



Virtucom's Proposed Solution to: NCSD Summer 2026 Computer Refresh

Due December 17th, 2025 at 2:00PM



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Via Electronic Delivery

December 17th, 2025

484 S. West Street
Pahrump, NV, 89048

Robert Williams and Nye County School District,

Virtucom, Inc. Headquarters
1 Sun Court Northwest
Peachtree Corners, GA 30092
Phone: (770) 908-8100
Toll Free: (800) 890-2611
Fax: (770) 908-8007
<https://virtucom.com/>

Thank you for considering our proposal. We appreciate the opportunity to offer a solution tailored to meet the specific needs of Nye County School District (NCSD). Virtucom is committed to providing your District and Department of Technology with the requested devices, services, and unparalleled support from a K-12 exclusive technology company, which has over twenty-five years of experience.

In today's rapidly evolving technology landscape, it is important to have customizable and relationship-based technology support. At Virtucom, we aim to become a long-term extension of your technology programs, offering flexible solutions that adapt to your needs as they evolve. We understand that the NCSD community has unique characteristics, and our solution includes flexible services that cater to those specific needs, from the initial purchase order and beyond.

By choosing Virtucom, NCSD will benefit from in-house services tailored to your requirements, cost-efficient oversight of technology advancements, and the best value for the requested services. We are dedicated to supporting the education of students both inside and outside the classroom. This commitment extends to every department, teacher, student, and staff member in your District, and we are confident in our ability to meet or exceed your expectations.

We look forward to delivering excellence to NCSD.

Sincerely,



Don Tang, COO
dtang@virtucom.com
(800) 890-2611 Ext. 206

Virtucom is a Certified M/WBE Company:



Illinois Commission on Equity and Inclusion

Nina Harris, Chairperson
Alexandria Wilson, Acting Executive Director
115 South LaSalle Street, Suite 4N, Chicago, IL 60603

01/13/2025

virtucom
1 Sun CT NW
Peachtree Corners, Georgia, 30092

BEP Certification No Change Affidavit Approval

Dear Jenny Tang,

Congratulations! After reviewing your No Change Affidavit (NCA) information, we are pleased to inform you that your firm has been granted continued certification under the Business Enterprise Program (BEP).

Certification Type: Women/Minority Business Enterprise

Certification Date: 12/22/2020

Certification Expiration Date: 12/22/2027

Certification Renewal Date: 12/22/2025

The Illinois Commission on Equity and Inclusion (CEI) will email you at least 90 days before your certification anniversary date to remind you to update your certification as a condition of your continued certification. You are responsible for ensuring that the contact email address in the system is accurate and up to date and that the email account is checked regularly so you do not miss any important notifications.

Certified firms are encouraged to notify CEI's BEP certification unit within two weeks if any of the following changes occur:

- Ownership changes.
- Changes in control.
- Changes in the host agency's certification status.

Please review the following list carefully to ensure all relevant NIGP codes are included. Your firm's name will only appear in CEI's certified vendor directory as a BEP-certified vendor in the specialty area(s) of:

204 - 53 - Microcomputers, Desktop or Tower based, 204 - 54 - Microcomputers, Laptop, Notebook and Tablets, 920 - 45 - Software Maintenance and Support Services and Updates and Data Hosting Services, 920 - 47 - Support Services, Computer, Includes Computer Warranties

CEI welcomes your continued participation in BEP and wishes you unrelenting success. If you have any questions or comments, please email CEI.BEP.Certification@illinois.gov or call (312) 814-4190.

Sincerely,



Carlos Gutierrez
Certification Manager

Executive Summary



Why Virtucom?

K-12 EdTech Exclusive Company
Flexible and Relationship-Based Approach
Fully In-House and Customizable Services
Experienced and Capable Partner
Ongoing Support and Consultation

Understanding of Needs

NCSD is seeking a vendor to furnish desktop computers and deliver the devices with a vehicle equipped with a lift-gate. More than ever, districts are facing the challenge of integrating new technology with the learning process. This includes purchasing and selecting the right technology to match your needs, maintaining relationships with technology manufacturers, and keeping up with technology trends and advancements as EdTech evolves. In recent years, securing inventory and deploying large volumes of devices has also become an increasingly difficult challenge for K-12, and because your District has different schools, classrooms, and buildings, this challenge is multiplied. Additionally, you may face timelines that seem impossible to meet. Virtucom is here to support you.

Virtucom's Offer

We are committed to supporting your desktop deployment and working together to ensure that “Every Student is A Success”. School districts have many similar needs, but each district has their own unique challenges, visions for the future, and technology plans. While being an experienced K-12 EdTech provider allows us to address many similar needs between districts, the main benefits we offer are born through the relationships we form with each **individual** district.



5K+ schools



231K+ educators



3.6M+ students

➤ *As a nationwide reseller with 30 years of experience, we are offering Lenovo products to fulfill your RFP specifications. Virtucom is an Authorized Service Partner with Lenovo.*

Hardware

To find technology and value to meet your specifications, we have reviewed options and configurations with major manufacturers and are proposing that Lenovo is the best option. Virtucom is an Authorized Reseller and Authorized Service Partner (ASP) with Lenovo. We are standing by to service and repair your end user devices.



Additional Benefits for NCSD:

- Support of a K-12 EdTech exclusive company with over 30 years of experience
- Completed over 38,000 warranty repairs in 2024, 25,000 of which were ADP
- Experienced with volume (500,000+ devices protected/deployed annually)
- Speed and flexibility of a company experienced in handling volume
- A relationship with a certified Minority and Woman Owned Business (M/WBE)
- Ongoing relationships with major manufacturers
- Preparation for current, emerging, and evolving technologies

By choosing Virtucom, NCSD will receive the support of K-12 experts with flexible EdTech services. Because technology is constantly changing, we help you avoid obstacles before they arrive, all while supporting your technology programs and projects. This proposal includes

We aim to create a long term relationship with NCSD. For over thirty years, we have invested in the communities of K-12 Districts throughout the nation, and we hope to discuss our partnership in person or via video conference.

Technical Solution



Flexible Solutions
ASP with Major Manufacturers
Capacity for Small or Large Projects
Warranty Options
In-House Repairs
Technology Consultation

- *In consideration of District requirements, we have consulted with manufacturers in order to offer product that meets your requirements.*

Proposed Product:

- **Lenovo Thinkcentre M70q Gen 6 Tiny Desktop (13A4002CUS)**

Estimated Delivery: Within 30 Days from initial purchase order.

Demo Units Available

We encourage NCSD to take advantage of a demo unit to compare to your current fleet. Upon request, Virtucom will provide a demo unit for NCSD to review to help with your selection process.

To give you the best insight into our response, we have produced a side-by-side comparison of your requirements with our proposed specifications in the following section.

Proposed Desktop Specifications

➤ *To meet or exceed your requirements, we have included component comparisons and manufacturer data sheets.*

Lenovo Thinkcentre M70q Gen 6 Tiny Desktop - 13A4002CUS

Product Requirement	Recommended Product Specification	Meets or Exceeds Requirements
14 th Gen i7 or Ultra 7 or better	Ultra 7 265T	Meets
16 GB DDR5 SDRAM	16GB DDR5 SDRAM	Meets
256GB SSD	256GB SSD	Meets
135 Watt Power Supply	135 Watt Power Supply	Meets

Data Sheet

ThinkCentre M70q Gen 6 13A4002CUS


 PSREF
Product Specifications
Reference

PERFORMANCE

Processor
Intel® Core Ultra 7 265T, 20C (8P + 12E) / 20T, Max Turbo up to 5.3GHz, 30MB
AI PC Category
AI PC¹¹
NPU
Integrated Intel® AI Boost, up to 13 TOPS
Graphics
Integrated Intel® Graphics
Chipset
Intel® Q870 Chipset
Memory
1x 16GB SO-DIMM DDR5-5600
Memory Slots
Two DDR5 SO-DIMM slots, dual-channel capable
Max Memory¹²
Up to 64GB (2x 32GB DDR5 SO-DIMM)
Storage
256GB SSD M.2 2280 PCIe® 4.0x4 NVMe® Opal
Max Storage Support¹³
Up to two drives, 2x M.2 2280 SSD + M.2 2280 SSD up to 2TB
RAID Preset
None
Card Reader
No card reader
Optical
None
Audio Chip
• High Definition (HD) Audio, Realtek® ALC233VB or Conexant CX1771 codec
• 24-bit DAC supports 44.1K/48K/96K sample rate, 2 channel DAC supports 24-bit PCM format
• 16-bit ADC supports 44.1K/48K/96K sample rate, 2 stereo ADC supports 16-bit PCM format
Speakers
2Wx1
Power Supply¹⁴
135W 90% Adapter
DESIGN

Keyboard
USB Traditional Keyboard, Black, English
Mouse
USB Calloope Mouse, Black
Expansion Slots
Three M.2 slots (one for WLAN, two for SSD)

Case Color

Black
Stand
Vertical Stand
Adapter Cage
None

Toolless Chassis Screw

None
Dust Filter
None

Mounting

None
iO Box
None

Pen

Pen Not Supported

Form Factor

Tiny (1L)

Dimensions (WxDxH)¹⁵

179 x 182.9 x 36.5 mm (7.05 x 7.2 x 1.44 inches)

Weight¹⁶

Around 1.18 kg (2.6 lbs)

CONNECTIVITY

WLAN + Bluetooth

Intel® Wi-Fi® 6E AX211, B02.1ax 2x2 + BT5.3, vPro®¹⁷

WWAN

Non-WWAN

Ethernet

Integrated 100/1000M

Front Ports

• 1x USB-C® (USB 10Gbps / USB 3.2 Gen 2), data transfer only

• 2x USB-A (USB 10Gbps / USB 3.2 Gen 2), one supports Always On and 5V@2.1A charging

• 1x headphone / microphone combo jack (3.5mm)

Rear Ports

• 2x USB-A (USB 10Gbps / USB 3.2 Gen 2)

• 2x USB-A (USB 5Gbps / USB 3.2 Gen 1), one supports Smart Power On

• 1x HDMI® 2.1 TMDS

• 1x DisplayPort™ 1.4a (HBR2)

• 1x Ethernet (GbE RJ-45)

Optional Rear Ports (configured)

DP 1.4

SECURITY & PRIVACY

Security Chip

Discrete TPM 2.0, TCG certified, FIPS 140-2 certified

Fingerprint Reader

No fingerprint reader
Physical Locks
Kensington® Security Slot™, 3 x 7 mm
Kensington Cable Lock
None

Chassis Intrusion Switch

Chassis Intrusion Switch

MANAGEABILITY

System Management¹⁸
Intel® vPro® Enterprise

SERVICE

Base Warranty
3-year, Onsite
Included Upgrade
None

CERTIFICATIONS

Green Certifications
• ENERGY STAR® 9.0
• RoHS compliant
• TCO Certified, generation 10

Other Certifications

-

Mil-Spec Test

MIL-STD-810H military test passed (Low Pressure [Altitude], High Temperature, Low Temperature, Temperature Shock, Humidity, Sand and Dust, Vibration, Shock, Solar Radiation, Contamination by Fluids, Salt Fog)

SOFTWARE

Operating System
Windows® 11 Pro, English
Bundled Software
None

ACCESSORIES

MODEL

TopSeller : Yes EAN / UPC / JAN : 199271049426
Announce Date : 2025-05-13 End of Support : 2031-12-13
Lenovo reserves the right to change specifications without notice.
To see more note information, please access the [web page](#).

VirtuCARE Extended Warranty

- *With our VirtuCARE warranty, your District receives flexible in-house warranty services with fully bonded and insured warranty repairs.*

Virtucom will provide a 3 year extended warranty for your devices. We understand how crucial technology is in the classroom and the effects non-working devices have on a student's performance. Our warranty support is designed to minimize any downtime a student experiences.

Benefits to your District:

- In-house technicians certified through manufacturer training courses
- Over 40,000 repairs completed in 2024 alone
- Relationship with an Authorized Service Partner (ASP) for major manufacturers
- No sub-contractors utilized for repairs
- Original Equipment Manufacturer (OEM) replacement parts for repairs
- No 3rd party insurance approval delays; we self-insure our warranties

Covered with Each Repair:

Device components	✓
Manufacturing defects	✓
Parts and labor	✓
Replacement parts with same or greater capabilities	✓
Option to replace broken devices with new, not refurbished, devices	✓
Warranty process managed without subcontractors	✓
Certified technicians perform repairs	✓
No shipping fees	✓
Sanitization of devices	✓
Online warranty status lookup	✓

Additional Fleet Protection

- *Virtucom maintains a number of additional programs for NCSD and K-12. A quote is available upon request.*

 Extended
Battery Program

Our battery warranty provides a replacement battery after the manufacturer warranty ends. This coverage lasts for three (3) years and covers one (1) battery.



Theft & Loss Protection

Districts cannot always guarantee that once they hand out devices to students, the device will be returned. Theft/Loss Coverage provides a replacement.

Loaner Program
(no disruption in learning)

Our loaner program emphasizes zero down time. Rather than wait for repairs, we provide a device for use, so students and staff members avoid waiting for repairs.

No Questions Asked
Program

Devices are repaired or replaced with no questions asked and no restrictions. Complete and total protection; peace of mind for **all** scenarios.

Summer Refresh &
Redeployment Service

Preparation for a new school year can be a large task. We can complete asset tagging, white glove, imaging, repairs, sanitization, and other services so devices are ready for the fall.

Authorized Service Partner (ASP) and Service Center

- *We can service and repair your fleet at any time as an Authorized Service Center for major manufacturers, in or outside of warranty.*



8001 Development Drive
Morrisville, NC 27560

March 25, 2025

Subject: Lenovo Service Authorization

To whom it may concern,

This letter will confirm that ASP **Virtucom** of the City of Norcross, GA is a valued Lenovo Authorized Service Partner providing warranty and post warranty service for a wide range of Lenovo Commercial and Consumer branded computing products and accessories. These include Lenovo Desktops, Mobile, Visuals, and Consumer All in Ones, Consumer Notebooks, and Consumer Desktops.

As an Authorized Service Partner, ASP **Virtucom** has access to a wide range of Lenovo support services.

These include:

- In-depth product training and re-certification
- Complete on-line technical library for products serviced
- Ongoing technical bulletins from the experiences of Lenovo's worldwide service network
- Engineering Change Announcements
- Assistance with In-depth problem determination
- Support structure access to Lenovo Engineers
- A best-of-breed parts inventory & distribution process
- Access and availability to warranty and post warranty parts
- Access to same day emergency parts fee services

As a valued Lenovo Authorized Service Partner, ASP **Virtucom** is providing consistent and high-quality warranty service to Lenovo product owners in USA.

Sincerely,



*Victoria Pawelkowski
Sr. Manager, North American Warranty Service Partners
Lenovo North America*

Long-Term Relationship Capacity

- *Maintaining relationships with each customer continues to be our highest priority as a company. Your deployments are more than just a transaction.*

K-12 Relationships

Many of our K-12 clients have continued seeking our services for five (5) to twenty-five (25) years. From warranties to complete turnkey installation, we specialize in the smooth integration of technology into education, so that your District can focus on what is important—helping students learn.

Capacity to Perform Work

Virtucom completes large deployments, finishing each on-schedule while maintaining a consistent stream of communication and satisfaction with districts. Our in-house services and fleets help us remain flexible enough to complete deployments rapidly to multiple locations. Virtucom deploys and services over 500,000 devices in K-12 districts every year.

Our services are supported by our headquarters, which has the capacity to warehouse, stage deliveries, and perform services while coordinating with districts and deployment teams.

Our facility and warehouse:



Some purchases utilize distribution services for delivery, but we also have a fleet of vehicles for situations that require a more complex deployment. Most of the time, we use vehicles for deployments that require specialized services/installation from our technicians, or for pickups and returns on damaged/repaired devices.

Our fleet:



Cost Proposal



K-12 Exclusive
30+ Years of Experience
Educational Technology
Technology Program Support
K-12 Logistical Familiarity
Tailored Solutions

Virtucom has included our cost proposal with the best possible pricing on the next page.

Disclaimer:

Our pricing presented in this proposal is based on the current tariff and tax as of December 17th, 2025 and does not include the effects of the tariffs being discussed and negotiated at this time. Any additional tariff or tax levied by any applicable government or taxing authority is outside of our control and any increase in cost resulting from these taxes/tariffs will be reflected as an additional cost to the customer.

Lenovo ThinkCentre M70q Gen6 Tiny Desktop Quote



1 Sun Ct NW
Norcross, GA 30092
www.virtucom.com

Sales Price Quote

Date	Quote #
12/16/2025	VQ2511241693

To	School Name
NYE COUNTY SCHOOL DISTRICT 3200360 (NV)	Nye County School District Technology Department

Expires	Sales Rep		
01/15/2026	Tony Woods		
Description	Quantity	Unit Price	Amount
Lenovo ThinkCentre M70q Gen 6 Tiny Desktop	200	\$1,168.65	\$233,730.00
		Subtotal:	\$233,730.00
We appreciate your business.		Tax Total (0.00%):	\$0.00
		Total:	\$233,730.00

We appreciate the opportunity to quote. If you have any questions, please call us at (800)890-2611 or fax us at (770)908-8007.

Unless otherwise noted, prices on this quote are good for thirty (30) days from the above date. This does not promise delivery date or availability of the product(s). This quote is non-transferable and valid only for the company/individual named above. No refunds on deposits for special order items. Our standard terms are net thirty days.

Value Added Services

- *Because truly supporting your District goes beyond the needs of this bid, the list of Value Adds provided below are included in our offer at no additional cost.*

Safe and Secure

Creating a safe and secure environment for students, teachers, and staff is more important than anything. All Virtucom technicians undergo an extensive background check and are identified by their uniform. Staff members understand and follow all of NCSD rules and policies.

Inventory Tracking and Reporting

Upon completion of each project, we provide asset data. This data is provided in a cvs or xls format with the date, installation status (if applicable), PO#, Facility Name, Site ID, Room#, New Serial Number & Htag, and any other details your District wishes to be included. Inventory data is available within 48 hours of project completion.

Virtucom can provide separate inventory information to District departments upon request. All data can be customized based on District needs.

Sample Inventory Spreadsheet:

Facility Documentation, Status, and Purchase Order					Removed Hardware		New Hardware		
Date	Status	PO#	Location	Room	Removed Board	Removed Projector	SN#	MAC Address	Asset Tag
10/5/2022	Installed	--	School Name	15	1213456	V3926463	1234567890	11:22:33:1234	V123456
10/5/2022	Installed	--	School Name	101	1213457	V3926464	1234567891	11:22:33:1235	V123457

Monthly Summary Reporting

For each month of service to your District, Virtucom compiles data into a monthly report. This data includes the status of deliverables, pending items, completed deliveries, installations, services, and an improvement plan for the following month.

Scope of Work



Relationship Focused

Dedicated Account Manager
Dedicated Services Director
Custom In-House Services
Online Tools
SLA Commitments

- *Each technology project has an actively managed workflow from the start of the project all the way through the support phase.*



At each stage of workflow, Virtucom manages processes internally and coordinates with NCSD personnel for each service we offer. While this section summarizes our internal processes, we want your District to understand that these are only our standard workflows. Flexibility is at the core of each technology service we provide, even for standard services like inventory tracking and reporting, and we extend this flexibility to NCSD.

Project Implementation

- *Virtucom plans and manages each technology project in coordination with NCSD from the first purchase order to the final phase.*

Project Kick-off

At the start of each project, Virtucom sets up a kick-off call with all stakeholders to:

- Conduct initial briefings with District representatives
- Discuss the project's scope, timeline, constraints, and deliverables
- Establish communication channels

Planning and Logistics

To ensure smooth deployment of your devices, we will:

- Process Purchase Orders in line with the project schedule
- Confirm any alterations to the project's scope
- Collaborate with approved points of contact post PO receipt
- Schedule deliveries, noting any unique constraints or instructions

Delivery and Deployment

Each school in your District is unique. Our ability and willingness to adapt to each school, District, and technology program has been a part of our deployment philosophy since the foundation of our company. Our deployment team organizes and provides delivery to one central location.

- Delivery Schedules: Provided at least one (1) week in advance
- Documentation: Custom inventory reports provided to on-site personnel
- Virtucom will use your preferred service for delivery (UPS, USPS, FedEx, etc.)

Ongoing Support

While all technology projects come to a close, the ongoing support behind them does not. Our primary goal is to form a long-lasting relationship with NCSD. Ongoing support includes but is not limited to:

- Maintaining SLAs and Warranty Support
- VirtuCARE Center access
- Quarterly Business Reviews (QBRs)

Repairs and Ticketing Process

- Your device repairs will be completed by our team of in-house, certified technicians. Virtucom does not subcontract for repairs.

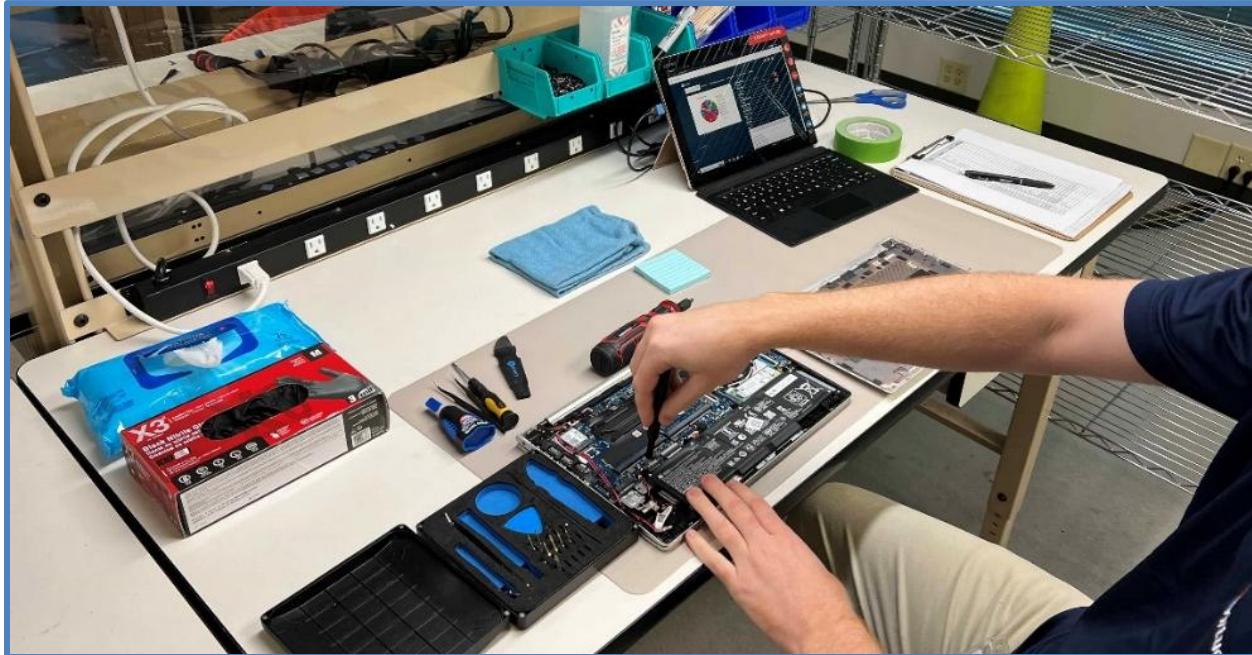
When devices arrive at our facility for repairs and servicing, our team reviews the ticket to best understand each issue. Devices submitted without specific instructions undergo a multi-point inspection to diagnose the issue. Diagnoses are completed on a case-by-case basis. During repairs, our technicians:

- Review Ticket
- Diagnose issue(s)
- Repair parts using Original Equipment Manufacturer approved components
- Attempt to duplicate the original issue(s) to ensure it does not repeat
- Address other issues discovered during multi-point inspections
- Return device(s) to end user via established processes

Depot and Courier Processes

- Ticket Submission—Via NCSD preferred ticketing system.
- Response—Same day if submitted by 12 PM. Next day if submitted after 12 PM.
- Pickup—Virtucom receives device via mail or courier service.
- Repairs—Certified technician performs assessment and completes repairs.
- Return—Device is returned to a District contact via mail or courier service.
- Ticket Resolution—Ticket is closed once issues are resolved.

A Virtucom technician performing repairs at our facility:



NCSD Services Team

- Over 75% of our staff are dedicated to services. To enhance customer experience, our team members are immersed in a culture of learning and certification.

Sample Certifications:



Services Director

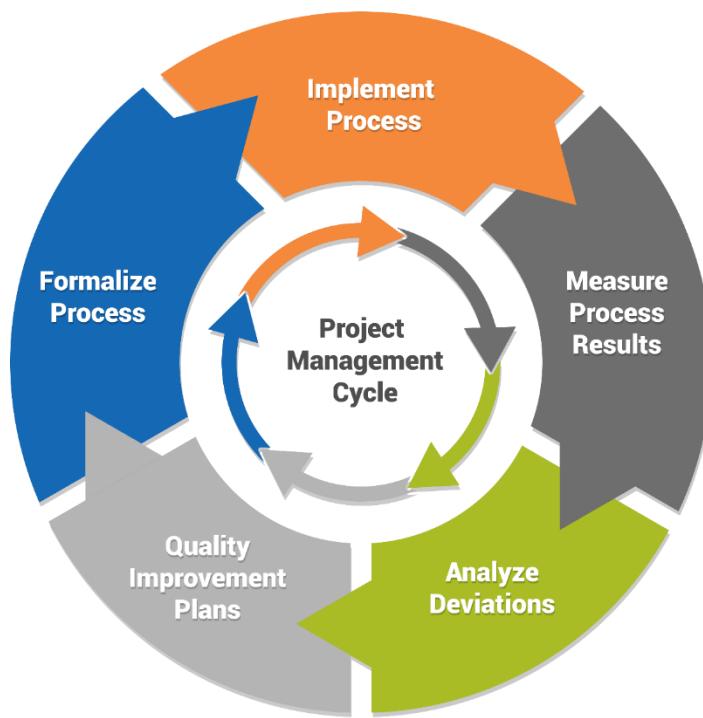
During the kick-off meeting, the Services Director begins communications with your District to finalize the finer details related to deployments, production, delivery, and ongoing support. They work with the Relationship Manager and the rest of the Services Team to customize a solution that is most applicable to your District and Technology program.

Meetings and Reviews

- *To ensure the continued quality of NCSD projects, we recommend regularly scheduled meetings between NCSD administrators and Virtucom key personnel.*

Team Reviews

Although we always craft plans with the expectation of success, we recognize that unforeseen circumstances can change even the most carefully planned project. With this in mind, we recommend meeting with agreed-upon progress metrics and milestones as often as your District needs. To us, it is important we meet not only our own definition of success, but also yours, which is why we will continue to make it our mission to understand and meet your expectations.



Quarterly Business Reviews

Beyond team reviews as requested, we schedule quarterly business reviews to present improvement opportunities, product updates, industry trends and developments, and other reports to NCSD. Our Relationship Manager, who is also available for weekly face-to-face meetings, attends these meetings alongside other personnel to discuss future strategies.

Vendor Partner Meetings

You can also take advantage of vendor partner meetings, which can be set up by our Relationship manager, to ensure your District remains informed of the options presented by their vendor.

VirtuCARE Center

- *Online support is just as vital as in-person or remote support. The VirtuCARE Center gives your District a portal for day-to-day use.*

Access to our VirtuCARE Center is available to NCSD. The VirtuCARE Center is a set of customer interface tools. We can provide a demonstration of the VirtuCARE Center's new entries, reviews, reports, and other capabilities upon request. We can also learn and incorporate NCSD existing ticketing system if that is a preferred solution.

Web URL: <https://virtucom.com/virtucare/>

VirtuCARE Tools:



Special QuickQuote

Easy view your acquiring products through
our customized web access



PSA Client Portal Access

Welcome to Professional Services Automation. Login to track,
manage, and generate reports on your
work order.



QuickTrack Look-Up

Track the status of devices that are under repair by Virtucom.



Order Status

To check on the status of an order, please enter
your Purchase Order (PO) number and
click the "Check" button.



WAP Entitlement Lookup

Warranty ADP Plan entitlement lookup
per device based on Manufacturer Serial Number

Autotask PSA

Virtucom utilizes Autotask, a premier IT Ticket management tool, to efficiently manage technology-related tasks in educational settings. This tool is key to our service, enhancing the tracking, management, and resolution of IT issues.

Ongoing Support

- *Because devices and services are a long term investment for districts, Virtucom maintains relationships for the long term.*

Primary point of contact:

- Don Tang
- proposals@virtucom.com
- (770) 908-8100

Your devices are truly teaching and learning tools, so it is imperative downtime is at a minimum. Business reviews, technology consultation, manufacturer meetings, delivery support, and other continued communications are also available. For these reasons, we are providing NCSD with our minimum response times and service availability windows as seen below.

Minimum Service Level Availability (SLA)

Phone: (800) 890-2611	Monday—Friday 8:00 AM—5:00 PM ET
Email: support@virtucom.com	Monday—Friday 8:00 AM—5:00 PM ET
VirtuCARE Center: https://virtucom.com/virtucare/	24/7
Business Reviews	Quarterly or as needed
Vendor Partner Meetings	TBD with manufacturers or as needed

Service Timeframes

Estimated Delivery	Within 30 Days from initial purchase order
Response Time	Within 24 hours
Standard Warranty Repair Resolution	7-9 business days

*Repair SLA begins once a device is shipped to Virtucom and ends once the device is in the hands of a District point of contact.