



Board Meeting Date: Feb. 13, 2023

Title: Chromebook Agreement with Now Micro

Type: Consent

Presenter(s): Natasha Monsaas-Daly

Description: The district provides the option for 1:1 technology for all K-12 students. Student Chromebooks are on a four-year refresh cycle. In order to ensure equitable access to working devices, we partnered with Catalyst Sourcing Solutions for our device procurement process. Catalyst put together our RFP and handled the bidding process. We received five bids - CDW, ITsavvy, Nor-Tech, Now Micro, and Xerox. Based on our rubric criteria, we chose to purchase our Chromebooks and Google licenses from Now Micro. The contract of \$508,500 will provide 1500 student devices and 1000 Google Chrome for Education licenses.

Recommendation: Approve via Consent

Desired Outcomes from the Board: None at this time

Attachments: Contract with Now Micro and RFP Summary



Now Micro, Inc.
 1420 Perron Rd E, STE 300
 Mendota Heights, Minnesota 55120
 United States
 www.nowmicro.com
 (P) 651-633-9072
 (F) 651-393-2133

Quote (Open)


Date Jan 26, 2023 09:19 AM CST	Expiration Date 02/25/2023
Modified Date Jan 26, 2023 09:22 AM CST	
Quote # QT100882 - rev 1 of 1	
Description Lenovo 500e	
SalesRep Rains, Ben (P) 651-744-9946	
Customer Contact Monsaas-Daly, Natasha (P) (952) 848-3900 natasha.monsaas-daly@edinaschools.org	

Customer
 Edina Public Schools (MN-EDIN001)
 Monsaas-Daly, Natasha
 5701 Normandale Road
 Edina, MN 55424
 United States
 (P) 9528484800

Bill To
 Edina Public Schools
 Payable, Accounts
 5701 Normandale Road
 Edina, MN 55424
 United States
 (P) 9528484800
 Accounts.Payable@edinaschools.org;
 MN-EDIN001

Ship To
 Edina Public Schools
 Department, Receiving
 5701 Normandale Road
 Edina, MN 55424
 United States
 (P) 9528484800
 Ship To

Customer PO:	Terms: Undefined	Ship Via: FedEx Ground
Special Instructions:		Carrier Account #:

#	Image	Description	Part #	Tax	Qty	Unit Price	Total
1		Lenovo - Lenovo 500e Chromebook Gen 3 82JB Flip design - Intel Celeron N5100 / 1.1 GHz - Chrome OS - UHD Graphics - 4 GB RAM - 32 GB eMMC - 11.6" IPS touchscreen 1366 x 768 (HD) - Wi-Fi 6 - gray - kbd: US	82JB0001US	Yes	1500	\$308.00	\$462,000.00
2		Google - Google Chrome OS Management Console License, Education	GOOG-CROSSWDISEDU	Yes	1500	\$31.00	\$46,500.00

Subtotal: \$508,500.00
 Tax (.0000%): \$0.00
 Shipping: \$0.00
 Misc: \$0.00
Total: \$508,500.00

Thank you for the opportunity to provide a quote for goods and services. Prices provided under MN State Contract # 160321, Dell/NASPO Contract MNWNC-97222 and MHEC. Contracts provide for computers, servers, software, professional and non-professional services.

Prices reflect a 3% cash discount unless noted, and are not applicable to credit card, p-card or extended terms without written consent. If you wish to pay with credit card, please reply to your sales representative for an updated quote. Now Micro does not accept American Express as a form of payment, and reserves the right to extend quoted prices on Net Terms accounts. Supply subject to availability, and pricing subject to change without notice. Now Micro will continue to do our best to notify customers of any known volatility that would prevent quotes from being valid for our standard period of 30 days.

Once purchased, equipment may only be returned to Now Micro with prior consent and only for defects covered by the manufacturer's warranty. See complete Now Micro purchase agreement for additional details. Purchase orders may be submitted electronically to orders@nowmicro.com, or by fax to (651)393-2133. Questions regarding your order? Please reach us at insidesales@nowmicro.com.

REQUEST FOR QUOTE: CHROMEBOOKS (2023)

General Information

Organization:	ISD #273 – Edina Public Schools	Date:	2/7/2023
Department:	Media and Technology	Category:	IT Hardware & License (Chromebooks)

Process Notes

Process used	Request for Quote (RFQ) requiring use of valid preexisting Joint Powers Contract
Vendors participating	<ul style="list-style-type: none"> • Best Buy (No Submission) • CDW-G (Submitted) • ITsavvy (Submitted) • Nor-Tech (Submitted) • Now Micro (Submitted) • Xerox Business Solutions (Submitted)

Submitting Vendor Information

Company Name	Company Contact	Joint Powers Agreement Utilized
CDW-G	Mayank Srivastava	Minnesota Services Cooperative #022-G
ITsavvy	Chris Elkendier	N/A
Nor-Tech	Tom Morton	State of Minnesota Buy, IT #160318
Now Micro	Sydney Ellison	MN State Contract #160321
Xerox	Michaelle Meland	Omnia #R171406

References

Company Name	Reference #1	Reference #2
CDW-G	MN ISD #181 – Brainerd Public Schools	MN ISD #77 – Mankato Area Public Schools
ITsavvy	Appleton Area Schools (WI)	Oshkosh Are Schools (WI)
Nor-Tech	Brookings Schools District (SD)	Baldwin-Woodville Schools (WI)
Now Micro	MN ISD #1 Minneapolis Public Schools	MN ISD #11 Anoka-Hennepin Schools

Xerox	MN ISD #149 Dolton Schools District	Singer School District (WI)
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Questions

Question/Data Point	CDW	ITsavvy	Nor-Tech	Now Micro	Xerox
Have you reviewed & agree with all terms, conditions, specifications, and requirements as described? [Y/N]	N	Y	Y	Y	Y
Have you provided all documentation required (as found on page 1)? [Y/N]	Y	Y	Y	Y	Y
Did you provided ALL Service Level Agreements to be included in the evaluations process? [Y/N]	Y	Y	Y	Y	Y
What is the approximate number of weeks between order submission date and delivery to district? [#]	4	2-4	10	1-2	1-2
What is the latest date for receipt of Purchase Order to ensure delivery by June 1 st , 2023? [DATE]	CDW Cannot Guarantee Delivery by a certain Date	4/1/2023	3/15/2023	5/10/2023	5/1/2023

Models Proposed

Desc	Qty	CDW	ITsavvy	Nor-Tech	Now Micro	Xerox
Chromebook	1,500	Lenovo 82JB001US	Lenovo 82JB0001US	Lenovo 82JB0001US	Lenovo 82JB0001US	ACER NX.KCZAA.001
Google License	1,500	Google	Google	Google	Google	Google

Purchase Price Comparison

Desc	Qty	CDW		ITSavvy		Nor-Tech		Now Micro		Xerox	
		Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net
Chromebook	1,500	\$335.00	\$502,500.00	\$365.00	\$547,500.00	\$375.00	\$562,500.00	\$308.00	\$462,000.00	\$312.00	\$468,000.00
Google License	1,500	\$32.00	\$48,000.00	\$31.00	\$46,500.00	\$26.00	\$39,000.00	\$31.00	\$46,500.00	\$31.00	\$46,500.00

48-Month Lease – Monthly Payment Comparison

Desc	Qty	CDW		ITSavvy		Nor-Tech		Now Micro		Xerox	
		Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net
Chromebook	1,500	\$7.86	\$565,920.00	N/A	N/A	\$8.82	\$635,040.00	\$7.44	\$535,680.00	\$7.32	\$527,040.00
Google License	1,500	\$0.67	\$48,000.00	N/A	N/A	\$0.62	\$43,998.00	\$0.75	\$54,000.00	\$0.73	\$52,560.00

48-Month Lease – Annual Payment Comparison

Desc	Qty	CDW		ITSavvy		Nor-Tech		Now Micro		Xerox	
		Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net
Chromebook	1,500	\$91.75	\$550,500.00	\$99.24	\$595,536.00	N/A	N/A	\$84.95	\$509,703.52	N/A	N/A
Google License	1,500	\$8.04	\$48,000.00	\$8.40	\$50,580.00	N/A	N/A	\$8.55	\$51,301.32	N/A	N/A

Proposed Optional Services Comparison Proposed

Desc	Qty	CDW		ITSavvy		Nor-Tech		Now Micro		Xerox	
		Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net	Per Unit	Net
Lenovo 1Y Accidental Damage Protection	1,500	DNQ	DNQ	\$23.00	\$34,500.00	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ
Lenovo 2Y Accidental Damage Protection	1,500	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	\$44.00	\$66,000.00
Lenovo 3Y Accidental Damage Protection	1,500	\$55.00	\$82,500.00	\$57.00	\$85,500.00	\$35.00	\$52,500.00	DNQ	DNQ	\$78.00	\$117,000.00
White Glove Services	1,500	DNQ	DNQ	\$4.25	\$6,375.00	DNQ	DNQ	DNQ	DNQ	\$9.00	\$13,500.00
ACER USB Type C Power Adapter	1,500	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	\$34.00	\$51,000.00

16 Hours Professional Support	N/A	DNQ	DNQ	DNQ	DNQ	DNQ	DNQ	\$0.00	\$0.00	DNQ	DNQ
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REQUEST FOR QUOTE: CHROMEBOOKS (2023)

Opportunity Overview

Independent School District No. 273 is seeking proposals for the **PURCHASE** of up to 1,500 Chromebooks and Google Management Licenses. The district is interested in both the purchase prices as well as 48-month financing terms to match the district's device replacement schedule.

Eligibility

Vendors must have a current, eligible Joint Powers-eligible cooperative agreement in which to base their proposed pricing on.

Submission Process

Questions can be submitted via email up until January 27th, 2023, at 10:30 AM.

Questions can be emailed to ktrites@catalystsourcing.com.

After receipt of all questions, a response addendum will be emailed to all known participating vendors.

Proposals for Chromebooks and related items will be received either electronically until **10:30 AM, February 3rd, 2023** by emailing your proposal documents to ktrites@catalystsourcing.com.

If submitting physical copy, envelopes containing proposals must be sealed, clearly marked "Chromebooks RFP (2023)" and feature the name and address of the vendor and addressed to:

Attn: Natasha Monsaas-Daly
District Media and Technology Services
Independent School District No. 273
5701 Normandale Road, Suite 339
Edina, MN 55424

Proposal Content Requirements

Submissions should include:

- **Proposal Forms**
 - Vendors shall submit their proposals upon the Submission Worksheet included with the specifications.
 - The Edina Public Schools' School Board reserves the right to accept or reject any or all proposals or parts of such proposals and waive any formalities or irregularities in quoting process. No proposal may be withdrawn for a period of thirty (30) days after receipt without the consent of the Edina Public Schools' School Board. All quotations are to be F.O.B., Edina, MN.
- **Proposal Data**
 - Vendors are encouraged to provide other information or documentation applicable to their proposal along with the worksheet provided.
 - Proposed data should include:
 - Specification sheets for proposed Chromebooks
 - Document explaining repair process, estimated completion time, status communications, and remedies for service failure (time or completion)
 - Documentation on the repair process to include any Web portals, paperwork, and contact information needed to facilitate repairs of devices

Process Timeline

Event/Milestone	Date
Release of Documentation	1/20/2023
Deadline for vendor questions	1/27/2023
Proposal Deadline	2/3/2023
School Board Recommendation	2/13/2023

Submission of Purchase Order (no later than)	3/15/2023
Product Delivery (on-or-before)	6/1/2023

Evaluation and Selection Criteria

The district will evaluate each individual item and may choose to award any combination of items to vendors who submit. Contracts will be awarded after confirmation by the Edina School District of the Vendor's ability to comply with all requirements called for in the general provisions and specifications.

The Edina School District reserves the right to evaluate all proposals and determine whether the district's specifications and requirements are satisfied and to award contracts as the Edina School District determines to be in its best interest.

The Edina School District reserves the right to award the contract; reject all proposals; and/or waive minor irregularities or discrepancies within the sourcing process based solely on the district's evaluation of best value.

The following criteria will be used for evaluating proposals:

Evaluation Point Description	Weight (%)
Cost	51%
Ability to deliver product by June 1 st , 2023	30%
References and prior performance/relationship with district	19%

Terms and Conditions

- A. **Eligibility & Compliance with Federal and State Law:** Vendor must assure District that they have complied with all applicable Federal and State laws, regulations and rules.
- B. **Invitation:** The invitation to quote, which is attached hereto, and everything contained therein is adopted by reference and made part of these specifications and conditions.
- C. **General Criteria for Award:** After taking into consideration conformity with the specifications, timelines and other conditions imposed in the call for proposals, an award shall be made to the lowest responsible vendor.
- D. **Writing:** Within ten days of the award, persons having authority to contract for the parties shall duly execute a formal contract covering the subject matter of the proposal.
- E. **Form of Proposals:** The proposal must be submitted on the form prescribed by the District, a sample of which is contained in these specifications.
- F. **Vendor Qualifications:** The District reserves the right to refuse to consider the proposal of a vendor who is not known to be reliable, skilled, and regularly engaged in providing the service and/or goods described in the request. In addition, the District may require of any vendor to provide evidence satisfactory to the District, of the vendor's financial responsibility, and ability to efficiently, economically and satisfactorily perform the services and/or deliver the goods required by the District.
- G. **Rejection of Proposal:** In addition to grounds for rejection stated elsewhere in law, or in these specifications and conditions, the District may reject a proposal if:
- 1) The vendor fails to provide reasonable evidence reasonably requested pursuant to G.
 - 2) The vendor misstates or conceals any material fact in their proposal.
 - 3) The proposal submitted is conditional.
- H. **Alterations and Erasures:** A proposal containing an alteration or erasure of any price contained in the proposed quote, which is used in determining the lowest responsible quote shall be rejected unless the alteration or erasure is corrected as herein provided. An alteration or erasure may be crossed out and the correction thereof printed in ink or typewritten adjacent thereto an initialed in ink by the person signing the proposal.
- I. **Identical low Proposals:** In the case of identical low proposals from two or more vendors, the Board may at its discretion utilize negotiated procurement methods with the tied low vendors with lowest proposals for that particular transaction, so long as the price paid does not exceed the original proposal.
- J. **Single Quote:** In the case where only a single proposal is received, the Board may, at its discretion, negotiate a mutually agreeable contract with the vendor so long as the price paid does not exceed the original proposed quote.
- K. **Withdrawal and Award Deadlines:** No vendor may withdraw his/her proposal within 60 days after the date of opening. The District may elect to take up to 60 days to decide which vendor is to receive the award.
- L. **Award Options:**
District reserves the right to:
- 1) Award this contract in part or whole to a single vendor
 - 2) Reject any or all quotes/proposals.
 - 3) Award contract based on the investigation of vendors, as well as acceptance of alternates, all of which the Owner deems to be in their best interest.
 - 4) Waive informalities or minor irregularities in proposals and waive minor irregularities or discrepancies in RFP procedure.
 - 5) Cancel a contract entered in to with the successful vendor at any time, upon 30 days' written notice, if the District's standards are not met.
 - 6) the District is solely responsible for rendering the decision in matters of interpretation of all terms and conditions.

- 7) The District, in determining the lowest responsible vendor, will consider in addition to the RFP process, the quality, suitability and adaptability of the item(s) to be purchased for the use for which it is intended.
- 8) Trade-in policy and allowances will be considered where appropriate.

M. **Collusion:**

Collusion is grounds for bid rejection of all collusive vendors.

Terms & Conditions (cont'd)

- N. **Title IX Compliance Notice & Non-Discrimination Policy:** The District strictly adheres to Minnesota State Statute Section 181.59, Discrimination on Account of Race, Creed, or Color Prohibited in Contract, for the contracts it will enter into. During the performance of this contract, the vendor agrees that it shall not unlawfully discriminate against any employee or applicant for employment because of race, color, creed, religion, gender, national origin, sexual orientation, disability, age, marital status, or public assistance status. The Bidder will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment, without unlawful discrimination because of their race, color, creed, religion, gender, national origin, disability, age, marital status, sexual orientation, or public assistance status.

Vendors shall also comply with any applicable federal or state laws regarding nondiscrimination. The following list includes, but is not meant to limit, laws that may be applicable:

- Minnesota Statute Chapter 363A
 - The Equal Employment Opportunity Act of 1972
 - The Rehabilitation Act of 1973
 - The Age Discrimination in Employment Act of 1967
 - The Equal Pay Act of 1963
 - The Job Training Partnership Act of 1982
- O. **Equal Opportunity:** It is the policy of the District, in compliance with current Federal and State statutes and regulations, and in recognition of its obligation to provide equal opportunity for education and employment for all persons within its jurisdiction, not to discriminate on the basis of sex, race, religion, color, national origin, economic status, disability, age or marital status in any of the educational programs or personnel practices of the Edina School District. The Superintendent is designated as coordinator for compliance for all areas relating to educational programs and personnel practices. Title IX prohibits school districts from conducting business with any contractor or vendor not complying with Title IX requirements.
- P. **Requirements for onsite service providers:** Vendor employees and contractors who will be providing services on District premises must have been subject to a state and federal criminal background check and drug/chemical screening within the past 18 months.
- Q. **Insurance Requirements:** You may be required to provide proof of insurance as requested by District. Coverage levels described below should be considered MINIMUM requirements.

Insurance	Description	Coverage	Aggregate
Worker's Compensation	State Statutory Employer's Liability	\$500,000	n/a
Comprehensive General Liability (including Premises-Operations; Independent Contractor's Protective; Products and Completed Operations; Broad-Form Property Damage)	Bodily Injury; Property Damage; Combined Single Limit	\$1,000,000 each occurrence	\$2,000,000 aggregate
Blanket Contractual Liability	Bodily Injury; Property Damage; Combined Single Limit	\$1,000,000 each occurrence	\$2,000,000 aggregate
	Personal Injury, with Employment Exclusion Deleted	\$1,000,000 each occurrence	\$2,000,000 aggregate
Comprehensive Automobile Liability	Bodily Injury; Property Damage; Combined Single Limit	\$1,000,000 each occurrence	\$2,000,000 aggregate

- R. **Non-Waiver of Specifications and Conditions:** Failure or neglect of the District to require compliance with any term, condition, or specification of the quoting shall not be deemed a waiver of the same.
- S. **Terms of Payment:** Payments will be according to Minnesota Statute 471.425, currently providing for payment within 35 days after receipt of the merchandise or the invoice, whichever comes latest. Nothing in the vendor's proposal, quote, contract, or invoice will override this provision.
- T. **Prompt Payment to Subcontractors:** Contract to comply with 2006 Minnesota Statute, Chapter 471.425 regarding "Prompt Payment to Subcontractors" or the specification whichever is most stringent. 471.425 requires the prime contractor to pay any subcontractor or supplier within 10 days of the prime contractor's receipt of payment from the municipality for undisputed services or supplies provided by the subcontractor or supplier. Refer to the statute for additional information.
- U. **Taxes:** No direct charge may be made for federal, state or municipal sales and excise taxes, for which Independent School District 273 is exempt. The quote price shall not include the amount of any such tax. The vendor shall pay all taxes imposed on any and all goods and/or services used so that there will be no liability on the part of the Owner for any type of tax assessed thereon.
- Minnesota Taxes: Instrumentalities of the State of Minnesota are not subject to the State of Minnesota Sales Tax pursuant to Minnesota Laws of 1967, Extra Session, Chapter 32, Article XIII, Section 25, Sub 1, Para. (J).
- Excise Taxes: Instrumentalities of the State of Minnesota are not subject to Federal Excise Taxes. Individual exemption certificates will be furnished upon request if needed by successful vendor(s) to reclaim such charges.
- V. **Confidentiality:** All documents, materials and information supplied to the School District are subject to the Minnesota government data practice act.

General Specifications

It is the intent of the Edina School District No. 273 to acquire up to 1,500 Chromebooks and accessories as described in these specifications. These can be awarded to one vendor, or each item can be awarded to individual vendors based on response.

All equipment supplied pursuant to this solicitation shall be new, or later, currently advertised, standard production models, incorporating all the latest available changes and features.

Each Chromebook must come with the ability (license) to enroll the device in our Google Apps for Education management console.

The Vendor shall furnish the manufacturer's standard new equipment warranty at a minimum and shall promptly replace or repair defective materials, parts or workmanship and/or inadequate design at no cost to the purchaser.

Proposed price shall be all inclusive so that no other charges shall be applicable to the Edina School District.

The specific Chromebooks under consideration by the Edina School District are the Lenovo 500e (Model 82JB) Chromebook or equivalent.

Chromebook Specifications

Description	Specification
Storage	32GB SSD
RAM	4GB
Battery	8+ hours battery
Processor	Intel N5100 or better
Display	Flip/touch capability (2-in-1)
Camera	World-facing camera
Wi-Fi	Wi-Fi 6
Compatibility	Compatible with Android apps
Included Accessories	USB C Power adapter for Chromebook
Hardware	Sound construction
Warranty	1 year with option of 3-year accidental damage coverage option
License	Google Management License
Approved Models*	<ul style="list-style-type: none"> • Lenovo 500e <ul style="list-style-type: none"> o 3rd gen: Model 82JB <ul style="list-style-type: none"> ▪ <i>or EQUIVALENT</i>
Additional peripherals or accessories	The district is interested in any additional items that may be included in the proposal. Please indicate if your proposal includes items and quantities such as additional batteries, power adapters, and spare parts depot.

All equipment must be delivered no later than June 1st, 2023

Quote Worksheet

Your Company Information			
Company Name	Now Micro	Contact Name	Sydney Ellison
Address	1420 Perron Rd E	City	Mendota Heights
State	MN	Zip	55120
Joint Powers Agreement utilized (Holding organization & contract number)		MN State Contract # 160321	

References			
District/Organization	Contact Name	Contact Email	Contact Phone
Minneapolis Public Schools	Brad Lundquist	brad.lundquist@mpls.k12.mn.us	612-668-0028
Anoka Hennepin Public Schools	Jill Bourman	jill.bourman@ahschools.us	763-506-1251

Questions	
Question/Data Point	Your Response
Have you reviewed & agree with all terms, conditions, specifications, and requirements as described? [Y/N]	Y
Have you provided all documentation required (as found on page 1)? [Y/N]	Y
Did you provided ALL Service Level Agreements to be included in the evaluations process? [Y/N]	
What is the approximate number of weeks between order submission date and delivery to district? [#]	1-2
What is the latest date for receipt of Purchase Order to ensure delivery by June 1 st , 2023? [DATE]	May 10 th , 2023

PURCHASE Chromebook & License Quote					
Description	Qty	Unit Manufacturer	Unit Model	Price Per Unit (\$)	Net (\$)
Chromebook	1,500	Lenovo	500e Chromebook	\$308.00	508,500.00
Google Management License	1,500	Google	Google Chrome OS Management Console License, Education	\$31.00	\$46,500.00

48-MONTH FINANCE Chromebook & License Quote					
Description	Qty	Unit Manufacturer	Unit Model	Per Unit Monthly (\$)	Total Net Lease (\$)
Chromebook	1,500	Lenovo	500e Chromebook	See attached lease schedule	See attached lease schedule
Google Management License	1,500	Google	Google Chrome OS Management Console License, Education	See attached lease schedule	See attached lease schedule

Optional Services and Fees Proposed

Please share any additional parts, services, or warranty included or discounted based on the proposed units above.

- Examples: Power Cords, Parts Depot, Batteries, additional support, extended warranty coverage, etc.

Description/Includes	Quantity	Per unit price/fee
Complimentary professional support hours to be used as needed	16 Hours	\$0

Included in the quoted price for the Warranty is the Manufacturer's service coverage, as well as Now Micro's value add to the Manufacturer warranty. This plan includes the option to use the Manufacturer's warranty service or use Now Micro's service for repairs. Edina does not need to pick one service to use for all devices. With all Warranties quoted, Edina can send Laptops to Now Micro for break/fix with about a 1-2 week turnaround time from the received date (subject to parts availability)

Procedure for Filing warranty claim with Now Micro. All Devices purchased through Now Micro will come with access to our DICE Portal (Pictured Below).

DICE- Inventory Management System. This system allows for customers to create tickets by searching their DICE database by serial number or asset tag number. Once a ticket is created this allows customers to track the progress of their system through updates provided by our Support team to the DICE portal in the ticketing section.

To create a ticket- search for the device using the asset tag or serial number in the DICE portal. After you have found the device you select the "Create Ticket Tab" and fill in a description of the problem. That kicks off the process automatically on our end to send a call tag for the device to repair at Now Micro at no cost to Edina Public Schools.

The warranty process can also be started by calling our support team or by email: support@nowmicro.com

The screenshot shows the Now Micro DICE portal interface. At the top, it displays 'ACME Corporation' and a user profile for 'sarah@nowmicro.com'. Below this is a table listing devices with columns for Organization, Serial Number, Invoice Date, Asset Tag, Customer PO Number, Warranty End Date, Warranty Type, Manufacturer, Model, Image, and Created. A single device is listed with details for ACME Corporation, ACME-Serial-00530, and a warranty ending on 9/27/2022.

The main content area shows detailed information for the selected device, organized into sections: Classification (System, Motherboard, Chassis), Description (Dell Latitude 5590), Asset Tag (ACME-Asset-GXKE), Image (ACME-image-1), Warranty Type (WARRANTY3), and Warranty End Date (09/27/2022). It also includes tables for Disk Drives and Memory. At the bottom of the device details, a green button labeled 'Create A Ticket' is circled in red.

Once the ticket is created you have the ability to track the shipment of the device as well as Now Micro's progress in fixing the device. (See Below)

- NAVIGATION
- Home
- Devices
- Orders
- Support Tickets
- ConsultNow
- Help
- Administration

Tickets

CREATE TICKET

Customer	Serial Number	Incident ID	Status	Status Reason	Title	Subject	Description	Created
NM0005	ACME-Serial-00530	cd421339-bd38-ea11-8b13-0...	Active	New	Now Micro - ACME-Serial-00530	DICE	TEST- STEVENS POINT RFP	1/16/2020, 6:06 PM

Now Micro - ACME-Serial-00530

<p style="text-align: center; margin: 0;">Customer Information</p> <p>Customer: NM0005 Email: brada@nowmicro.com</p>	<p style="text-align: center; margin: 0;">Device Information</p> <p>Created Date: 01/16/2020 Manufacturer: Dell Inc. Status: Latitude 5590 Serial Number: ACME-Serial-00530</p>	<p style="text-align: center; margin: 0;">Ticket Information</p> <p>Defective Part: N/A Description: TEST- STEVENS POINT RFP Status: Active</p>
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