHD+ 1920X1080 DISPLAY, 8GB DDR4-2133MHZ, INTEL HD 520 W/1 VGA 1 DP WITH DVI ADAPTER, GIG NIC, 2 USB 3.0, WIRELESS AC 8260 802.11 AC, FIPS 201-1 INTERNAL CAC READER, 500GB 7200RPM SED, TPM 2.0, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X); 4-YR ONSITE NBD W/HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/UNB16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
WEBCAM	DISABLE WEBCAM IN BIOS.	AY103AV	$6.00	$6.00
DOCKING STATION	HP 2013 ULTRASLIM DOCKING STATION WITH (1) VGA AND (2) DP CONNECTORS (1 DP TO DVI ADAPTER INCLUDED)	E5C22AVABA, A927885	$98.00	$98.00
OPERATING SYSTEM	OEM 64-BIT MS WIN 10 PRO (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N2N61AVABA	$1.00	$1.00

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Network Slate Tablet

Vendor: Hewlett-Packard **Pricing (CONUS/OCONUS): $980.00 / $1,037.00**
GSA Pricing: $1,725.00

CCS-2016A NETWORK SLATE TABLET, HP PRO X2 612 G1: INTEL I5-4302Y, 12.5" FHD LED BACKLIGHT 1920X1080 TOUCHSCREEN, 256GB SSD FIPS-COMPLIANT SED, 4GB RAM, INTEL 4200 GRAPHICS W/1 VGA 1 DP WITH DVI ADAPTER, 1 USB 3.0 AND USB 3.0 CHARGING PORT, WIRELESS-7260 AC, POWER KEYBOARD INCLUDED, INTERNAL CAC READER, TPM 1.2, 64-BIT SDC 5.X WIN 10 OFFICE SUITE, 4-YEAR NEXT BUSINESS DAY ON-SITE W/HDD RETENTION WARRANTY.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NST-16A.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DOCKING STATION	HP 2013 ULTRASLIM DOCKING STATION WITH (1) VGA AND (2) DP CONNECTORS; (1 DP TO DVI ADAPTER INCLUDED)	E5C22AV#ABA, A927885	$99.00	$99.00
MEMORY	8GB 1600MHZ DDR3L	J1V57AV	$131.00	$131.00
CARRYING CASE	HP SLIM ULTRABOOK MESSENGER	F3W14AA	$30.00	$30.00
KEYBOARD	HP PRO X2 612 TRAVEL KEYBOARD	G8X15AV#ABA	$109.00	$109.00
OPTICAL	EXTERNAL USB DVD/RW - U2-DVDRW-SL, KANGURU 8X DVD±RW SLIM DRIVE	A929771/TAA	$44.00	$44.00
OPREATING SYSTEM	OEM 64-BIT MS WIN 10 PRO (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N3B53AV#ABA	$1.00	$1.00

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Rugged Notebook

Vendor: NCS Technologies **QEB Pricing (CONUS/OCONUS): $2,299.00/ $2,349.00**

GSA Pricing: $3,596.87

CCS-2016A RUGGED NOTEBOOK, GETAC B300: INTEL CORE I5-4300M 2.6/3.3GHZ, 13.3" SUNLIGHT READABLE TOUCHSCREEN, INTEL HD 4600 W/VGA, HDMI (HDMI TO DVI ADAPTER), 8GB SDRAM, 128GB SATA SSD SED, WIRELESS AC-7260, GIG NIC, INTEGRATED CAC, 1 USB 3.0, 2 USB 3.0/ESATA, EXPRESSCARD, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X) TPM 1.2, 4-YR WARRANTY MAILBACK W/ACCIDENTAL DAMAGE & HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/RN-16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
CARRYING CASE	ADD CARRYING CASE	NCS101328	$20.00	$20.00
BATTTERY CHARGER 1	ADD DUAL BAY (1 PRIMARY, 1 MEDIA BAY) EXTERNAL BATTERY CHARGER WITH ADAPTER (AC)	NCS100243	$285.00	$295.00
SEALED OPTION	ADD HEAT-CURED SELF-LEVELING SEALANT TO ALL EXPOSED SCREW HEADS	NCS103853	$5.00	$5.00
EXTERNAL DRIVE	ADD EXTERNAL USB2.0 8X DVD+/-RW DL-DRIVE	NCS101712	$35.00	$45.00
OPERATING SYSTEM	OEM MS WIN 10 PROF 64-BIT (NON-NETWORK)	NCS101177	$6.00	$6.00

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Rugged Convertible Tablet

Vendor: NCS Technologies **QEB Pricing (CONUS/OCONUS): $2,379.00 / $2,429.00**

GSA Pricing: $3,746.48

CCS-2016A RUGGED CONVERTIBLE TABLET, GETAC V110: INTEL CORE I7-5600U 2.6/3.2GHZ, 11.6" HD 800NITS SUNLIGHT LED BACKLIGHT, 128GB SSD SED, 8GB RAM, INTEL HD 5500 W/HDMI (HDMI TO DVI-ADAPTER), 2 USB 3.0, 1 USB 2.0, AC-7265 802.11 A/B/G/N/AC, GIG NIC, EXPRESSCARD, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X), TPM 1.2, 4-YR MAILBACK WARRANTY W/ACCIDENTAL DAMAGE & HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/RCT-16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
CARRYING CASE	ADD CARRYING CASE	NCS101328	$20.00	$20.00
BATTTERY CHARGER 1	ADD DUAL BAY EXTERNAL BATTERY CHARGER WITH ADAPTER (AC)	NCS108344	$260.00	$270.00
SEALED OPTION	ADD HEAT-CURED SELF-LEVELING SEALANT TO ALL EXPOSED SCREW HEADS	NCS103853	$5.00	$5.00
EXTERNAL DRIVE	ADD EXTERNAL USB2.0 8X DVD+/-RW DL-DRIVE	NCS101712	$35.00	$45.00
OPERATING SYSTEM	OEM MS WIN 10 PROF 64-BIT (NON-NETWORK)	NCS101177	$6.00	$6.00

Return to E-Tools Products Return to Product Listing

Office Display 21”-23" (OD)

Vendor: NCS Technologies

QEB Pricing (CONUS/OCONUS): $121.95 / $130.95
GSA Pricing: $265.71

CCS-2016A OFFICE DISPLAY 21.5’’ MONITOR, HYUNDAI P227DL: 1920x1080, DUAL VOLTAGE, VGA + DVI-I INPUTS, HEIGHT, PIVOT, TILT, AND SWIVEL ADJUSTABLE, EPEAT GOLD, 3 YEAR MAIL-BACK.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/OD-16A.PDF.

Premium Display 24"-27" (PD)

Vendor: NCS Technologies

QEB Pricing (CONUS/OCONUS): $146.95 / $155.95
GSA Pricing: $278.07

CCS-2016A PREMIUM DISPLAY 24’’ MONITOR, HYUNDAI P247DL: 1920x1080, DUAL VOLTAGE, VGA + DVI-I INPUTS, HEIGHT, PIVOT, TILT, AND SWIVEL ADJUSTABLE, EPEAT GOLD, 3 YEAR MAIL-BACK.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/PD16A.PDF.

High Resolution Display >27" (HD)

Vendor: NCS Technologies

QEB Pricing (CONUS/OCONUS): $349.95 / $369.95
GSA Pricing: $1,019.59

CCS-2016A HIGH RESOLUTION DISPLAY 27’’ MONITOR, HYUNDAI P278DQ: 2560x1440, DUAL VOLTAGE, DISPLAY PORT, DUAL DVI, HDMI , HEIGHT, PIVOT, TILT AND SWIVEL ADJUSTABLE,EPEAT GOLD, 3 YEAR MAIL-BACK.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/HD-16A.PDF.

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Agency Specific Products

Agency Specific Products	Vendor	OEM Model
Agency-Office Desktop (A-ODT)	Hewlett-Packard	HP ELITEDESK 800 G2 SFF
Agency-Performance Desktop (A-PDT)	Hewlett-Packard	Z240 TOWER WORKSTATION
Agency-Office Notebook (A-ONB)	Hewlett-Packard	PROBOOK 640 G2

Agency-Office Desktop (A-ODT)

Vendor: **Hewlett-Packard**

QEB Pricing (CONUS/OCONUS): **$432.00 / $468.00**
GSA Pricing: **$880.00**

CCS-2016A AGENCY-OFFICE DESKTOP, ELITEDESK 800 G2: 64-BIT INTEL CORE I3-6100 3.7GHZ, 8GB DDR4, 500GB 7200RPM SATA HDD, SUPER MULTI-DVD, INTEL HD GRAPHICS 530 W/ 1VGA AND 2 DP CONNECTORS, 2 DP TO DVI ADAPTERS, GIG ETHERNET, 8 USB 3.0, 2 USB 2.0, STD KEYBOARD, EXT CAC READER, USB MOUSE, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X), TPM 2.0, 4-YEAR NBD ON-SITE WARRANTY W/HDD AND MEMORY RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/A-ODT-16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
SYSTEM UPGRADE	HP ELITEDESK 800 G2 TOWER BUSINESS PC	L1G77AV	$10.00	$10.00
NIC	AT-2711FX/MT-901 100MBPS MMF MTRJ 2KM W/BOOT ROM 1310NM (MTRJ CONNECTOR) - FIBER PCIE NIC	A898933/TAA	$78.00	$78.00
	AT-2711FX/SC-901 100MBPS MMF SC 2KM W/ BOOT ROM 1310NM (SC CONNECTOR) - FIBER PCIE NIC	A970674/TAA	$78.00	$78.00
	AT-2711FX/ST-901 100MBPS MMF ST 2KM W/ BOOT ROM 1310NM (ST CONNECTOR) - FIBER PCIE NIC	A970676/TAA	$78.00	$78.00
	AT-2711FX/LC-901 100MBPS MMF SC 2KM W/ BOOT ROM 1310NM (LC CONNECTOR) - FIBER PCIE NIC	A898938/TAA	$130.00	$130.00
	AT-2911SX/SC-901 1000BSX NIC MM SC 850NM (SX/SC CONNECTOR) - FIBER PCIE NIC	A970673/TAA	$130.00	$130.00
AUDIO	DISABLE AUDIO IN BIOS	AY103AV	$6.00	$6.00
HARD DRIVE	HP REMOVABLE HARD DRIVE (FRAME AND CARRIER)	RY102AA, AY105AV	$110.00	$110.00
OPERATING SYSTEM	OEM MS WINDOWS 10 PROF 64-BIT (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N1H64AV#ABA	$1.00	$1.00

Return to Agency Specific Products

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Agency-Performance Desktop (A-PDT)

Vendor: Hewlett-Packard **QEB Pricing (CONUS/OCONUS): $626.00/ $710.00**
GSA Pricing: $1,114.00

CCS-2016A AGENCY-PERFORMANCE DESKTOP, Z240 WORKSTATION: INTEL CORE I5-6600 3.3/3.9 TURBO GHZ, 8GB DDR4-2133MHZ NON-ECC RAM, INTEL HD 530 W/ 1 DVI-I AND 2 DP W/ ADAPTER, GIG NIC, 7 USB 2.0, 7 USB 3.0, 1TB 7200 RPM SATA HDD, 8X DVD+/-RW DL-SUPERMULTI, STD KEYBOARD, EXT CAC READER, USB MOUSE, TPM 2.0, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X), 4-YR NBD ON-SITE WARRANTY W/HDD AND MEM RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/APDT16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
NIC	INTEL ETHERNET I210-T1 PCIE NIC	M6Q45AV	$19.00	$19.00
	AT-2711FX/MT-901 100MBPS MMF MTRJ 2KM W/BOOT ROM 1310NM (MTRJ CONNECTOR) - FIBER PCIE NIC	A898933/TAA	$78.00	$78.00
	AT-2711FX/SC-901 100MBPS MMF SC 2KM W/ BOOT ROM 1310NM (SC CONNECTOR) - FIBER PCIE NIC	A970674/TAA	$78.00	$78.00
	AT-2711FX/ST-901 100MBPS MMF ST 2KM W/ BOOT ROM 1310NM (ST CONNECTOR) - FIBER PCIE NIC	A970676/TAA	$78.00	$78.00
	AT-2711FX/LC-901 100MBPS MMF SC 2KM W/ BOOT ROM 1310NM (LC CONNECTOR) - FIBER PCIE NIC	A898938/TAA	$130.00	$130.00
	AT-2911SX/SC-901 1000BSX NIC MM SC 850NM (SX/SC CONNECTOR) - FIBER PCIE NIC	A970673/TAA	$130.00	$130.00
MEMORY	UPGRADE TO 16GB DDR3-1600 NON-ECC (2X8GB) RAM	M6Q53AV	$60.00	$60.00
	UPGRADE TO 32GB DDR3-1600 NON-ECC (4X8GB) RAM	M6Q54AV	$180.00	$180.00
PROCESSOR	INTEL XEON E3-1241V3 3.5/3.9 GHZ TURBO, 8MB CACHE 1600MHZ RAM, INTEL HD P4600 GRAPHICS	G5L80AV	$105.00	$105.00
VIDEO CARD	NVIDIA QUADRO K620 2GB WITH (1) DUAL LINK DVI-I AND (1) DP GRAPHICS DP TO DVI ADAPTER IN BASE	N2L04AV	$110.00	$110.00
AUDIO	HP STANDARD PC BIOS SETTINGS SERVICE (DISABLE AUDIO)	AY103AV	$6.00	$6.00
HARD DRIVE	2TB 7200 RPM 6GB/S SATA WITH 64MB CACHE	M6U83AV	$35.00	$35.00
	UPGRADE HARD DRIVE TO REMOVABLE AND RETAIN INTERNAL OPTICAL DRIVE - HP DX115 REMOVABLE HDD FRAME/CARRIER	FZ576AA, AY105AV	$130.00	$130.00
OPERATING SYSTEM	OEM MS WINDOWS 10 PROF 64-BIT (NON-NETWORK) USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	L8S17AV#ABA	$1.00	$1.00

Return to Agency Specific Products Return to Product Listing

Agency-Office Notebook (A-ONB)

Vendor: Hewlett-Packard

QEB Pricing (CONUS/OCONUS): $747.00 / $812.00
GSA Pricing: $1,401.00

CCS-2016A AGENCY-OFFICE NOTEBOOK: HP PROBOOK 640 G2 INTEL CORE I5-6300U 2.4/3.0GHZ, 14.0" HD+ 1920X1080 DISPLAY, 500GB 7200RPM FIPS 140-2 CERTIFIED SED, 8GB DDR4-2133MHZ RAM, SUPER MULTI DL DRIVE, INTEL HD 4600 W/VGA/DP (DP TO DVI ADAPTER), GIG NIC, 2 USB 3.0, WIRELESS-AC 8260 802.11 AC, EXTERNAL CAC, TPM 2.0, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X); 4-YR ONSITE NBD W/HDD AND MEMORY RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/AONB16A.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
AUDIO	DISABLE AUDIO IN BIOS	AY103AV	$6.00	$6.00
WEBCAM MICROPHONE	DISABLE WEBCAM AND MICROPHONE IN BIOS	AY103AV1	$6.00	$6.00
WIRELESS	DISABLE WIRELESS IN BIOS	AY103AV2	$6.00	$6.00
DOCKING STATION	HP ULTRASLIM DOCKING STATION WITH (1) VGA AND (1) DP CONNECTORS; 2ND CABLES TO GO DISPLAYPORT M TO DVI F DONGLE TO SUPPORT SECOND DVI MONITOR (1ST DISPLAYPORT TO DVI ADAPTER INCLUDED IN BASE). 65W AC POWER PORT, RJ-45/ETHERNET PASS THRU, (3) USB 3.0 PORTS, (1) USB 3.0 CHARGING PORT, (1) LINE-IN, (1) LINE-OUT	D9Y32AA#ABA, A927885	$85.00	$85.00
NETWORK CARD	E-100BTX-FX-05(MT) 100BTX TO 100BFX STANDALONE MTRJ	A772373	$150.00	$150.00
	AT-MMC200/SC60 10/100TX TO 100FX/SC FAST ETHERNET MINI MEDIA CONVERTER WITH MULTI-MODE SC FIBER CONNECTOR	A970668	$157.00	$157.00
	AT-MMC200/ST60 10/100TX TO 100FX/ST FAST ETHERNET MINI MEDIA CONVERTER WITH MULTI-MODE ST FIBER CONNECTOR	A970667	$157.00	$157.00
	E-100BTX-FX-05(LC) 100BASE-TX RJ-45 TO 100BASE-FX 1300NM MMF LC 2KM MEDIA CONVRTER	A435445	$145.00	$145.00
	M/GE-T-SX-01 1000BASE-T RJ-45 TO 1000BASE-SX 850NM MM SC 220M MEDIA CONVERTER	A909829	$185.00	$185.00
OPERATING SYSTEM	OEM MS WINDOWS 10 PROF 64-BIT (NON-NETWORK USE ONLY) - USAF WILL ALLOW SYSTEM TO BE RESTORED THROUGH RESTORE PARTITION THAT RESIDES ON HARD DRIVE. IN THE EVENT OF A HARD DRIVE FAILURE, THE USAF WILL ALLOW RESTORE MEDIA TO BE PROVIDED WITHOUT CUSTOMER REQUESTING IT.	N2T34AV#ABA	$1.00	$1.00

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E-TOOLS Products

E-Tools Categories	Vendor	OEM Model
Non-SDC Semi-Rugged Slate Pad	Intelligent Decisions	SAMSUNG GALAXY S 10.5
Semi-Rugged Slate Pad	NCS Technologies	GETAC RX-10
Rugged Slate Pad	NCS Technologies	GETAC F110
	Hewlett-Packard	DURABOOK R11
Semi Rugged Notebook	Intelligent Decisions	PANASONIC CF-54
	NCS Technologies	GETAC S410
Rugged Notebook	Intelligent Decisions	PANASONIC CF-31
	NCS Technologies	GETAC B300
Rugged Tablet	Intelligent Decisions	PANASONIC CF-19
	NCS Technologies	GETAC V110

Non-SDC Semi-Rugged Slate Pad-IDI

Vendor: Intelligent Decisions

QEB Pricing (CONUS/OCONUS): $619.08 / $661.94
GSA Pricing: $661.94

ETOOLS 2016 NON SDC SEMI RUGGED SLATE PAD, GALAXY S 2: EXYNOS 5433 1.9GHZ +1.3GHZ QUAD CORE, 3GB RAM, 9.7"(QXGA) (2048 X 1536) SUPER AMOLED, FIPS COMPLIANT 32GB ODE (AES 256 BIT) EXPANDABLE VIA MICRO SD FOR ADDITIONAL 128GB, INTEGRATED, SUPER AMOLED, MALI T760 VIDEO CHIPSET (SAMSUNG) AT 700MHZ, ALUMINUM ENCLOSURE CASE, 1 X MICRO USB 2.0, WIRELESS 802.11 A/B/G/N/AC MIMO CONTROLLABLE IN SYSTEM SETTINGS, APPROVED FOR DISA STIG UC APL AND ON CSFC MDM COMPATIBLE, APPROVED BY AATC/CC, COMMERCIAL 1 YR WARRANTY.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/IDI C6-16.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
CARRYING CASES	HIDEAWAY CASE FOR SAMSUNG TAB S2 9.7 BLACK RUGGED DESIGN	1070-000-110	$50.00	$50.00
POINTING DEVICE	BLACK/SILVER STYLUS PEN FOR CAPACATIVE DEVICES EREADER/TABLET	AMM01TBUS	$12.06	$12.06
DOCKING STATION	TAB S2 MULTIMEDIA DOCK	EE-MT800BBEGUS	$79.42	$79.42
CAC READER	CLOUD 2910 R SMART CARD READER (REQUIRES EXISTING AF ENTERPRISE LICENSE FOR THURSBY ENTERPRISE MIDDLEWARE)	TSS-AN02	$85.70	$85.70
WARRANTY	3 YEAR NEXT BUSINESS DAY (ON-SITE OR MAIL-BACK) HARD DRIVE RETENTION NOT APPLICABLE, BATTERY REPLACEMENT NOT APPLICABLE, ACCIDENTAL DAMAGE COVERAGE WARRANTY	P-GT-2HXXT0M	$155.31	$155.31
	4 YEAR NEXT BUSINESS DAY (ON-SITE OR MAIL-BACK) HARD DRIVE RETENTION NOT APPLICABLE, BATTERY REPLACEMENT NOT APPLICABLE, ACCIDENTAL DAMAGE COVERAGE WARRANTY	P-GT-CKXXT0M	$272.34	$272.34
VEHICLE DOCK	IPAD CAR MOUNT WINDSHIELD FITS MOST MOBILE DEVICES/TABLET	CE-MT0D12-S1	$19.15	$19.15
BARCODE SCANNER	KIT BLACK USB-LS2208-SR20007NA CBA-U01-S07ZAR USB CABLE	LS2208-7AZU0100ZNA	$96.63	$96.63
SCREEN PROTECTOR	INVISIBLESHIELD HD GLASS FOR SAMSUNG GALAXY TAB S2 9.7	T29HGS-F00	$25.54	$25.54
KEYBOARD	WIRED DESKTOP 400 FOR BUSINESS KEYBOARD USB	5MH-00001	$16.97	$16.97

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Semi-Rugged Slate Pad-NCS

Vendor: NCS

E-Tools Pricing (CONUS/OCONUS): $1,649.00 /$1,679.00
GSA Pricing: $2,316.32

ETOOLS 2016 SEMI-RUGGED SLATE PAD, GETAC RX-10: 10.1 (1920X 1200) 800NITS SUNLIGHT READABLE DISPLAY, INTEL M-5Y71 1.2GHZ, 4GB SDRAM, 128GB M.2 SELF ENCRYPTING, FIPS 140-2 COMPLIANT SSD, 802.11A/B/G/N WIRELESS, KICK STAND, CAC READER, ALL PORTS SEALED, WIN 10 64-BIT (SDC 5.X), TPM 2.0, 3-YEAR MAIL-IN/MAIL-BACK WARRANTY WITH HARD DRIVE RETENTION, ACCIDENTAL DAMAGE PROTECTION, AND BATTERY REPLACEMENT

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NCSC516.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
HARD DRIVE	UPGRADE TO 256GB SOLID STATE DRIVE, SELF-ENCRYPTING, USER REMOVABLE, FIPS 140-2 COMPLIANT	NCS108346	$180.00	$180.00
DOCKING STATION	ADD RX10 OFFICE DOCK (W/ AC ADAPTER)	NCS110124	$345.00	$355.00
VEHILCE DOCK	ADD RX10 VEHICLE MOUNT	NCS109863	$275.00	$285.00
SPARE BATTERY	ADD SPARE LI-ION BATTERY	NCS110125	$125.00	$130.00
WARRANTY UPGRADE	UPGRADE TO 4-YEAR MAIL-IN/MAIL-BACK WARRANTY WITH HARD DRIVE RETENTION, ACCIDENTAL DAMAGE PROTECTION, AND BATTERY REPLACEMENT	NCS104410	$249.00	$269.00
BROADBAND	ADD GOBI/4G MOBILE BROADBAND WIRELESS MODULE (CONUS)	NCS108570	$295.00	$295.00
	ADD GOBI/4G MOBILE BROADBAND WIRELESS MODULE (OCONUS)	NCS109860	$295.00	$295.00
OPTICAL DRIVE	ADD EXTERNAL SLIMLINE TRAY-LOADING DVDRW DRIVE, USB POWERED, BLACK	NCS101712	$35.00	$35.00
WEBCAM	ADD INTEGRATED FRONT AND REAR WEBCAM	NCS110127	$240.00	$240.00
BARCODE SCANNER	ADD INTEGRATED 1D/2D BARCODE SCANNER	NCS108951	$450.00	$450.00
BATTERY CHARGER	ADD GETAC DUAL BAY CHARGER	NCS110126	$350.00	$360.00
RAM	UPGRADE MEMORY TO 8GB RAM	NCS100341	$120.00	$120.00
MOUSE	ADD USB 2-BUTTON MOUSE	NCS100870	$9.00	$9.00
KEYBOARD	ADD USB 104-KEY KEYBOARD WITHOUT INTEGRATED CAC READER	NCS103862	$12.00	$12.00
MULTI-BAY BATTERY CHARGER	GETAC RX10 EXTERNAL 8-BAY HIGH-CAPACITY BATTERY CHARGER W/AC ADAPTER	NCS110128	$1260.00	$1280.00

Return to E-Tools Products TOC

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Rugged Slate Pad-NCS

Vendor: NCS

E-Tools Pricing (CONUS/OCONUS): $1,740.00/$1,840.00
GSA Pricing: $2,873.39

ETOOLS 2016 RUGGED SLATE PAD, GETAC F110: 11.6 HD SLR TOUCHSCREEN DISPLAY, INTEL I5-6200U 2.3GHZ, 4GB DDR4 RAM, INTEL 520, 128GB FIPS 140-2 COMPLIANT SSD, 802.11AC WIFI, INTEGRATED CAC (SEALED W/CLOSED DOOR), WIN 10 64-BIT (SDC 5.X), TPM 2.0, HANDSTRAP, 3-YEAR MAIL-IN/MAIL-BACK WARRANTY WITH HDD RETENTION, ACCIDENTAL DAMAGE PROTECTION, AND BATTERY REPLACEMENT

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NCSC416.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
HARD DRIVE	UPGRADE TO 256GB SOLID STATE DRIVE, SELF-ENCRYPTING, FIPS 140-2 COMPLIANT	NCS108905	$175.00	$175.00
DOCKING STATION	ADD F110 OFFICE DOCKING STATION (NOT COMPATIBLE WITH HIGH CAPACITY BATTERIES)	NCS108093	$315.00	$325.00
VEHICLE DOCK	ADD F110 VEHICLE MOUNT	NCS109868	$299.00	$329.00
BATTERY UPGRADE	ADD TWO (2) GETAC F110 SPARE HIGH-CAPACITY HOT-SWAPPABLE BATTERIES (INCLUDES HIGH-CAPACITY BATTERY COVER; NOT COMPATIBLE WITH STANDARD HAND-STRAP, 2-BAY BATTERY CHARGER, OR DOCKING STATION WHEN HIGH CAPACITY BATTERIES ARE INSTALLED)	NCS109867	$250.00	$260.00
SPARE BATTERY	ADD TWO (2) GETAC F110 SPARE STANDARD HOT-SWAPPABLE BATTERIES	NCS108094x2	$190.00	$200.00
WARRANTY UPGRADE	UPGRADE TO 4-YEAR MAIL-IN/MAIL-BACK WARRANTY WITH HARD DRIVE RETENTION, ACCIDENTAL DAMAGE PROTECTION, AND BATTERY REPLACEMENT	NCS104410	$260.00	$270.00
BROADBAND	ADD GOBI/4G MOBILE BROADBAND WIRELESS MODULE (EM7355)	NCS108570	$295.00	$295.00
WEBCAM	ADD INTEGRATED FRONT AND REAR WEBCAM	NCS108349	$240.00	$240.00
BARCODE SCANNER	ADD INTEGRATED 1D/2D BARCODE SCANNER (REMOVE RJ-45 PORT AND PROVIDE A GIGABIT ETHERNET USB ADAPTER)	NCS108572	$450.00	$450.00
EXTERNAL BATTERY CHARGER	GETAC F110 EXTERNAL DUAL BAY STANDARD BATTERY CHARGER (NOT COMPATIBLE WITH HIGH CAPACITY BATTERIES)	NCS108573	$350.00	$360.00
RAM	UPGRADE RAM MEMORY TO 8GB	NCS100341	$120.00	$120.00
MOUSE	ADD USB 2-BUTTON MOUSE	NCS100870	$9.00	$9.00
KEYBOARD	ADD F110 DETACHABLE KEYBOARD (NOT COMPATIBLE WITH HIGH CAPACITY BATTERIES)	NCS109866	$369.00	$379.00
CARRYING CASE	F110 FOLIO CASE W/ VARIABLE VIEWING ANGLES SUPPORT (NOT COMPATIBLE WITH HIGH CAPACITY BATTERIES)	NCS109869	$95.00	$95.00

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Rugged Slate Pad-HP

Vendor: Hewlett-Packard

E-Tools Pricing (CONUS/OCONUS): $1,760.00 /$1,760.00
GSA Pricing: $1,951.00

ETOOLS 2016 RUGGED SLATE PAD, DURABOOK R11: 11.6 TFT LCD TOUCHSCREEN, INTEL I5-4200U 1.6GHZ, 4GB DDR3L, 128GB FIPS 140-2 COMPLIANT SSD, 802.11A/B/G/N WIRELESS, INTEGRATED CAC (SEALED W/CLOSED DOOR), DOCKING CONNECTOR, WIN 10 64-BIT (SDC 5.X), TPM 1.2, 3-YEAR NBD MAIL-BACK WARRANTY WITH HARD DRIVE RETENTION, ACCIDENTAL DAMAGE PROTECTION, AND BATTERY REPLACEMENT

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/HPC416.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
HARD DRIVE	UPGRADE TO 256GB SOLID STATE DRIVE, SELF-ENCRYPTING, FIPS 140-2 COMPLIANT	SSDUP-256GB-R11-ET15	$328.00	$328.00
MEMORY	4GB TO 8GB RAM MEMORY (8GB X 1)	RAMUP-8GB-R11-ET15	$160.00	$160.00
DOCKING SOLUTION	ADD OFFICE DOCKING WITH AC ADAPTER	OFFICEDOCK-R11H-ET15	$295.00	$295.00
BATTERY UPGRADE	ADD SPARE MAIN BATTERY	BAT-R11H-L3-ET15	$120.00	$120.00
BATTERY CHARGER	ADD IN MULTI BAY BATTERY CHARGER	CHR-R11-ET15	$320.00	$320.00
CASE UPGRADE	KICKSTAND VIA TABLET FOLIO	FOLIO-R11-ET15	$130.00	$130.00
WARRANTY	UPGRADE TO 4 YEAR NEXT BUSINESS DAY (MAIL-BACK) WITH HARD DRIVE RETENTION ACCIDENTAL DAMAGE COVERAGE AND BATTERY REPLACEMENT WARRANTY.	UNF-HDBT-4Y-ET15	$385.00	$385.00
BROADBAND	4G GOBI LTE MC7355 (OPERATES INDEPENDENTLY OF WLAN) (VERIZON)	LTE-SR-EM7355-R11-ET15	$260.00	$260.00
WEBCAM	ADD INTEGRATED WEBCAM	CAM-R11H-2M-ET15	$130.00	$130.00
VEHICLE DOCK	ADD PMT VEHICLE DOCKING	PMT-DOCK-R11-EX-ET15	$665.00	$665.00
BARCODE SCANNER	ADD IN BARCODE READER	BARCOSCAN-R11H-ET15	$275.00	$275.00
SCREEN PROTECTOR	ANTI-GLARE OVERLAY	LCDPROTEC-R11-ET15	$29.00	$29.00

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Semi-Rugged Notebook- IDI

Vendor: Intelligent Decisions

E-Tools Pricing (CONUS/OCONUS): $2,054.23 / $2,097.31
GSA Pricing: $3,197.22

ETOOLS 2016 SEMI-RUGGED NOTEBOOK, PANASONIC TOUGHBOOK CF-54: INTEL I5-5300U 2.3 GHZ, 4GB RAM, 128GB SSD, INTEL HD 5500, GIGABIT ETHERNET, INTEGRATED CAC, INTERNAL 8X DVD+/-RW DRIVE, 1 USB 3.0 3 USB 2.0, SPILL RESISTANT KEYBOARD, WIN 10 64-BIT (SDC 5.1), TPM 1.2, 3-YR ULTIMATE CARE OVERNIGHT MAIL-BACK WARRANTY W/HDD RETENTION, ACCIDENTAL DAMAGE & BATTERY REPLACEMENT.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/IDIC316.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DRIVE BUNDLE	UPGRADE TO 256GB SOLID STATE DRIVE	CF-54FIPS256-RPL	$191.93	$191.93
MEMORY	UPGRADE TO 8GB RAM	CF-WMBA1204GAF538G	$136.87	$136.87
DOCKING STATION	DESKTOP PORT REPLICATOR FOR CF-54MK1 WITH A/C POWER ADAPTER	CF-VEB541AU + CF-AA5713AM	$342.82	$342.82
SPARE BATTERY	ADD SPARE LONG LIFE BATTERY	CF-VZSU0PW	$115.16	$115.16
EXTERNAL BATTERY CHARGER	ADD BATTERY CHARGER AND AC ADAPTER	CF-VCBTB2W + CF-AA5713AM	$200.37	$200.37
WARRANTY UPGRADE	UPGRADE TO 4-YEAR ON-SITE W/HDD RETENTION, ACCIDENTAL DAMAGE AND BTRY REPLACMNT	CF-SVCLTUCNF1Y	$213.86	$213.86
BROADBAND	4G MULTI CARRIER FOR CF-53MK4	CF-LTE534	$176.57	$176.57
VEHICLE DOCK	GAMBER-JOHNSON VEHICLE DOCK	7170-0251-P	$885.48	$885.48
MOUSE	3BTN USB WIRED OPTICAL MOUSE	MV3000010-5NC	$3.54	$3.54
EXTERNAL KEYBOARD	WIRED KEYBOARD 200 USB PORT	JWD-00046	$8.69	$8.69
PCMCIA	CUSTOM SKU, 90 DAY LEAD TIME, PCMCIA TYPE II	CF-54C0-01CM	$0.00	$0.00

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Semi-Rugged Notebook- NCS

Vendor: NCS

E-Tools Pricing (CONUS/OCONUS): $1,789.00 / $1,889.00
GSA Pricing: $2,776.07

ETOOLS 2016 SEMI-RUGGED NOTEBOOK, GETAC S410: INTEL I5-6200U 2.3GHZ (2.8GHZ TURBO), 4GB RAM, 500GB SATA, INTEL 520 GRAPHICS WITH VGA AND HDMI, 802.11AC WIFI, GIG ETHERNET, INTEGRATED CAC, DOCKING CONNECTOR, SERIAL PORT, WINDOWS 10 64-BIT (SDC 5.X), TPM 2.0, 3-YEAR MAIL-IN/MAIL-BACK WARRANTY WITH HDD RETENTION, ACCIDENTAL DAMAGE & BATTERY REPLACEMENT. <A HREF='HTTPS://WWW.AFWAY.AF.MIL/ATTACHMENTS/NCS C3-16.PDF' TARGET='_BLANK'>CLICK HERE</A> FOR MORE PRODUCT INFORMATION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NCSC316.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
HARD DRIVE	UPGRADE TO 128 SSD SED	NCS108903	$80.00	$80.00
	UPGRADE TO 256 SSD SED	NCS108904	$240.00	$240.00
RAM	UPGRADE RAM TO 8GB	NCS100341	$120.00	$120.00
DOCKING STATION	ADD S410 OFFICE DOCKING STATION	NCS111504	$265.00	$275.00
SPARE BATTERY	ADD SPARE PRIMARY 6-CELL 4200MAH BATTERY	NCS111505	$140.00	$145.00
SEALED SCREWHEADS	ADD HEAT-CURED SELF-LEVELING SEALANT TO ALL EXPOSED SCREW HEADS (FOD)	NCS103853	$10.00	$10.00
EXTERNAL BATTERY CHARGER	S410 DUAL BAY EXTERNAL BATTERY CHARGER WITH ADAPTER (AC) - 2 X PRIMARY BATTERIES	NCS111506	$315.00	$325.00
WARRANTY UPGRADE	UPGRADE TO 4-YEAR MAIL-IN/MAIL-BACK W/HDD RETENTION, ACCIDENTAL DAMAGE AND BATTERY REPLACEMENT	NCS104410	$300.00	$300.00
BROADBAND	ADD GOBI/4G MOBILE BROADBAND WIRELESS MODULE (EM7355)	NCS108570	$295.00	$295.00
WIRELESS UPGRADE	ADD 100MW BOOSTER MODULE (NO GOBI/4G OPTION AVAILABLE WHEN BOOSTER INSTALLED – OCCUPIES SAME SLOT)	NCS101497	$200.00	$200.00
WEBCAM	ADD NON-INTEGRATED LOGITECH C170 HD WEBCAM	NCS104408	$22.00	$22.00
MOUSE	ADD USB 2-BUTTON MOUSE	NCS100870	$9.00	$9.00
EXTERNAL KEYBOARD	ADD USB 104-KEY KEYBOARD WITHOUT INTEGRATED CAC READER	NCS103862	$12.00	$12.00

Rugged Notebook-IDI

Vendor: Intelligent Decisions **E-Tools Pricing (CONUS/OCONUS): $2,283.75 / $2,325.94**

GSA Pricing: $4,836.00

ETOOLS 2016 RN, TOUGHBOOK CF-31: 2.30/3.6GHZ, I5-5300U, 4GB RAM, 128 GB SED SSD, VGA PORT, GIG ETHERNET, INTEGRATED CAC (SEALED W/CLOSED DOOR), EXPRESSCARD/54 SLOT AND DOCK CONNECTOR (SEALED W/COVER), PC CARD SLOT (TYPE I OR II), SERIAL PORT, SCREW SEALANT, WIN 10 64-BIT (SDC 5.X), TPM 1.2, 3-YR AF ULTIMATE CARE WARRANTY W/HDD RETENTION, ACCIDENTAL DAMAGE AND BATTERY REPLACE.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/IDIC116.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DRIVE BUNDLE	UPGRADE TO 256GB SOLID STATE DRIVE	CF-31FIPS256-RPL	$191.93	$191.93
OPTICAL DRIVE	MULTI DRIVE FOR CF-31 MK3, MK 4, MK 5	CF-VDM312U	$284.05	$284.05
DOCKING STATION	PANASONIC DESKTOP DOCKING STATION	CF-VEB311U CF-AA5713AM	$347.01	$347.01
VEHICLE DOCK	GAMBER-JOHNSON LIGHT-WEIGHT MAG LIND INTERNAL POWER SUPPLY (PORTS: (5) USB, (2) SERIAL, (1) VGA, (2) ETHERNET, (1) SPEAKER, (1) HEADPHONE)	7160-0318-06-P	$882.10	$882.10
SPARE BATTERY	LONG LIFE ION BATTERY PACK	CF-VZSU46AU	$148.17	$148.17
	MEDIA BAY 2ND BATTERY	CF-VZSU1431U	$238.76	$238.76
WARRANTY UPGRADE	CUSTOMER SPECIFIC - AIR FORCE ONLY – PROTECTION PLUS/HDD YEAR 4 ONLY	CF-SVCLTUCNF1Y	$213.86	$213.86
BROADBAND	4G LTE MULTI CARRIER (MC7355) FOR 31 MK4	CF-LTE315	$187.32	$187.32
MEMORY	UPGRADE TO 8GB RAM	CF-WMBA1304GAF318G	$145.43	$145.43
WEBCAM	ADD WEBCAM	CF-WCM312-ADD31	$119.76	$119.76
EXTERNAL BATTERY CHARGER	LIND DESKTOP FIVE BAY BATTERY CHARGER FOR PANASONIC TOUGHBOOK CF-18, CF-19 + AC ADAPTER	PACH329-1857-P + CF-AA5713AM	$603.08	$603.08
MOUSE	USB WIRED OPTICAL MOUSE	MV3000010-5NC	$3.54	$3.54
KEYBOARD	WIRED KEYBOARD 200 USB PORT US HDWR BLACK	JWD-00046	$8.69	$8.69

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Rugged Notebook-NCS

Vendor: **NCS Technologies** **E-Tools Pricing (CONUS/OCONUS): $1,977.00/ $2,077.00**

GSA Pricing: $3,244.15

ETOOLS 2016 RUGGED NOTEBOOK, GETAC B300: INTEL CORE I5-6200U 2.3/2.8GHZ, 13.3" SUNLIGHT READABLE TOUCHSCREEN, INTEL 520, VGA, HDMI, 4GB DDR4 RAM, 500GB 7200RPM SATA HDD FIPS 140-2 COMPLIANT, WIRELESS AC-8260, GIG NIC, INTEGRATED CAC, 1 USB 3.0, 2 USB 3.0/ESATA, EXPRESSCARD, WIN 10 64-BIT (SDC 5.X) TPM 2.0, 3-YR WARRANTY MAILBACK W/ACCIDENTAL DAMAGE & HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NCSC116.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DRIVE BUNDLE	UPGRADE TO 128GB SOLID STATE DRIVE	NCS108903	$80.00	$80.00
DRIVE BUNDLE	UPGRADE TO 256GB SOLID STATE DRIVE	NCS108904	$240.00	$240.00
MEMORY	UPGRADE TO 8GB RAM	NCS100341	$120.00	$120.00
PCMCIA	PCMCIA TYPE II SLOT, REPLACES EXPRESSCARD	NCS101696	$45.00	$45.00
OPTICAL DRIVE	INTERNAL 8x DVD+/RW DUAL LAYER (PROVIDED AS A SEPARATE ITEM IN ADDITION TO THE TWO BASE UNIT BATTERIES)	NCS103216	$105.00	$105.00
DOCKING STATION	ADD B300 OFFICE DOCKING STATION (W/ AC ADAPTER)	NCS100814	$325.00	$335.00
SPARE BATTERY	ADD SPARE PRIMARY 9-CELL 8700MAH BATTERY	NCS102841	$150.00	$150.00
SPARE BATTERY (MEDIA BAY)	ADD SPARE MEDIA BAY 9-CELL 8700MAH BATTERY	NCS102842	$150.00	$150.00
EXTERNAL BATTERY CHARGER	ADD DUAL-BAY BATTERY CHARGER AND AC ADAPTER (SPECIFY PRIMARY OR MEDIA BAY CHARGER AT TIME OF ORDER)	NCS104120	$180.00	$190.00
SEALED SCREWHEADS	ADD HEAT-CURED SELF-LEVELING SEALANT TO SCREWHEADS	NCS103853	$10.00	$10.00
WARRANTY UPGRADE	4YR MAIL-BACK WTY W/HD RETENTION & BTY REPLACEMENT	NCS104410	$300.00	$320.00
BROADBAND	ADD GOBI/4G MOBILE BROADBAND MODULE (EM7355)	NCS108570	$295.00	$295.00
WIRELESS	ADD 100MW BOOSTER MODULE (NO GOBI/4G OPTION AVAILABLE WHEN BOOSTER INSTALLED – OCCUPIES SAME SLOT)	NCS101497	$200.00	$200.00
VEHICLE DOCK	ADD GETAC B300 VEHICLE MOUNT	NCS109876	$449.00	$459.00
MOUSE	ADD USB 2-BUTTON MOUSE	NCS100870	$9.00	$9.00
KEYBOARD	ADD USB 104-KEY (NON-CAC READER) KEYBOARD	NCS103862	$12.00	$12.00
WEBCAM	ADD NON-INTEGRATED LOGITECH C170 HD WEBCAM	NCS104408	$22.00	$22.00

Rugged Tablet1 – IDI

Vendor: Intelligent Decisions **E-Tools Pricing (CONUS/OCONUS): $2,229.37 / $2,271.57**

GSA Pricing: $4,336.00

ETOOLS 2016 RUGGED TABLET, TOUGHBOOK CF-19: INTEL I5-3610ME 2.7/3.4GHZ, 4GB RAM, 128 GB SED SSD, INTEGRATED CAC (SEALED W/CLOSED DOOR), SERIAL PORT, PC CARD (TYPE I OR II), DOCK CONNECTOR (SEALED W/COVER), WIN 10 64-BIT (SDC 5.X), TPM 1.2, 3-YR AF ULTIMATE CARE WARRANTY WITH HDD RETENTION, ACCIDENTAL DAMAGE BATTERY REPLACEMENT.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/IDIC216.PDF.

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DRIVE BUNDLE	UPGRADE TO 256GB SOLID STATE DRIVE	CF-19FIPS256-RPL	$191.93	$191.93
DOCKING STATION	DESKTOP PORT REPLICATOR FOR CF-19 MK5, MK6, MK7, MK8 + AC ADAPTER	CF-VEB191AU + CF-AA5713AM	$350.08	$350.08
VEHICLE DOCK	VEHICLE MOUNT PORT REPLICATOR WITH DUAL PASS WIRELESS CONNECTOR, CF-19 MK4, MK5, MK6, MK7, MK8	CF-WEB194AC	$459.09	$459.09
SPARE BATTERY	BATTERY FOR CF-19 MK2, MK3, MK4, MK6, MK7, MK7.5, MK8	CF-VZSU48U	$122.07	$122.07
WARRANTY UPGRADE	CUSTOMER SPECIFIC - AIR FORCE ONLY – PROTECTION PLUS/HDD YEAR 4 ONLY	CF-SVCLTUCNF1Y	$213.86	$213.86
BROADBAND	4G LTE MULTI CARRIER (MC7355) FOR 31 MK4	CF-LTE196	$253.15	$253.15
MEMORY	UPGRADE TO 8GB RAM	CF-WMBA1304GAF318G	$145.43	$145.43
WEBCAM	CUSTOM SKU, 90 DAY LEAD TIME ADD WEBCAM	CF-19ZG-03CM	$109.67	$109.67
EXTERNAL BATTERY CHARGER	LIND DESKTOP FIVE BAY BATTERY CHARGER FOR PANASONIC TOUGHBOOK CF-18, CF-19 + AC ADAPTER	PACH519-3283-P + CF-AA5713AM	$920.49	$920.49
MOUSE	USB WIRED OPTICAL MOUSE	MV3000010-5NC	$3.54	$3.54
KEYBOARD	WIRED KEYBOARD 200 USB PORT US HDWR BLACK	JWD-00046	$8.69	$8.69

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Rugged Tablet1 – NCS

Vendor: **NCS Technologies** **E-Tools Pricing (CONUS/OCONUS):** **$2,175.00/ $2,275.00**

GSA Pricing: **$3,057.84**

ETOOLS 2016 RUGGED TABLET, GETAC V110: INTEL CORE I5-6200U 2.3/2.8GHZ, 11.6" SUNLIGHT READABLE TOUCHSCREEN, INTEL 520, 4GB DDR4 DRAM, 128GB SATA SSD SED, WIRELESS AC-8260, GIG NIC, INTEGRATED CAC, 2 USB 3.0, EXPRESSCARD SLOT, HDMI, 1 RS-232, WIN 10 OFFICE SUITE 64-BIT (SDC 5.X) TPM 2.0, 3-YR WARRANTY MAILBACK W/ACCIDENTAL DAMAGE HDD RETENTION.

See Product Data Sheet for more detailed information: https://www.afway.af.mil/ATTACHMENTS/NCSC216.PDF

UPGRADES

Item	Description	Vendor Part #	CONUS	OCONUS
DRIVE BUNDLE	UPGRADETO 256GB SOLID STATE DRIVE	NCS108346	$180.00	$180.00
MEMORY	UPGRADE TO 8GB RAM	NCS100341	$120.00	$120.00
SPARE BATTERY	(2) GETAC V110 2100MAH HOT-SWAPPABLE BATTERY PACKS	NCS108347x2	$190.00	$200.00
EXTERNAL BATTERY CHARGER	DUAL-BAY EXT PRIMARY BATTERY CHARGER W/ AC ADAPTER	NCS108344	$325.00	$325.00
WARRANTY UPGRADE	4YR MAIL-BACK WTY W/HD RETENTION & BTY REPLACEMENT	NCS104410	$300.00	$320.00
DOCKING SOLUTION	V110 OFFICE DOCKING STATION WITH (W/ AC ADAPTER)	NCS108571	$315.00	$325.00
SEALED SCREWHEADS	ADD HEAT-CURED SELF-LEVELING SEALANT TO SCREWHEADS	NCS103853	$10.00	$10.00
BROADBAND	ADD GOBI/4G MOBILE BROADBAND MODULE (EM7355)	NCS108570	$295.00	$295.00
WIRELESS	ADD 100MW BOOSTER MODULE (NO GOBI/4G OPTION AVAILABLE WHEN BOOSTER INSTALLED – OCCUPIES SAME SLOT)	NCS101497	$200.00	$200.00
WEBCAM	ADD INTEGRATED FRONT AND REAR WEBCAM	NCS108349	$240.00	$240.00
KEYBOARD	ADD USB 104-KEY KEYBOARD WITHOUT INTEGRATED CAC READER	NCS103862	$12.00	$12.00
VEHICLE DOCK	ADD GETAC V110 VEHICLE MOUNT	NCS109874	$399.00	$415.00
MOUSE	ADD USB 2-BUTTON MOUSE	NCS100870	$9.00	$9.00
KEYBOARD	ADD USB 104-KEY (NON-CAC READER) KEYBOARD	NCS103862	$12.00	$12.00

Warranty Information

DELL Warranty Support

Dell is the OEM of all Dell-branded assets purchased on the QEB Contract. Further, Dell has full warranty agreements with a vast majority of our OEM partners and suppliers that are comparable in coverage and price to Dell equipment warranties. For partner OEM equipment that requires third-party warranty, we clearly state that in our quote and provide detailed information on the service available.

Upon request, Dell has the capability to provide warranty services for products of a multitude of selected third-party vendors through our Collaborative Support Agreements with these companies. This enables us to provide single source resolution to our customers for complex solutions that involve multiple vendors' products and facilitates streamlined support for our customers. We offer no equipment that is not warranted by either Dell or the OEM.

Please note that the proposed Dell monitors include a 3 year Advance Exchange warranty. The Advance Exchange warranty does not include on-site service, but an exchange.

OCONUS Warranty Service

To support OCONUS DoD customers, Dell uses the ProSupport Warranty to leverage its worldwide logistical infrastructure to develop an effective program. As such, Dell's ProSupport Warranty program covers CONUS and OCONUS systems by offering onsite service to many countries; virtually all USAF bases worldwide. If the USAF end user is CONUS or OCONUS, Dell provides English speaking representatives during the USAF's business hours with an understanding of the military's unique verbiage, support structure and processes. Dell also supports in-theater logistics for the USAF and couples the PMO with warranty service and support to maintain central point of accountability. The majority of the permanent OCONUS USAF bases are covered by Dell's NBD onsite response; however there are OCONUS locations in which the level of service varies from 4 Hour (Enterprise Only) On-Site Break-Fix Support to 7 Business Day parts only support, as outlined in Section 5e.

Technical support access	9x5	24x7
Parts and labor response	NBD	NBD or 4 Hr
TechDirect online cases and dispatch	√	√
Keep Your Hard Drive[1]	Opt.	Opt.
Accidental Damage (Client Systems)	Opt.	Opt.
Extended Battery Service (Laptops)	Opt.	Opt.
Federal Secure Support		Opt.
OCONUS Support		√

Keep Your Hard Drive (KYHD). If, after completion of Dell's standard on-site diagnostic procedures, it is determined that the system has a faulty hard drive, KYHD allows customers with sensitive, confidential, and/or irreplaceable data to retain the faulty hard drive after it has been removed from the system by the Dell technician. Keeping the hard drive means that the customer can either destroy the data on the hard

drive according to its own security policy or attempt to retrieve the data on the faulty drive using a specialist data retrieval company, without the time pressure of trying to do this before the product is repaired.

Federal Operations Response Team

Dell's Federal Operations Response Team (FORT) is a unique resource that Dell established in order to effectively provide central oversight and support to our customers overseas. The "FORT" fulfills the central point of control and accountability requested by many OCONUS customers.

Dell routes all Federal Government users who are entitled to OCONUS support to the FORT, and the FORT is located in Round Rock Texas, at Dell Headquarters so that its members may interact directly and in real time with every aspect of Dell's business.

Routing OCONUS customers to one location (Dell US) allows stationary and mobile customers to better manage their own support processes. It also enables customers to receive service updates or unique requests directed to the FORT (US_FORT@dell.com). Additionally, information is centrally accumulated and retrieved through reporting. An OCONUS customer makes one contact point, and the OCONUS team utilizes its global infrastructure to resolve the customer's request.

c. Warranty Support for Deployed Environments

Based on Dell's ProSupport Warranty Entitlement, all of the Federal Government's Dell Assets are covered with an identical support process as defined in Section 5b, regardless of location worldwide. The only difference in the support received by Dell is the SLAs associated with on-site delivery of parts and services, which is location dependent. Please refer to Section 5e for a list of Location-Specific SLAs.

d. Warranty Support for Systems Transported to the AOR or OCONUS by AF

Dell will honor the system warranty for systems entitled with ProSupport for systems transported to the AOR or OCONUS from CONUS Location by the Air Force, as outlined in Section 5b. To be properly entitled, a system must either be purchased with ProSupport Warranty at the point of sale; otherwise, ProSupport Warranty can be purchased for the system after the initial point of sale.

Dell does not provide cross-shipment of systems to be repaired. Instead, Dell provides an on-site response service in order to support the USAF's end-users during times when on-site service is required. Dell's on-site response service places a Dell-trained technician at your location as necessary following phone-based troubleshooting.

e. Countries Where OCONUS Warranty Service is available

The following general information about OCONUS service expands on the preceding responses.

Dell OCONUS Support Plan

Dell has established a comprehensive OCONUS support program that fully addresses the unique requirements of our US Federal customers. Dell's unique OCONUS program allows Federal customers to have 7x24 English-speaking technical support available 365 days a year.

Dell provides toll-free international phone support from multiple countries that is available 24 hours

per day, 7 days per week, for the life of your Dell system. There is no charge for each call, and no

limit is placed on the number of calls you can make to Dell. Dell representatives can resolve 70–80% of customer issues over the phone. The Dell OCONUS Support contact numbers are Direct US Telephone Number: 512-513-4072 and US Toll Free Telephone Number: 800-822-8965.

Dell's Federal OCONUS service program currently offers Onsite Service to over 100 countries around the world. For many countries, Dell provides next business day response parts and labor service. For others, Dell provides a 3–7 business day onsite response time. The service level can be reduced with onsite customer-owned inventory since a majority of the service time is due to logistics.

OCONUS Onsite Service Locations

The tables below list the countries around the world in which Dell offers ProSupport NBD onsite service. For all other countries not listed below, Dell's ProSupport Warranty Entitlement offers CRE1 On-Site Services and Parts-Only service on a 3–7 Business Day basis. Service is limited to major metropolitan cities. In order to receive OCONUS service, the system has to be entitled with the Dell ProSupport warranty.

The countries that have Next Business Day On-Site Support Capabilities include:

Anguilla City	Ecuador	Sicily
Argentina	El Salvador	Nicaragua
Belgium	France	Panama
Bermuda	Germany	Paraguay
Bolivia	Guam	Peru
Brazil	Guatemala	Puerto Rico
Chile	Honduras	South Korea
Colombia	Italy (Mainland)	Spain
Costa Rica	Jamaica	United States
Denmark	Japan/Okinawa	Uruguay
Dominican Republic	Mexico	Venezuela
England	Netherlands	

Hard Drive Retention process

Dell offers our Keep Your Hard Drive service which allows you to retain a failed hard drive that is covered by warranty while receiving a replacement hard drive. The Keep Your Hard Drive service runs concurrently with the Dell warranty that is associated with your computer. In the event of a hard drive failure covered by your Dell warranty, a replacement hard drive will be dispatched to you, and you can keep the failed drive.

Memory-Containing Components Retention Process

Dell's Technical and Pricing Response Template included with our submittal provides pricing for optional Warranty Upgrades with the primary RAM (DIMM) component retention. If a RAM memory module fails on a system on which Keep Your Memory coverage has been purchased, a new RAM memory module is dispatched and the Government keeps the old one. There are no forms or other requirements.

HP Warranty Support

HP offers the following warranties for our proposed desktops, notebooks, workstations, third-party option items, and monitors:

Product	Warranty Period and Coverage
Desktop	4-year worldwide
Workstation	4-year worldwide
Notebook	4-year worldwide
Monitor	3-year worldwide

HP offers its US-based, HP Federal CONUS/OCONUS Custom Support model, which includes:

- Custom 4-year HP USAF Warranty coverage provided on all desktops
- Custom 4-year HP USAF Warranty Support coverage for HP laptops
- Custom 4-year HP USAF Warranty for all "Agency" configurations
- Dedicated Phone Number for Sales, Supplies, and Services needs including centralized 24x7 HP Air Force Call Desk
- Access to local Engineers (most with existing U.S. Air Force Base access)

The dedicated 24x7 warranty telephone numbers for all HP-manufactured QEB purchases and for monitors included in the QEB are:

- CONUS customers (and OCONUS customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
- OCONUS customers: 1-281-514-0011
- OCONUS email node: HP-DLS-SUPPORT@hp.com

Supporting Details

HP provides all supported parts and materials necessary to maintain the HP hardware equipment in operating condition. HP will provide the following for the 4-year term warranty support:

1. Replacement parts are new or equivalent to new in performance.
2. With the exception of hard disk drives, all replaced parts become the property of HP.
3. If a problem is an easily replaced piece of hardware, such as a hard disk or memory, HP is capable of express-shipping a replacement part to the site. This saves the end user time and allows the hardware to be back in operation as quickly as possible.
4. HP employees or HP Authorized Service Providers perform the warranty services on all HP equipment.
5. Response times are based on local standard business days and working hours (typically Monday – Friday, 8am-5pm). Unless otherwise stated, all responses are measured from the time the customer calls until HP has either established a mutually acceptable time for support to be performed, or HP has begun to provide support or remote diagnostics.
6. HP has an established escalation procedure to enlist specialized expertise from HP and selected third-parties.

HP Desktops

HP Desktops are covered by a global four-year onsite, Next Business Day warranty (including disk retention). For new service calls logged before 5 PM local time that cannot be resolved remotely, an HP representative

will arrive onsite the Next Business Day. This custom onsite service will be offered for the main CONUS Air Force bases (within 100 miles of an HP service location) and the main Air Force bases located in the following named OCONUS locations (within 100 miles of an HP service location): Germany, Italy, Japan, South Korea, Kuwait, United Kingdom, Alaska, Hawaii, Puerto Rico and Guam. All other non-named OCONUS countries will receive Depot Support from the closest HP Depot. HP will supply prepaid shipping to/from the Depot.

HP Laptops

HP is offering a custom four-year Next Business Day onsite extended warranty (including disk retention). For new service calls logged before 5pm local time, if the issue cannot be resolved remotely, an HP representative will arrive onsite the Next Business Day. This custom onsite service will be offered for the main CONUS Air Force bases (within 100 miles of an HP service location) and the main Air Force bases located in the following named OCONUS locations (within 100 miles of an HP service location): Germany, Italy, Japan, South Korea, Kuwait, United Kingdom, Alaska, Hawaii, Puerto Rico and Guam. All other non-named OCONUS countries will receive Depot Support from the closest HP Depot. HP will supply prepaid shipping to/from the Depot.

HP Agency Desktops and Secure Laptops

HP is offering a custom four-year Next Business Day onsite extended warranty. For new service calls logged before 5pm local time, if the issue cannot be resolved remotely, an HP representative will arrive onsite the Next Business Day. This custom warranty includes HP's Comprehensive Defective Media Retention (CDMR) program. CDMR gives the customer the ability to retain any defective parts (including disk drives) after repair of equipment purchased from Agency-specific categories. This custom onsite service will be offered for the main CONUS Air Force bases (within 100 miles of an HP service location) and the main Air Force bases located in the following named OCONUS locations (within 100 miles of an HP service location): Germany, Italy, Japan, South Korea, Kuwait, United Kingdom, Alaska, Hawaii, Puerto Rico and Guam. Locations outside of this 100-mile radius may be subject to two or three Business Day Response. All other non-named OCONUS countries will receive Depot Support from the closest HP Depot Repair Facility. HP will supply prepaid shipping to/from the Depot.

Global Depot Repair Facilities Include

Atlanta, GA, East Brunswick, NJ, Herndon, VA, Jackson, MS, Killeen, TX, New York, NY, St Louis, MO, Minneapolis, MN, Mannheim, Germany, London, UK, Yokahama, Japan, Seoul, Korea, and Kuwait City, Kuwait

Note: Disabling of functions/components per contract requirements on equipment sold under QEB (whether physical or virtual, i.e., via BIOS) will be considered the factory state condition. Re-enabling or problems relating to mandatory disablement are considered out of scope from a contractor responsibility standpoint. Customers contacting HP requesting support for disabled functions/components will be referred back to USAF IT support organizations.

As the OEM, HP owns the responsibility for its Global Warranty and for the custom support services contained in this proposal for all products and categories. These services will be performed by HP employees or through HP's Authorized Support Providers (ASP).

For the Monitor, the warranty will be supported by the manufacturer, Samsung. Samsung has primary responsibility for warranty as well as any extended warranties or service uplifts. Customer should directly contact manufacturer's support line at 1-866-SAM4BIZ for any support needed.

The warranty service for CONUS and OCONUS is the same with the exception that non-named OCONUS locations may revert back to a Depot service in the case of desktops, workstations, and laptops.

For the Monitor, this differs by country. Samsung has subsidiaries located in 66 countries, but most locations provide depot service.

HP currently offers Depot services from Kuwait or Pakistan for products installed in Iraq and Afghanistan. Warranty work will be provided through the use of pre-paid return to Depot support using commercial shipment to and from the deployed environments. If requested, HP will ship replacement parts to the customer with pre-paid return labels for the defective parts. Typical turnaround time will be within five business days after the unit is received at the repair Depot.

The Air Force also has the option of transporting failed units outside of the theatre location to a friendly base where HP can come on site to perform Next Business Day (NBD) response.

HP may rely on the Air Force to provide shipping capabilities into or out of war or hostile zones. Once these countries become more stable, HP may revert back to onsite, in-country services for these countries.

For the Monitor, Samsung subsidiaries are located in 66 countries and can offer repair / exchange service. For units deployed in Iraq and Afghanistan, Samsung provides a centralized Depot center in the Middle East. It can be supported by the Samsung subsidiary located in UAE. Customer needs to ship them to the designated service location in UAE then ship them back to those customer locations after repair. Normal turnaround time including shipping is two weeks.

HP's USAF CCS-supplied warranty is truly a Global Warranty in that you, our customer, can place service requests from any country you might deploy your HP product to, using the same 24x7 HP Federal CONUS/OCONUS Custom Help Desk. As your products deploy to another country, your HP USAF CCS warranty moves with you. If you move back to your original country, your HP USAF CCS warranty moves back with you.

HP's intent is to support the deployment and operational requirements of the USAF. Equipment that is intended for shipment/positioning OCONUS will need to purchase OCONUS support. Equipment purchased with CONUS support and delivered to a CONUS location that is subsequently moved OCONUS within 180 days of delivery may, at HPs discretion, be subject to host country support fees and/or serviced via a ship to depot process.

If requested, HP will ship replacement parts to the customer with pre-paid return labels for the defective parts. Typical turnaround time will be within five business days after the unit is received at the repair Depot.

For the Monitor, any failures can be fixed under warranty in OCONUS with original term if a Samsung subsidiary exists in that particular country; however, TAA will not be guaranteed due to part supply. Therefore, we encourage the customer to provide installation information for each country to prepare necessary setup for any possible repairs prior to its actual deployment.

This custom onsite service will be offered for OCONUS Air Force bases (within 100 miles of an HP service location) located in the following named OCONUS locations: Germany, Italy, Japan, South Korea, Kuwait, United Kingdom, Alaska, Hawaii, Puerto Rico, and Guam. All other non-named OCONUS Countries will receive Depot Support from the closest HP Depot. HP will supply prepaid shipping to/from the Depot. All War Zones will be handled via Depot support.

HP understands defective hard drives will remain with the Government customer.

This custom warranty includes HP's Comprehensive Defective Media Retention (CDMR) program.

IDI Warranty Support

ID as the OEM of the IDEdge UCC: Intelligent Decisions offerings are backed by a superior level of customer service and warranty support. As the contract prime and OEM, Intelligent Decisions' role is to fulfill the warranty requirements. The Air Force (AF) can count on Intelligent Decisions to provide superior Help Desk and Warranty support.

Once an end user places a call to the ID's AF Customer Support Desk where ID Customer Support (CS) Technicians will ascertain the OEM, Item Name, and serial number of the product as well as the nature of the call. The ID CS Technician will immediately warm transfer the end user to the ID's Level 2 Support.

ID's Level 2 Support personnel will perform initial problem determination and remote diagnostics. If the problem is not resolved at this stage, Level 2 Support will electronically notify ID's warranty fulfillment department to next day air a replacement unit. ID will ship replacement units the same day they are ordered, provided the order is placed before 3 p.m. EST. For orders received after that time, ID will ship the part out the next day. Units will be shipped overnight for CONUS and 2nd day air for OCONUS. The customer does not have to return the failed unit. ID is offering the Air Force a replacement warranty and does not require the customer to return the failed unit.

The warranty will be honored by Intelligent Decisions.

ID as the manufacturer has the primary responsibility for honoring the warranty.

OCONUS support is very similar to CONUS support; however, units will be shipped overnight for CONUS and 2nd day air for OCONUS.

Warranty support for deployed environments will be the same with the exception of time in transit. The response time will be 3 days from the time the replacement unit is shipped.

Computers purchased **without** Worldwide or OCONUS warranty entitlements that are taken OCONUS still have a valid warranty.

ID as the Reseller: Intelligent Decisions offerings are backed by a superior level of customer service and warranty support through our OEM partners. As the contract prime, Intelligent Decisions' role is to take first call for warranty claims. In addition to world class technical support from our OEM partners, the Air Force (AF) can count on Intelligent Decisions to provide superior Help Desk support.

Once an end user places a call to the ID's AF Customer Support Desk where ID Customer Support (CS) Technicians will ascertain the OEM, Item Name, and serial number of the product as well as the nature of the call. The ID CS Technician will immediately warm transfer the end user to the appropriate OEM's Level 2 Support.

The OEM's Level 2 Support personnel will perform initial problem determination and remote diagnostics. If the problem is not resolved at this stage, Level 2 Support for will electronically:

 Fujitsu - dispatch a service specialist to the site. The Service Specialist will arrive on-site the same day or next day, depending on the maintenance options selected. The specialist will arrive with the right skills and training, the right parts, and an action plan to resolve the problem.

 Panasonic – dispatch a pre-paid return for service box from the National Service Center. Panasonic will turn around the unit within three (3) days of receipt.

 Samsung – will cross-ship the replacement monitor.

Regardless of warranty status and unless stated differently elsewhere in this document, our OEMs will cross ship replacement parts/monitors the same day they are ordered, provided the order is placed before 3 p.m. EST. For orders received after that time, our OEMs will ship the part/monitor out the next day. Parts will be shipped overnight for CONUS and 2nd day air from a local depot for OCONUS. ID's OEM partners do not require receipt of the failed part before sending out a new part.

ID will coordinate with our OEM team members to ensure all terms and conditions of their warranty support are fully met. Performing the role as warranty first call will guarantee prompt customer service and access to accurate warranty information for reporting purposes.

A key fundamental component of product warranty is Parts Depots - Support for products is made available through the OEM's Parts Inventory Management System. This service support system includes: automated dispatch, updated service technologies, preventive maintenance activities, and a worldwide parts distribution system.

The OEMs maintain a global network of stocking locations that provide parts across their service product lines. The OEM will deliver new or "equivalent to new" parts to the AF end users for warranty repair. OEM parts stocking and distribution strategy is for parts to be readily available for delivery to an end user's location to meet the required levels of service for each machine type.

All OEM warranties include Hard Drive Retention providing the best, most cost efficient solution to safeguarding your data from falling into the wrong hands upon replacement of your hard drive. This offering provides the AF the rights to retain their hard drive upon failure and replacement avoiding the charge to do so at the time of replace. There is no better solution to protecting your data than to assure it never leaves the AF's possession.

The warranties will be honored by the manufacturers. The manufacturers have the primary responsibility for honoring the warranties.

As the reseller, Intelligent Decisions role is to take first call for all OEM warranty claims. Performing the role as warranty first call guarantees prompt customer service and access to accurate warranty information for reporting purposes.

OCONUS support is very similar to CONUS support, however in some areas, Fujitsu on-site service is provided on a best effort basis

Warranty support for deployed environments such as Iraq and Afghanistan will be handled via mail back, or parts exchange from OEM warranty parts depots in central locations in the Middle East. The response time for depot service will be 3 days from the time the malfunctioning unit is received.

Computers and monitors purchased **without** Worldwide or OCONUS warranty entitlements that are taken OCONUS still have a valid OEM warranty; however, replacement components will be shipped from their U.S. based replacement parts inventory potentially impacting the part receipt response time for OCONUS warranty.

Computers and monitors purchased **without** Worldwide or OCONUS warranty entitlements that are taken OCONUS still have a valid OEM warranty; however, replacement components will be shipped from their U.S. based replacement parts inventory potentially impacting the part receipt response time for OCONUS warranty. OCONUS on-site service will not be available to deployed units unless a Worldwide or OCONUS entitlement is purchased, either at time of sale or after point of sale.

The OEM's provide pre-paid return shipping labels for all components replaced under warranty. The customer may use the pre-paid label to return the failed component in the replacement part shipping container after receiving the replacement component. Replacement components are shipped once a component failure is called in to the ID CS Help Desk.

If Worldwide or OCONUS support is selected at time of sale and the ship-to address reflects the final OCONUS destination of computers, the OEM can fulfill the stated service level agreement (SLA) immediately. If the destination of computers is not known or can not be divulged for security reasons, the SLA will be their commercial best effort until the OEM has knowledge of which OCONUS depots to stock. Below is a list of OCONUS areas and associated on-site response times:

- Within 100 miles from Viernheim, Germany
- Within 50 miles from Seoul, South Korea
- On the island of Okinawa
- On the island of Guam

Response Times:

- Within service area: 2 business days
- Outside service area, but within a country listed above: 3 business days
- Outside depot countries: Commercially reasonable effort

The OEM will issue a document to the Ordering Office requiring an original signature from a responsible government representative acknowledging retention of the hard disk drive. The government will provide the system and failed hard drive serial numbers for inclusion in the affidavit.

The OEM will issue a document to the Ordering Office requiring an original signature from a responsible government representative acknowledging retention of the failed component. The government will provide the system and failed component serial numbers for inclusion in the affidavit.

NCS Warranty Support

This section contains our discussion of warranty support. We propose a combination of 3 and 4 year warranties as desired by the Air Force. The actual warranty period for each category of product is identified in our completed Attachment 2 (Technical and Pricing Response Template) document.

The warranty period will commence upon the acceptance of the equipment at the final destination identified on the delivery order.

Our QEB warranty maintenance will be managed at two different levels. The CCS Program Management (PM) staff Customer Service Specialist (CSS) will look after specific issues at the program level. Meanwhile, our Help Desk assists the users. The Help Desk falls under the purview of our Director of Customer Service who oversees warranty services for all NCS customers. The CSS and this Director will cooperate and work closely to implement an effective service program for this contract as described below.

 Help Desk. The entry into our customer service system starts at the Help Desk. It is accessible via a toll-free number that will be available for all QEB users in CONUS locations. OCONUS users can try the toll-free number as well but in the event that number is not accessible to those users, they can use our local number or use the toll free number through Skype. All calls to the Help Desk will be answered in person on a 24x7 basis. Fluent English speaking personnel staffing our Help Desk in Gainesville, Virginia are bona fide NCS employees who are trained and familiar with the systems we manufacture and all OEM systems offered through the QEB program. Users can place service requests by mail, phone, or e-mail. We also have a page on our web site for Air Force users to log in service requests.

 Service Workflow. Our service personnel will conduct diagnostics on the phone to attempt to isolate the problem and pinpoint the failed component. With the exception of a few extreme cases, telephonic triages do not last more than 30 minutes. Once the diagnosis is complete and upon determination that maintenance service is required, our Help Desk will issue the caller a service order number. This number references the case in our system and will not be closed until we receive confirmation from our customers or ten days after the repair is rendered, whatever comes first. The caller will be instructed to send back the system at our expense if mail-in/mail-back or advance replacement service is applicable, or prepare for a visit by a technician if onsite warranty was included with the purchase. Our Help Desk personnel will be alerted of the incoming package and will use shipping tracking information to identify the expected timeframe for the equipment to be returned, or dispatch a service technician in accordance with the terms o

In order to accurately capture Warranty and Service Data in support of the CCS BPA, the NCS call center in Gainesville, Virginia will serve as the central coordination and monitoring point for all warranty calls regardless of manufacturer. We will log all calls into our system and work closely with our manufacturing partners, Lenovo and Hyundai, to ensure that all service issues are resolved quickly and to the customer's satisfaction. We will confirm call resolution and closure in our database for future reference and to ensure that our partners are performing up to their contractual obligations.

 Lenovo has a call center in Atlanta, GA and systems are serviced through a global network of onsite support centers ready to support all Air Force locations worldwide. Warranty service for Lenovo products will be Next Business Day Onsite and all service will be performed by certified technicians.

 For mobile products offered in the Rugged Notebook (RN) and Rugged Convertible Tablet (RCT) categories, we offer an Advance Replacement warranty service for both CONUS and OCONUS locations whereby we will ship field replaceable components, including batteries,

AC adapters, optical drives, and hard drives, as needed.

 For NCS-manufactured products purchased with the onsite warranty, we will use a global network of service providers for both CONUS and OCONUS locations, including ITG, Decision One, ServRight and Source Support Services. All of our partner service providers are experienced in servicing IT equipment on military bases around the world. With regional operation centers in Germany, Japan, South Korea, Guam, UK, and Bahrain, and technicians deployed in the States and overseas, our partners can service all locations within the geographical scope of the QEB.

 For the monitors proposed, warranty service will be handled by Advance Replacement of a new monitor to replace the defective monitor. A return shipping label will be included with the replacement monitor to facilitate the return of the defective monitor to Hyundai. Shipping charges, both ways, are paid for by the manufacturer.

For the rugged product categories, NCS includes a based 3-year Accidental Damage Protection and Battery Replacement Warranty. The terms of those warranty upgrades are defined below:

NCS Battery Replacement Warranty Statement:
NCS Technologies, Inc. warrants to the original purchaser that the notebook Lithium-Ion battery pack is free from defects in material and/or workmanship for a period of three (3) years from the date of delivery. A battery shall also qualify for replacement under warranty if at any time during the warranty period it is unable to hold more than 50% of its original charge capacity. Shipping costs back to NCS must be prepaid by the original purchaser, but there is no charge for the inspection or return shipping of the battery or its replacement. If, upon inspection, NCS determines that the battery is defective in materials or workmanship, a new or refurbished replacement battery shall be provided. *NOTE: Removal, intentional or otherwise, of media bay battery clips on the B300 notebook are not a qualifying reason for battery replacement, as they do not impact the functionality or MIL-STD-810G rating of the notebook.* The replacement battery is warranted for the remainder of the original warranty or for thirty (30) days from the date of shipment, whichever is longer. The original purchaser must promptly notify NCS in writing if there is a defect in material or workmanship. Written notice in all events must be received by NCS before expiration of the warranty period.

NCS Accidental Damage Warranty Statement:
Scope of Services
During the term of this Statement and subject to the limitations in this Statement, NCS will repair or replace the Computer Device as necessary to correct any damage to the Computer Device which occurs during the usual and customary usage of the Computer Device because of:

• An electrical surge that damages the Computer Device's internal circuitry, or the Customer accidentally drops the Computer Device or the Computer Device is otherwise accidentally damaged from handling.

• Damage to the Computer Device because of liquid.

• Damage because of extreme temperatures.

If NCS repairs the Customer's Computer Device, the Customer understands and agrees that NCS may replace original parts with new or used parts from the original manufacturer, or a different one. Replacement parts will be functionally equivalent to the original parts. In NCS's discretion, NCS may designate an affiliated company or contract with a third party to complete repairs on the Computer Device. If NCS decides that it is necessary to replace the Computer Device rather than repair it, the Customer will receive a Computer

Device equivalent to or upgraded to the Computer Device the Customer originally purchased from NCS, as determined by NCS, in NCS's sole and reasonable discretion.

Limits of Support Services
This Agreement does not cover and NCS is not obligated to repair or replace:

• For rugged devices ordered with FOD protection (sealed screwheads), the FOD material is a one-time application during the manufacturing process. FOD maintenance thereafter is the customer's responsibility and is not covered under warranty.

• Major repairs, such as physically damaged LCDs and system cases, are limited to one covered incident per year.

• Any damage to or defect in the Computer Device that does not affect the Computer Device's functionality. Under this Statement, NCS is not obligated to repair reasonable wear and tear on the Computer Device and other superficial items, such as scratches and dents that do not materially impair the Customer use of the Computer Device.

• Any Computer Device that anyone other than NCS or a person NCS designate has tried to repair.

• Any repair or attempted repair on the Computer Device covered by this Agreement by any party other than us or someone NCS designate will void and cancel this Statement. NCS will not reimburse the Customer the Customer for any repairs that the Customer or another person make or attempt to make to the Computer Device.

• Any Computer Device that suffers damage in connection with or as a result of incorrect or inadequate Customer Installation.

• Any Computer Device that is lost or stolen.

• To receive repair or replacement of a Computer, the Customer must return the damaged Computer Device to NCS in its entirety.

Any Computer Device that is damaged by fire from an external source or that is intentionally damaged. If NCS finds evidence of intentional damage, NCS are not obligated to repair or replace the Computer Device.

• Any recovery or transfer of data stored on the Computer Device. The Customer is solely responsible for all data stored on the Computer Device. NCS does not provide the Customer any data recovery services under this statement. However, if hard drive replacement is necessary.

• It is not necessary that the Customer perform any preventive maintenance on the Computer Device to obtain repair or replacement of a Computer Device covered by this Agreement.

• Except as specifically provided herein, any other damages that do not arise from defects in materials or workmanship or ordinary and customary usage of Computer Device or handheld peripheral device.

As the contract holder, NCS has the responsibility for ultimately honoring the warranty. Our Help Desk will be responsible for coordinating with Lenovo and Hyundai to arrange for RMA provisioning and return shipment or onsite technician deployment in support of their products. For Lenovo desktops, workstations and mobile solutions, NCS performs integration of non-OEM upgrade options and accessories, QEB asset

tagging, IUID labeling, and logistics functions. For Hyundai products, NCS is responsible for the QEB asset tagging, IUID labeling and logistics functions. For Getac and NCS products, we are the manufacturer and are responsible for all aspects of warranty service and support.

For all rugged mobile computers, specifically the RN and RCT categories, NCS will provide advance replacement services for any field replaceable items. All other warranty service will be executed under a mail-in/mail-back process with NCS paying for overnight shipping both ways. Hyundai also offers advance replacement warranty for their displays. Under both mail-in/mail-back and advance replacement warranties, we believe the main difference between CONUS and OCONUS services experienced by the users will be the time it takes for replacement items to arrive. Our Help Desk is trained to engage with the user to understand the criticality of the users' needs and expedite replacements accordingly.

The desktops, workstations, and non-rugged notebooks under the NCS and Lenovo brands will be serviced onsite the next business day. For OCONUS locations, it will take us and our partners anywhere from one to four business days to arrive onsite.

We expect that the majority of repairs for units deployed to Iraq and Afghanistan will be handled under the advance replacement warranty, simply based on our expectation and experience of the type of products being deployed to those regions. For customers requiring onsite warranty, we will engage with our service partners to execute onsite warranty repairs in those locations. For larger deployments, we are more than willing to coordinate with Air Force operating units deployed in those countries for the provision of spare parts pools to expedite repairs.

While there is a significant cost difference in servicing CONUS and OCONUS equipment, should any CONUS equipment be transported to an OCONUS location, NCS will service the equipment in the OCONUS location at no additional cost to the Government.

Customers are able to request service 24/7 through a toll-free telephone number, e-mail, or through our web site. Representatives staffing the Help Desk are responsible for dispatching technicians to provide onsite service for both CONUS and OCONUS locations. We do not encourage our customers to make contact with our subcontractor technicians locally. Many of these individuals operate from their maintenance vehicles and are not prepared to receive calls directly from customers. Furthermore, as stated earlier, for OCONUS locations, it will take anywhere from one to four business days for us to respond onsite. As mentioned previously, NCS (through our service partners) and Lenovo have a global network of service providers. Onsite next business day service in OCONUS locations is available in all major cities and locales. If equipment is deployed in theater or in a remote OCONUS location that is inaccessible to our service technicians, NCS will work to provide alternate methods of repair (e.g. Full System Advance Replacement) in order to minimize downtime for the end-user.

NCS understands any system being returned for repair will not contain a hard drive. Several of the rugged devices being proposed contain a hard drive canister. As such removing the hard disk from the notebook can be done effortlessly. If the unit is shipped back to NCS, and the hard drive is the suspected failure part, we would like to have the hard drive canister returned with the unit in order to help us determine whether it is the drive or canister that is malfunctioning. We will test the functionalities of the replacement drive as it is housed in the returned enclosure prior to returning the unit to service. Our representative may request the end-user to execute a Hard Drive Destruction/Retention Request Form. Once this form is properly executed, we will authorize the destruction or retention and proceed with the warranty call as usual. To complete this

process, we will need either the hard drive's top plate or a photocopy of it. Systems requiring work not related to the hard disk will be repaired and checked for full functionalities with test drives maintained in our labs. Once the repair is completed, the test drive will be removed, and the system is returned to the Government without the hard disk. Systems requiring replacement hard disk will be repaired and returned to the Government with the same or equivalent hard disk that was initially shipped with the unit.

As with the Government policy on hard disk retention, we understand any secure systems being returned for repair may not contain any RAM. For systems requiring warranty work not involving RAM, we will receive, repair, and check for their full functionalities with test RAM modules maintained in our labs. Once the work is completed, these modules will be removed, and the systems are returned to the Air Force without any RAM just like they were when they came in.

For systems requiring warranty work that involves RAM, where necessary, we will issue authorization for these sensitive memory components to be destroyed by the Government. Prior to issuing the necessary authorization, our CSS Program Manager will request the Contracting Officer or user to execute a Memory Destruction/Retention Request Form. Once this form is properly executed, we will authorize the destruction or retention and proceed with the warranty call as usual. These systems will be repaired and returned to the Government with the same RAM configuration that was initially ordered with it.

Return to Product Listing