

Response to Minnesota WSCA-NASPO Master Agreement for Computer Equipment from Hewlett-Packard Company



HP products incorporate leadership technologies and are backed by an award-winning support organization

January 21, 2014
2013_1211



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304-1185
www.hp.com



December 11, 2013

Ms. Susan Kahle
Acquisition Management Specialist
Department of Administration
Materials Management Division
50 Sherburne Avenue
112 Administration Bldg.
St. Paul, MN 55155

Stuart McLean
Manager, Americas
Contract Operations
(905) 206-3097
stuart.mclean@hp.com

Dear Ms. Kahle:

Hewlett-Packard Company (HP) is pleased to submit our proposal response to the State of Minnesota, Department of Administration, Materials Management Division on behalf of the State of Minnesota and WSCA-NASPO Cooperative Procurement Program ("WSCA-NASPO") for Computer Equipment. HP recognizes and appreciates that the WSCA-NASPO Cooperative Procurement Program is hard work, and we realize the magnitude of this effort. With that in mind, HP stands ready to assist WSCA-NASPO with its continuing efforts.

HP (formerly Compaq) has had a successful relationship with the WSCA-NASPO contract for the past fourteen (14) years. To date, during the current HP contract, over \$3 billion of products and services (available under the contracts) has been ordered, delivered, installed, and is in use. Participating states and procuring entities have realized a large amount of savings, allowing them to get more technology into the hands of State and Local Government as well as educational entities. In responding to this RFP, HP commits to leverage our talents, resources and experience for the continued success of a WSCA-NASPO Computer Equipment contract supporting participating states and individual agencies in over 40 states.

HP's response describes our unmatched ability to meet participating states' and procuring entities' requirements with products that incorporate leadership technologies and are backed by an award-winning support services organization and strong alliances. HP's history of developing and supporting superior and highly reliable products is demonstrated by our rapid growth and recognition in the personal computer (PC) industry.

HP's proposed offering builds on many key technology and business differentiators:

- **WSCA-NASPO HP Cost Savings.** As a proven technology leader, HP has the experience, vision and products to provide solutions that yield substantial cost savings to your users. HP's proposal includes an extensive list of products and services, with contract pricing and minimum discounts along with per transaction, cumulative and bulk purchases at a level appropriate for a contract with the demonstrated buying volume of the WSCA-NASPO states, where true savings have been seen state-by-state and procuring entity purchases in the competitive cycle that makes up a large volume of purchases.
- **Dedicated Management Team.** HP understands that cultivating a successful, long-term relationship with customers requires a knowledgeable management team that consistently meets or exceeds expectations. HP will continue to provide an assigned Primary Account Representative that is part of the HP Program Management team to support each participating state and procuring entity. This dedicated contact supports the day-to-day contract management, administrative activities and marketing requirements of the contract with the Vice President of Public Sector support, along

with other management team escalations. Equally important is that HP has a U.S.-wide field team dedicated to State and Local Government and Education sales to assist with pre- and post-sale needs.

- **Environmental Leadership.** As an environmental leader, HP can assist WSCA-NASPO in reducing its carbon footprint through energy efficient products, reuse and recycling programs, and compliance with eco-label standards. Our efforts to innovate and design for a better and safer environment represent a long-standing commitment rather than a recent trend.
- **HP Business Partners.** Another key advantage of the HP proposal is the option for contract users to involve a local HP business partner (reseller agent/fulfillment subcontractor).
- **Preference Programs.** One of the great benefits that HP will continue to provide WSCA-NASPO is HP's use of small, economically disadvantaged, minority and women-owned businesses to support the contract through HP's Public Sector Reseller Agent, Fulfillment Subcontractor, and Service programs. Through these programs, each purchasing entity will have the ability not only to meet its specific participation for these groups, but also to reinvest in the local community in which these groups do business.
- **e-Business Capabilities.** HP has established e-Commerce web-based offerings, and implemented specific functionality based on an entity's unique needs. On-line quotes, ordering, order feedback, order status, order history, and various order approval levels are all benefits of the HP web offering.
- **Customer Satisfaction.** HP's emphasis on quality, customer satisfaction and the total customer experience is a top priority. HP strives to provide the best experience, from placing an order for one unit, to project/standard initiation, to implementation and support. With the support of HP's sales team, Primary Account Representative, and HP management team, our goal is to exceed your expectations.
- **Superior Products.** The quality and diversity of HP products assure enduring choices, dependability, and low product lifecycle costs. Our emphasis on stability and supportability translates into reliable products that require less maintenance and less frequent software image updates. Moreover, our commitment to providing compatibility and cost-effective hardware upgrade options provides outstanding investment protection and a smooth growth path to new technologies. WSCA-NASPO eligible entities may choose from an extensive portfolio of products beyond the desktop, notebook, tablet, server and storage bands, enabling procuring agencies to truly maximize buying power across all HP product lines available, as well as peripherals (printers and monitors), third party hardware and software, and HP value added services.

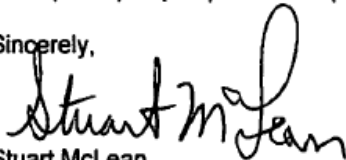
HP is committed to WSCA-NASPO's success and is confident that our proposed solution addresses WSCA-NASPO's critical requirements. We look forward to continuing our strong and mutually beneficial business relationship. By selecting HP, WSCA-NASPO will be teaming with a recognized industry leader, and a company that is well qualified to translate your goals and objectives into comprehensive solutions for your users. Like WSCA-NASPO, HP has a strong record of consistent growth and success. We share WSCA-NASPO's belief that long-term achievement is based on excellence in customer service and leadership in technological innovation.

WSCA-NASPO can feel confident in awarding a contract to HP, since HP is passionate about our customers' needs and takes seriously each and every request, regardless of size. Meeting a customer request - whether it is regarding a quote, trade-in, standards, warranty service, value add services or technology advice - has the care, attention and focus of the HP team. As we look to the future, HP is unsurpassed at not only meeting the needs of today's Government IT solutions, but also in preparing to meet the needs of tomorrow.

HP appreciates the opportunity to offer this proposal that leverages the full value of HP's industry-leading computing products, demonstrated experience, and world-class services. As the Vice President of Public Sector for HP Printing and Personal Systems, you have HP's full commitment and support to assist in contributing to your successful program!

Stuart McLean, Manager of Americas Contract Operations, has signature authority as an official of HP and can contractually obligate HP. By execution of this letter by both the HP Manager of Americas Contract Operations and the Vice President of Public Sector, Printing and Personal Systems, HP officially submits this proposal showing our pledge in support of this valuable contract. HP looks forward to the outcome of your evaluation, and if there is any area of this proposal that requires further clarification or discussion, please feel free to contact Debra Lee, Primary Account Representative by phone at (847) 537-0344 (office) or (847) 922-2977 (cell), or by email at debra.lee@hp.com.

Sincerely,



Stuart McLean
Manager, Americas Contract
Operations



Todd Gustafson
Vice President of Public Sector,
Printing and Personal Systems



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SOLICITATION ADDENDUM

Addendum No.: 1 Date of Addendum: October 30, 2013
Due Date, Time: November 18, 2013 3:00 p.m. Revised Date, Time: n/a
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

An Addendum is forthcoming and will be issued to:

1. Provide answers to questions submitted by the October 7th deadline.
2. Provide the pricing workbooks in excel format.
3. Extend the due date.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY

SIGNATURE: Stuart McLean

DATE: Nov 29, 2013

PRINTED NAME: STUART MCLEAN

TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 2 Date of Addendum: November 7, 2013
November 18, 2013
Due Date, Time: 3:00 p.m. CT Revised Date, Time: December 6, 2013 3:00 p.m. CT
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Extend the due date and time to December 6, 2013 at 3:00 p.m. CT

Additional Addendums are forthcoming and will be issued to:

1. Provide responses to questions submitted by the October 7th deadline.
2. Provide the RFP document detailing revisions.
3. Provide the pricing workbooks in Excel format.
4. Allow an additional time period for questions regarding the State's responses to questions received.
5. Allow an additional time period for questions in regards to the pricing workbooks provided in Excel format.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY

SIGNATURE: Stuart McLean

DATE: Nov 29, 2013

PRINTED NAME: STUART MCLEAN

TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 3 Date of Addendum: November 15, 2013
Due Date, Time: December 6, 2013 3:00 p.m. CT Revised Date, Time: December 11, 2013 3:00 p.m. CT
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Provide RESPONSES to questions submitted by the October 7th deadline.
Click to download: [MN WSCA-NASPO COMPUTER RESPONSES](#)
2. Provide the revised RFP document. This provides revisions to the RFP and replaces in full the RFP posted 09/16/13.
Click to download:
 - a. [REDLINED MN-WSCA-NASPO Computer RFP - 2013 1115 ADDENDUM 3](#)
 - b. [WSCA-NASPO Computer RFP - 2013 1115](#)
3. Provide the pricing workbooks in Excel format. Click to download:
[Band 1 - Desktop Price Workbook](#)
[Band 2 - Laptop Price Workbook](#)
[Band 3 - Tablet Price Workbook](#)
[Band 4 - Server Price Workbook](#)
[Band 5 - Storage Price Workbook](#)
[Band 6 - Ruggedized Price Workbook](#)
4. Questions and request for clarifications are due November 22, 2013 2:00 P.M. Central Time.
See below for detail on questions allowed:
 - a. Questions regarding the responses provided in Item 1 above.
 - b. Questions regarding the pricing workbooks provided in Item 3 above.

This addendum shall become part of the solicitation and **MUST** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY

SIGNATURE: Stuart McLean

DATE: Nov 29, 2013

PRINTED NAME: STUART MCLEAN

TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 4 Date of Addendum: December 3, 2013
Due Date, Time: December 11, 2013 3:00 p.m. CT Revised Date, Time: December 18, 2013 3:00 p.m. CT
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Extend the due date to December 18, 2013 3:00 p.m. CT
2. Updated Pricing Workbooks for all bands will be provided in a separate addendum.
3. Responses to questions submitted by November 22, 2013 will be provided in a separate addendum.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: DEC 16, 2013 PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS.



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SOLICITATION ADDENDUM

Addendum No.: 5 Date of Addendum: December 11, 2013
December 18, 2013 3:00 p.m.
Due Date, Time: CT Revised Date, Time: January 7, 2014 3:00 p.m. C.T.
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets,
Servers, Storage and Ruggedized Devices including
Title: Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Extend the due date to January 7, 2014.
2. Provide RESPONSES to questions submitted by November 22, 2013 – click to download:
http://www.mmd.admin.state.mn.us/process/admin/documents/19512Add5_2013_1211qa.pdf
3. Provide UPDATED Pricing Workbooks – click to download. The State reserves the right to clarify pricing workbook submissions to ensure correct workbooks have been submitted.
http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5_Band1-DesktopPriceWorkbookv2.xls
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5Band2-LaptopPriceWorkbookV2.xlsx>
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5Band3-TabletPriceWorkbookv2.xlsx>
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5Band4-ServerPriceWorkbookv2.xlsx>
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5Band5-StoragePriceWorkbookv2.xlsx>
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5Band6-RuggedizedPriceWorkbookv2.xlsx>
4. Provide the revised RFP document. This replaces in full the RFP posted 9/16/13 & 11/15/13. Two versions are provided a) Redlined - details changes made to the RFP since the 11/15/13 version. B) pdf version with all changes accepted.
Click to download:
a. http://www.mmd.admin.state.mn.us/process/admin/documents/19512Add52013_1211REDLINEDMNWSCA-NASPOComputerRFP.doc
b. http://www.mmd.admin.state.mn.us/process/admin/documents/19512Add52013_1211PDFMNWSCA-NASPOComputerRFP.pdf

This addendum shall become part of the solicitation and **MUST** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: DEC 16, 2013 PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 6 Date of Addendum: December 13, 2013
Due Date, Time: January 7, 2014 3:00 p.m. C.T. Revised Date, Time: _____
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. The link provided for Band 1 in Addendum 5 was incorrect and has been corrected. The link is also provided below:
http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add5_Band1-DesktopPriceWorkbookv2.xlsx
2. Clarification regarding the Baseline Price List Date:
The Baseline Price List submitted may be dated an alternate date. However, the market basket pricing submitted must be representative of the pricing for an order placed on November 15, 2013 for purposes of evaluation.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: DEC 16, 2013 PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS.



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SOLICITATION ADDENDUM

Addendum No.: 7 Date of Addendum: December 19, 2013
Due Date, Time: January 7, 2014 3:00 p.m. C.T. Revised Date, Time: _____
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Provide Version 3 of Band 4: Server Pricing Workbook. Revisions include:
 - a. The Processor in Base Equipment Spec 2 has been changed to "Xeon E5-2600 series"
 - b. The option and upgrades in the Equipment pricing tab have been synced with the upgrade on the Spec 1 tab.
 - c. The upgrade on Spec 2 tab has been deleted.

Click here to download Version 3 of Band 4: Server Pricing Workbook:

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band4ServerPriceWorkbookv3.xlsx>

Responders are to use the revised information to submit pricing for Band 4.

This addendum shall become part of the solicitation and **MUST** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: DEC 20, 2013 PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS.



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SOLICITATION ADDENDUM

Addendum No.: 8 Date of Addendum: December 27, 2013
Due Date, Time: January 7, 2014 3:00 p.m. C.T. Revised Date, Time: _____
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. **PROVIDE VERSION 4 OF BAND 4: SERVER PRICING WORKBOOK.** Responders are to use the revised information to submit pricing for Band 4. Revision includes: The Processor in Base Equipment TAB Specs 2, cell D12 has been changed to "Four Xeon E5-4640 series (2.4Ghz, 8-core)". This processor supports the minimum requirement of 4 sockets.
Click here to download Version 4 of Band 4: Server Pricing Workbook:
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add8Band4ServerPriceV4.xls>
2. **CLARIFICATION ON WARRANTY PRICING:** It is understood that responders may have varying base warranties. For example, in Band 3 – Tablet Price Workbook, Services Tab – a warranty upgrade is listed for accidental damage. If a responder includes accidental damage in their base warranty they should indicate this on the pricing workbook in their offer.
3. **PROVIDE VERSION 3 OF BAND 5: STORAGE PRICING WORKBOOK.** Responders are to use the revised information to submit pricing for Band 5. Revision includes: Added Line 20 to the equipment pricing tab (ST20-1). To clarify: Responders are to provide capacity and drives based on the upgraded configuration to Spec 1- 12TB total raw and Spec 2 - 16TB raw.
Click here to download Version 3 of Band 5: Storage Pricing Workbook:
<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Add8Band5StoragePriceV3.xls>

This addendum shall become part of the solicitation and **MUST** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: DEC 27, 2013 PRINTED NAME: STUART McLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS.



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SOLICITATION ADDENDUM

Addendum No.: 9 Date of Addendum: January 2, 2014
Due Date, Time: January 7, 2014 3:00 p.m. C.T. Revised Date, Time: January 14, 2014, 3:00 p.m. C.T.
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Extend the due date of the solicitation to January 14, 2014, 3:00 p.m. C.T.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY
DATE: JAN 3, 2014

SIGNATURE: Stuart McLean
PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 10 Date of Addendum: January 9, 2014
Due Date, Time: January 14, 2014, 3:00 p.m. CT Revised Date, Time: January 21, 2014, 3:00 CT
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Extend the due date of the solicitation to January 21, 2014, 3:00 p.m. CT.
2. Instruct responders that may have already postmarked a response that additional "MUST" addenda are to be postmarked and sent as a separate package. Addenda will state "MUST" be returned or "MAY" be returned as the final statement of each addenda.
3. If an addendum requires the responder to change the response, additional materials may be sent. These are to be clearly marked and detailed regarding the changes to the response.
4. Clarify that the minimum specifications are provided in the Price Workbooks. Manufacturer specific items may be substituted for the minimum specification if the manufacturer is able to provide an approved equal. This is stated in Section 4: Cost Proposal; Item 2.
5. Inform responders that an addendum is forthcoming to further clarify pricing workbooks.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY SIGNATURE: Stuart McLean
DATE: JAN 10, 2014 PRINTED NAME: STUART MCLEAN
TITLE: MANAGER, AMERICAS CONTRACT OPERATIONS

Persons with a hearing or speech disability may contact us by dialing 711 or 1.800.627.3529.



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SOLICITATION ADDENDUM

Addendum No.: 11 Date of Addendum: January 16, 2014
Due Date, Time: January 21, 2014, 3:00 p.m. C.T. Revised Date, Time: January 28, 2014 3:00 p.m. C.T.
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

The purpose of this addendum is to:

1. Inform responders the printer pricing for printers in ALL Pricing Workbooks was transposed on the pricing pages. To be specific: The black and white printer price entered populated the color printer pricing. The color printer pricing entered populated the black and white pricing. To ensure the State has the correct printer pricing responders are given one of the following options:

☐ Acknowledge the pricing workbook(s) has already been submitted. Responder recognizes, as detailed above, that the printer pricing has been transposed on the pricing pages. Responder is authorizing the State of Minnesota to correct pricing pages.

☒ Acknowledge the pricing workbook(s) has already been submitted. The printer pricing issue was recognized by the responder previous to submitting and printer pricing is correct.

☐ Resubmit applicable pricing workbooks provided in this addendum.

2. Provide clarification regarding the specifications on the Band 5: Storage Price Workbook:
 - a) Responder is to determine drive size based on minimum requirement for Raw Disk Capacity – Base (Row D12) on Spec 1 of 4 TB and Spec 2 of 8TB. The drive size must also be sufficient to meet the upgraded configuration (Row C39) on Spec 1 to 12TB installed raw and Spec 2 to 16TB installed raw. The response must meet or exceed the minimum specifications.
 - b) RAID options changed to "Specify" allowing the responder to specify the RAID number. (Specs-Item 1 TAB, Cell D16 and Specs-Item 2 TAB, Cell D16).

3. Provide revised Pricing Workbooks reflecting corrections to populate the printer pricing correctly and modification to the Band 5: Storage Price Workbook detailed in 2.b. above. Located here:

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band1DesktopAdd11.xls>

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band2LaptopAdd11.xls>

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band3TabletAdd11.xls>

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band4ServerAdd11.xls>

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band5StorageAdd11.xls>

<http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band6RuggedizedAdd11.xls>

4. Extend due date to January 28, 2014 3:00 p.m. C.T.

This addendum shall become part of the solicitation and **MUST** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: HEWLETT-PACKARD COMPANY

SIGNATURE: Stuart McLean

DATE: JAN 17, 2014

PRINTED NAME: STUART MCLEAN

TITLE: MANAGER, AMERICAS CONTRACT
OPERATIONS



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SOLICITATION ADDENDUM

Addendum No.: 12 Date of Addendum: January 22, 2014
Due Date, Time: January 28, 2014; 3:00 p.m. C.T. Revised Date, Time: January 29, 2014; 3:00 p.m. C.T.
Acquisition Mgmt. Spec.: Susan Kahle Agency: Administration
Web Registration No.: 19512
Title: MN WSCA-NASPO Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

SCOPE OF ADDENDUM

PURPOSE OF THIS ADDENDUM:

- 1) Extend the opening date to: January 29, 2014; 3:00 p.m. C.T.
- 2) Issue revised RFP dated 01/22/2014. This version includes revisions resulting from addenda.
Click to download: <http://www.mmd.admin.state.mn.us/process/admin/documents/19512MNWSCA-NASPOComputerRFP2014-01-22.pdf>
- 3) Issue Band 4 – Server Price Workbook Version 6. Past version did not populate entries on the Server 1 Spec Tab to the Equipment Pricing Tab. Responder may resubmit new version. The State reserves the right to transfer the amounts from the Server 1 Spec Tab to the Equipment Pricing Tab if the submitted version is not populated.
Click to download: <http://www.mmd.admin.state.mn.us/process/admin/spreadsheets/19512Band4-ServerPriceWorkbookv6.xlsx>
- 4) Clarify: A password is NOT needed to unprotect worksheets.

This addendum shall become part of the solicitation and **MAY** be returned with the response by the due date and time of the solicitation.

COMPANY NAME: Hewlett Packard Company SIGNATURE: Mary Jackson
DATE: 1/23/2014 PRINTED NAME: Mary Jackson
TITLE: Contracts Administrator

Important Notice

If HP's proposal is submitted in both electronic and hard copy formats and the contents differ, only the hard copy will constitute the valid HP proposal. If no hard copy is submitted and if the content differs between the PDF version and any other electronic format, only the PDF version will constitute the valid HP proposal.

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Section 1: Scope of Work

A. Introduction

The State of Minnesota, Department of Administration, Materials Management Division is requesting proposals on behalf of the State of Minnesota and WSCA-NASPO Cooperative Procurement Program ("WSCA-NASPO"). The purpose of this Request For Proposal (hereafter called the RFP) is to establish Minnesota WSCA-NASPO Master Agreement(s) with qualified manufacturers for Computer Equipment (**Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including related Peripherals & Services**).

This RFP describes a relationship to be established between the Lead State and a responder and also specifies contractual conditions and details the basis for the responses, the subsequent review, and the final selection process. Detailed Contract obligations and measures of performance may be further defined in the final negotiated Contracts. The RFP shall not be construed to limit the Lead State's right to issue or not issue any Contract, to reject all proposals, or to negotiate with more than one responder.

Sealed responses must be received in the office of the Director of the Materials Management Division and time-stamped no later than the date and time specified, at which time the names of the vendors responding to this RFP will be read. Late responses cannot be considered. The laws of Minn. Stat. Ch. 16C apply to this RFP.

For the purpose of this RFP, there are six product bands identified below which may be awarded. Responders must only respond to Bands in which they manufacture the defined product. The State of Minnesota intends to establish multiple awards per band. The State of Minnesota reserves the right to eliminate any bands from the final award.

Band 1: Desktop
Band 2: Laptop
Band 3: Tablet
Band 4: Server
Band 5: Storage
Band 6: Ruggedized Devices

The Master Agreement(s) resulting from this RFP will replace the current State of Minnesota WSCA/NAPSO PC Contracts awarded in 2009. Information on these contracts is available at http://www.mmd.admin.state.mn.us/wsca/2009-2014_contracts.asp.

All authorized governmental entities in any State are welcome to use the resulting Master Agreements through WSCA-NASPO with the approval of the State Chief Procurement Official. Upon final award of the overarching Master Agreements, Contract Vendors are able to sign Participating Addendums (PA) at the option of Participating States. Participating States reserve the right to add State specific terms and conditions and modify the scope of the contract in their Participating Addendum as allowed by the Master Agreement.

This RFP will result in a Master Agreement. The Master Agreement contract terms will begin on the date of contract execution, to 24 months after the date of contract execution, with the option to extend up to 36 months, upon agreement by both parties. Participating States will have the option to participate and further refine their Terms and Conditions through a Participating Addendum.

Response:

HP acknowledges that HP has read, understands and complies with this section.



B. Objective

The objectives of this RFP are to:

- Obtain greater volume-based price discounts for quantity one purchases by leveraging the purchasing power of multiple states and their political subdivisions.
- Obtain competitive pricing for specific standard configurations through a Premium Saving Package (PSP) program
- Reduce contracting costs for each participating state through a cooperative competitive procurement process

Proposers will provide an initial discount for a quantity of one unit. Proposers are to base discounts on the collective volume of potential purchases by the numerous state and local government entities. The objective of the procurement is to consolidate spend for participating entities to receive highly competitive pricing at the quantity one unit. In Calendar Year 2012, there was approximately \$2,249,935,555.39 of spend. Further bulk/quantity savings are obtained when additional quantities are requested. Participating States and political subdivisions are encouraged to continually re-compete and obtain quotes for further quantity discounts among the awarded vendors to obtain the lowest price.

The awarded Contract Vendors should realize significant savings by managing a single comprehensive Master Agreement establishing common terms, conditions, pricing and administrative structure.

Response:

HP acknowledges that HP has read, understands and complies with this section.

C. WSCA-NASPO Background Information

Since 1993, the Western States Contracting Alliance (WSCA) served as the primary cooperative purchasing arm of The National Association of State Procurement Officials (NASPO) and encouraged, fostered, and guided participating members to work collaboratively in an effort to create true procurement cooperatives.

NASPO has formed a subsidiary entity, the WSCA-NASPO Cooperative Purchasing Organization (WSCA-NASPO), LLC to manage its WSCA-NASPO national cooperative purchasing program. The LLC was formed in October of 2012 and began operating officially on January 1, 2013. A 21-member Management Board has been appointed to oversee the operations and activities of the new organization.

WSCA-NASPO represents a unified, nationally-focused cooperative purchasing program that will leverage the collective expertise and experience of WSCA and NASPO, aggregate the demand of all 50 states, the District of Columbia and the five organized territories, and their political subdivisions and other eligible entities, and help spur innovation and competition in the marketplace.

Response:

HP acknowledges that HP has read, understands and complies with this section.

D. Participating States

Apart from the Lead State conducting the solicitation, the states listed below have signified their intent to participate in the Master Agreement(s) resulting from this RFP. These States



are considered Participating States for the purposes of this solicitation and its resulting contracts(s). WSCA-NASPO experience has shown states that have participated in previous WSCA-NASPO solicitations will continue to participate in subsequent solicitations. WSCA-NASPO is still in the process of gathering Intent to Participates from the current participating states for this Solicitation and will be added through an addendum process. Additional states may decide to participate during the course of this solicitation or after the Master Agreements have been awarded.

Some State specific Terms and Conditions are provided in Section 6. These are **for informational purposes only** and will be negotiated with individual States after award of the Master Agreement. All States reserve the right to add additional terms and conditions to a participating addendums.

Intent to Participate Notices have been received to date from the following States:

Alaska
Arkansas
California
Colorado
Connecticut
Delaware
Georgia
Hawaii
Idaho
Indiana
Iowa
Kansas
Louisiana
Maine
Massachusetts
Minnesota
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
North Dakota
Oklahoma
Oregon
Rhode Island
South Carolina
South Dakota
Tennessee
Utah



Vermont
Washington
Wyoming

Current States Participating Sales Volumes for Calendar Year 2012:

WSCA-NASPO Computer Equipment, Peripherals & Related Services (MN)

AL	\$	1,991.58	SC	\$	127,553,244.51
AK	\$	24,884,137.39	SD	\$	18,202,443.15
AZ	\$	122,381,318.74	TN	\$	2,926,492.79
AR	\$	62,658,846.17	WY	\$	14,746,570.36
CA	\$	404,480,102.37	AS	\$	-
CO	\$	75,872,058.49	DC	\$	3,269,745.16
CT	\$	28,836,220.63	GU	\$	13,780.52
DE	\$	23,509,996.64	MP	\$	-
FL	\$	132,505,135.81	PR	\$	-
GA	\$	130,038,621.09	VI	\$	-
HI	\$	28,997,688.94			
ID	\$	31,482,975.19	TOTAL	\$	2,249,935,555.39
IL	\$	19,257,318.80			
IN	\$	179,972.91			
IA	\$	40,306,892.81			
KS	\$	45,893,491.19			
KY	\$	23,441,498.83			
LA	\$	85,333,419.12			
ME	\$	849,845.49			
MD	\$	4,487,490.52			
MA	\$	71,782,524.97			
MI	\$	16,171,200.29			
MN	\$	120,195,299.91			
MS	\$	933.00			
MO	\$	22,025,159.85			
MT	\$	13,309,651.01			
NE	\$	29,261,413.77			
NV	\$	47,743,617.59			
NH	\$	9,098,920.23			
NJ	\$	272,610,471.34			
NM	\$	38,547,219.37			
NY	\$	133,791.94			
NC	\$	13,974,511.45			
ND	\$	10,568,665.27			
OH	\$	47,619,206.76			



OK	\$	41,259,365.85
OR	\$	47,675,346.81
PA	\$	2,881,183.44
RI	\$	10,995,869.42

Response:

HP acknowledges that HP has read, understands and complies with this section.

E. Product Band Definitions

This RFP is divided into six (6) hardware product bands. Each band includes related peripherals and services. All products and services offered within each band are subject to the restrictions provided in the Product Restrictions Section of this RFP. With the evolution of technology bands will be flexible and may be redefined during the course of the contract.

BAND 1: DESKTOP. A desktop computer is a personal computer intended for regular use at a single location. A desktop computer typically comes in several units connected together during installation: (1) the processor, 2) display monitor and 3) input devices usually a keyboard and a mouse. All operating systems for tablets are allowed. Zero Clients, Thin clients, all in ones and workstations will also be included under desktops. Ruggedized equipment may also be included in the Product and Service schedule for this band

BAND 2: LAPTOP. A laptop computer is a personal computer for mobile use. A laptop includes a display, keyboard, point device such as a touchpad and speakers into a single unit. A laptop can be used away from an outlet using a rechargeable battery. All operating systems for tablets are allowed. Laptops will include notebooks, ultrabook, mobile thin clients, chromebooks and netbooks. Computers with mobile operating systems will also be included under laptops. Tablets that have the option to be utilized with a keyboard can be sold in this band. Ruggedized equipment may also be included in the Product and Service Schedule for this band

BAND 3: TABLET. A tablet is a mobile computer that provides a touchscreen which acts as the primary means of control. All operating systems for tablets are allowed. Ruggedized equipment may also be included as a category in the Product and Service Schedule for this band.

BAND 4: SERVER. A server is a physical computer dedicated to run one or more services or applications (as a host) to serve the needs of the users of other computers on a network. This band also includes server appliances. Server appliances have their hardware and software preconfigured by the manufacturer. It also includes embedded networking components such as those found in blade chassis systems. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

BAND 5: STORAGE. Storage is hardware with the ability to store large amounts of data. This band includes SAN switching necessary for the proper functioning of the storage environment. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

BAND 6: RUGGEDIZED DEVICES Ruggedized refers to devices specifically designed to operate reliably in harsh usage environments and conditions, such as strong vibrations, extreme temperatures and wet or dusty conditions. Ruggedized Devices may also be offered under bands 1-5 of the Master Agreement.



Examples of peripherals/accessories/options: Include but are not limited to: printers, monitors, multifunction printers, audiovisual equipment, instructional equipment, cabling, modems, networking to support server, storage and client applications such as routers, switches. Software is an option which must be related to the purchase of equipment and subject to configuration limits. **Third party products are allowed to be offered as peripherals/accessories/options and may be offered in any related band.**

Response:

HP acknowledges that HP has read, understands and complies with this section.

F. Configuration Dollar Limits

1. **CONFIGURATION DOLLAR LIMITS.** The following configuration limits apply to the Master Agreement. Participating States may define their configuration limits in their participating addendum. The Participating State's Chief Procurement Official may increase or decrease the configuration limits, as defined in their Participating Addendum. The Participating State will determine with the Contract Vendor how to approve these modifications to the State's Product and Service Schedule.

The dollar limits identified below are based on a **SINGLE** computer configuration. This is **NOT** a restriction on the purchase of multiple configurations (e.g. an entity could purchase 10 laptops @ \$10,000 for a total purchase price of \$100,000).

ITEM	CONFIGURATION*
Server	\$500,000
Storage	\$500,000
Desktops	\$ 10,000
Laptops	\$ 10,000
Tablets	\$ 5,000
Peripherals	\$ 5,000
Services	Addressed by each State in participating addendum

* Configuration is defined as the combination of hardware and software components that make up the total functioning system. Software purchases are considered a part of the configuration limit of the equipment.

Response:

HP acknowledges that HP has read, understands and complies with this section.

G. Restrictions

The following restrictions apply to the Master Agreement. A Participating State may set further restrictions of products in their Participating Addendum. The Participating State will determine with the Contract Vendor how to approve these modifications to the State's Product and Service Schedule.

a. Software

1. Software is restricted to operating systems and commercial off-the-shelf (COTS) software and is subject to equipment configuration limits.
2. Software is an option which must be related to the procurement of equipment.



3. Software must be pre-loaded or provided as an electronic link with the initial purchase of equipment.
4. Software such as middleware which is not always installed on the equipment, but is related to storage and server equipment (band 4&5) purchased, is allowed and may be procured after the initial purchase of equipment.

b. Services

1. Services must be related to the procurement of equipment.
2. Service limits will be addressed by each State.
3. Wireless phone and internet service is not allowed.
4. Cloud Services including acquisitions structured as managed on-site services are not allowed.
5. Managed Print Services are not allowed.

c. Third Party Products.

1. Contract Vendors can only offer Third Party Products in the bands they have been awarded.
2. Contract Vendor cannot offer products manufactured by another Contract Vendor holding a Minnesota WSCA NASPO Master Agreement unless approved by the Lead State.

d. Additional Product/Services

1. Hardware and software required **to solely support** wide area network (WAN) operation and management are not allowed.
2. Lease/Rentals of equipment may be allowed and will be addressed by each State.
3. Cellular Phone Equipment is not allowed.
4. EPEAT Bronze requirement may be waived, on a State case by case basis, if approved by the State's Chief Procurement Officer.

Response:

HP acknowledges that HP has read, understands and complies with this section.

H. Definitions

Acceptance. See Section 2B28 for Terms regarding Acceptance and Acceptance Testing.

Accessory. Accessories do not extend the functionality of the computer, but enhances the user experience i.e. mouse pad, monitor stand. For the purposes of this proposal, accessories are considered peripherals.

Bands: For the purpose of this solicitation, there are six product bands which may be awarded. Each product band includes related peripherals and services. Responders must only respond to Bands in which they manufacture the defined product. Responder may receive an award in one or more bands for which they manufacture a product based on the evaluation.

Cloud Services. Delivery of computing as a service rather than a product, whereby shared resources, software and information are provided to computers and other devices as a utility over a network, such as the Internet. (Cloud Services including acquisitions structured as managed on-site services are not allowed.)



Contract Vendor or Contractor. The manufacturer responsible for delivering products or performing services under the terms and conditions set forth in the Master Agreement. The Contract Vendor must ensure partners utilized in the performance of this contract adhere to all the terms and conditions. For the purposes of this RFP, the term Partner will be utilized in naming the relationship a manufacturer has with another company to market and sell the contract. Participating States will have final determination/approval if a Partner may be approved for that state in the role identified by the Contract Vendor.

Components. Parts that make up a computer configuration.

Configuration. The combination of hardware and software components that make up the total functioning system.

Desktop. This is Band 1 of this solicitation. A desktop computer is a personal computer intended for regular use at a single location. A desktop computer typically comes in several units connected together during installation: (1) the processor, 2) display monitor and 3) input devices usually a keyboard and a mouse. Desktop virtualization endpoints such as zero and thin clients will also be included under the Desktop Band.

Energy Star®. A voluntary energy efficiency program sponsored by the U.S. Environmental Protection Agency. The Energy Star program makes identification of energy efficient computers easy by labeling products that deliver the same or better performance as comparable models while using less energy and saving money. Energy Star qualified computers and monitors automatically power down to 15 watts or less when not in use and may actually last longer than conventional products because they spend a large portion of time in a low-power sleep mode. For additional information on the Energy Star program, including product specifications and a list of qualifying products, visit the Energy Star website at <http://www.energystar.gov>.

EPEAT. A system for identifying more environmentally preferable computer desktops, laptops, and monitors. It includes an ANSI standard - the IEEE 1680 EPEAT standard – and [website www.epeat.net](http://www.epeat.net) to identify products manufacturers have declared as meeting the standard. EPEAT provides a clear and consistent set of performance criteria for the design of products. It is not a third-party certification program. Instead, Manufacturers self-certify that their products are in conformance with the environmental performance standard for electronic products.

Finalist. A respondent who is found to be responsive under Phases I and II of the evaluation process and will be considered in Phase III.

FOB Destination. Shipping charges are included in the price of the item and the shipped item becomes the legal property and responsibility of the receiver when it reaches its destination ~~unless there is acceptance testing required.~~

Response:

HP respectfully requests the deletion of “unless there is acceptance testing required” for this definition. Acceptance testing, if applicable, will be specified in a mutually agreed upon Statement of Work for the respective Order. The concept of acceptance is not generally included in a definition for shipping and risk of loss elements of FOB Destination, and the requested removal is also consistent with other FOB Destination language included in the RFP Master Agreement terms and conditions (Section 2).

FOB Inside Delivery. Special Shipping arrangements, such as inside delivery, may include additional fees payable by the Purchasing Entity. Any FOB inside delivery must be annotated on the Purchasing Entity ordering document.



General Consulting. Services related to advising agencies on how best to use information technology to meet business objectives. Examples of such services would include management and administration of IT systems. Each State will have varying laws, rules, policies and procedures surrounding general consulting which need adherence. Minnesota Statute section 16C.08 defines general consulting for the State of Minnesota. See link: <https://www.revisor.mn.gov/statutes/?id=16C.08>

Laptop. This is Band 2 of this solicitation. A laptop computer is a personal computer for mobile use. A laptop includes a display, keyboard, point device such as a touchpad and speakers into a single unit. A laptop can be used away from an outlet using a rechargeable battery. Laptop Band may include notebooks, ultrabooks, and netbooks. Computers with mobile operating systems will also be included under the Laptop Band.

Lead State. The State conducting this cooperative solicitation and centrally administering any resulting Master Agreement with the permission of the Signatory States. Minnesota is the Lead State for this procurement and the laws of Minnesota Statute Chapter 16C apply to this procurement.

Mandatory. Within the requirements, the terms “must” and “shall” identify a mandatory item or factor. **Failure to meet a mandatory requirement results in the rejection of the Responder’s proposal unless all responders are unable to meet the mandatory requirement.** Any objections to requirements should be identified by proposers in the Question and Answer period.

Manufacturer. A company that, as one of its primary business function, designs, assembles owns the trademark/patent and markets branded computer equipment.

Master Agreement. The underlying agreement executed by and between the Lead State and the Contract Vendor.

Middleware. Middleware is the software “glue” that helps programs and databases (which may be on different computers) work together. Its most basic function is to enable communication between different pieces of software.

Options. An item of equipment or a feature that may be chosen as an addition to or replacement for standard equipment and features.

Order. A purchase order, sales order, or other document used by a Purchasing Entity to order the Equipment.

Participating Addendum. A written statement of agreement signed by the Contract Vendor and a Participating State or other Participating Entity that clarifies the operation of this Master Agreement for the Participating Entity (e.g., ordering procedures specific to a Participating State) and may add other state-specific language or other requirements. A Participating Addendum evidences the Participant’s willingness to purchase and the Contract Vendor’s willingness to provide equipment under the terms and conditions of this Master Agreement with any and all exceptions noted and agreed upon.

Participating States. States that utilize the Master Agreement established by the RFP and enter into a Participating Addendum which further defines their participation.

Participating Entity. A Participating State, or other legal entity, properly authorized by a Participating State to enter into the Master Agreement through a Participating Addendum and that authorizes orders from the Master Agreement by Purchasing Entities. Under the WSCA-NASPO program, in some cases, local governments, political subdivisions or other entities in a State may be authorized by the chief procurement official to execute its own Participating Addendum where a Participating Addendum is not executed by the chief



procurement official for that state that covers local governments, political subdivisions, or other government entities in the state.

Partner. A company, authorized by the Contract Vendor and approved by the Participating State, to provide marketing, support, or other authorized contract services on behalf of the Contract Vendor in accordance with the terms and conditions of the Contract Vendor's Master Agreement. In the RFP, Partner is the term that will be used to call out the many different relationships a manufacturer may have with another company to market their product including, but not limited to agents, subcontractors, partners, fulfillment partners, channel partners, business partners, servicing subcontractor, etc.

Peripherals. A peripheral means any hardware product that can be attached to, added within or networked with personal computers, servers and storage. Peripherals extend the functionality of a computer without modifying the core components of the system. For the purposes of this proposal, peripherals are defined as including accessories. Peripherals may be manufactured by a third party, however, Contract Vendor shall not offer any peripherals manufactured by another Contract Vendor holding a Master Agreement. The Contract Vendors shall provide the warranty service and maintenance for all peripherals on the Master Agreement.

Per Transaction Multiple Unit Discount. A contractual volume discount based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase.

Premium Savings Packages. Deeply discounted standard configurations available to Purchasing Entities using the Master Agreement. This specification includes a commitment to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals. WSCA-NASPO reserves the right to expand and modify the PSP throughout the life of the contract. For more information see: <http://www.wnpsp.com/index.html>.

Purchasing Entity – means a state, city, county, district, other political subdivision of a State, and a nonprofit organization under the laws of some states if authorized by a Participating Addendum, that issues an order against the Master Agreement and becomes financially committed to the purchase.

Ruggedized. This is band 6 of this solicitation. Ruggedized refers to equipment specifically designed to operate reliably in harsh usage environments and conditions, such as strong vibrations, extreme temperatures and wet or dusty conditions.

Services. Broadly classed as installation/de-installation, maintenance, support, training, migration, and optimization of products offered or supplied under the Master Agreement. These types of services may include, but are not limited to: warranty services, maintenance, installation, de-installation, factory integration (software or equipment components), asset management, recycling/disposal, training and certification, pre-implementation design, disaster recovery planning and support, service desk/helpdesk, and any other directly related technical support service required for the effective operation of a product offered or supplied. Contract Vendors may offer, but participating States and entities do not have to accept, limited professional services related **ONLY** to the equipment and configuration of the equipment purchased through the resulting contracts. EACH PARTICIPATING STATE DETERMINES RESTRICTIONS AND NEGOTIATES TERMS FOR SERVICES.

Server. This is Band 4 of this solicitation. A server is a physical computer dedicated to run one or more services or applications (as a host) to serve the needs of the users of other computers on a network. This band also includes server appliances. Server appliances



have their hardware and software preconfigured by the manufacturer. It also includes embedded networking components such as those found in blade chassis systems. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

Storage. This is Band 5 of this solicitation. Storage is hardware with the ability to store large amounts of data. This band includes SAN switching necessary for the proper functioning of the storage environment. Ruggedized equipment may also be included in the Product and Service Schedule for this band.

Storage Area Network. A storage area network (SAN) is a high-speed special-purpose network (or subnetwork) that interconnects different kinds of data storage devices with associated data servers on behalf of a larger network of users.

Storage as a Service (STaaS). An architecture model by which a provider allows a customer to rent or lease storage space on the provider's hardware infrastructure on a subscription basis. E.g., manage onsite or cloud services.

Software. For the purposes of this proposal, software is commercial operating off the shelf machine-readable object code instructions including microcode, firmware and operating system software that are preloaded on equipment. The term "Software" applies to all parts of software and documentation, including new releases, updates, and modifications of software.

Tablet. This is Band 3 of this solicitation. A tablet is a mobile computer that provides a touchscreen which acts as the primary means of control. Tablet band may include notebooks, ultrabooks, and netbooks that are touchscreen capable.

Takeback Program. The Contract Vendor's process for accepting the return of the equipment or other products at the end of life.

Third Party Products. Products sold by the Contract Vendor which are manufactured by another company.

Upgrade. Refers to replacement of existing software, hardware or hardware component with a newer version.

Warranty. The Manufacturers general warranty tied to the product at the time of purchase

Wide Area Network or WAN. A data network that serves users across a broad geographic area and often uses transmission devices provided by common carriers.

WSCA-NASPO. The WSCA-NASPO cooperative purchasing program, facilitated by the WSCA-NASPO Cooperative Purchasing Organization LLC, a 501(c)(3) limited liability company that is a subsidiary organization of the National Association of State Procurement Officials (NASPO). The WSCA-NASPO Cooperative Purchasing Organization facilitates administration of the cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states and the District of Columbia. The WSCA NASPO Cooperative Development Team is identified in the Master Agreement as the recipient of reports and may be performing contract administration functions as assigned by the Lead State Contract Administrator.

Response:

HP acknowledges that HP has read, understands and complies with this section unless otherwise noted above.



Section 2: Master Agreement Terms and Conditions

ALL TERMS AND CONDITIONS A-D APPLY TO THE MASTER AGREEMENT CONTRACT

A statement of acceptance of the proposed Master Agreement Terms and Conditions, unless taken exception to, as specified in the RFP must be included in the response. Any suggestions for alternate language shall be presented.

- A. GENERAL TERMS, CONDITIONS & INSTRUCTIONS
- B. WSCA-NASPO TERMS & CONDITIONS
- C. MINNESOTA TERMS AND CONDITIONS
- D. FORMS

Response:

HP acknowledges it has read and understands. Exceptions or modifications to the Master Agreement Contract terms and conditions are included on the Exceptions form, and complementary Additional Provisions are included in **Attachment 1, Additional Provisions**. Please note the Additional Provisions proposed are intended to complement and be consistent with, and not supersede, the RFP Master Agreement Contract terms and conditions. In general, while a specific exception may be set forth, HP remains receptive to further good faith negotiations regarding these elements to arrive at a Master Agreement that meets the mutual interests of the parties.



A. General Terms, Conditions & Instructions

1. **ACCEPTANCE OF TERMS AND CONDITIONS** The contents of the RFP and the response of the successful responder will become Master Agreement contractual obligations, along with the final Master Agreement, if acquisition action ensues. A statement of acceptance of the proposed Contract Terms and Conditions, unless taken exception to, as specified in the RFP must be included in the response. Any suggestions for alternate language shall be presented. The Lead State is under no obligation to accept wording changes submitted by the responder. The Lead State is solely responsible for rendering decisions in matters of interpretation on all terms and conditions. Any response which fails to comply with this requirement may be disqualified as nonresponsive.

All general proposal terms, specifications and WSCA-NASPO Terms & Conditions form a part of this RFP and will apply to any Master Agreements entered into as a result thereof.

Response:

HP acknowledges that it has read and understands.

2. **CONFLICT OF TERMS/ORDER OF PRECEDENCE:**

1. A Participating Entity's Participating Addendum ("PA");
2. Minnesota WSCA-NASPO Master Agreement (includes negotiated Terms & Conditions)
3. The Solicitation; and
4. Accepted portions of Contract Vendor's response to the Solicitation, as modified in any proposal revisions (if permitted)

These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contract Vendor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to the Master Agreement as an Exhibit or Attachment. No other terms and conditions shall apply, including terms and conditions listed in the Contract Vendor's response to the Solicitation, or terms listed or referenced on the Contract Vendor's website, in the Contract Vendor quotation/sales order or in similar documents subsequently provided by the Contract Vendor. The solicitation language prevails unless a mutually agreed exception has been negotiated.

Response:

HP acknowledges that it has read and understands. Exceptions or modifications to the Master Agreement Contract terms and conditions, and complementary Additional Provisions are included in **Attachment 1, Additional Provisions** of this proposal. Please note the Additional Provisions proposed are intended to complement and be consistent with, and not supersede, the RFP Master Agreement Contract terms and conditions. HP agrees to good faith negotiations of these alternate terms and conditions to arrive at a Master Agreement that meets the mutual interests of the parties.

3. **ADDENDA TO THE RFP.** Any addendum issued will become a part of the RFP. The Lead State may modify or clarify the RFP by issuing one or more addenda to all parties who have received the RFP. Each responder must follow the directions on the addendum. Addenda will be numbered consecutively in the order they are issued.



Response:

HP acknowledges that it has read and understands.

4. **AWARD.** The award of this solicitation will be based upon the total accumulated points as established in the RFP, for separate items, by grouping items, or by total lot, and where at its sole discretion the Lead State believes it will receive the best value. The Lead State reserves the right to award this solicitation to a single responder, or to multiple responders, whichever is in the best interest of the Lead State. It is the State's intent to award to multiple responders. The Lead State reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the Lead State.

The Sourcing Team will make a recommendation on the award of this RFP. The commissioner of Administration or designee may accept or reject the recommendation of the Sourcing Team. The final award decision will be made by the Commissioner of Administration and the WSCA-NASPO Management Board.

Response:

HP acknowledges that it has read and understands.

5. **CLARIFICATION.** If a responder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in the RFP, the responder shall immediately notify the Acquisition Management Specialist in writing, as specified in the introduction, of such error and request modification or clarification of the document. This notification is due no later than seven calendar days prior to the proposal due date and time.

Responders are cautioned that any activity or communication with a State employee or officer, or a member of the Evaluation Team, regarding this Solicitation's contents or process, is strictly prohibited and may, as a result, have its response rejected. Any communication regarding this Solicitation, its content or process, must be directed to the Acquisition Management Specialist listed in the Solicitation documents.

Response:

HP acknowledges that it has read and understands.

6. **COMPLETION OF RESPONSES.** A response may be rejected if it is conditional or incomplete. Responses that contain conflicting, false, or misleading statements or that provide references that contradict or do not support an attribute or condition stated by the responder, may be rejected.

Response:

HP acknowledges that it has read and understands.

7. **MASTER AGREEMENT ADMINISTRATOR.** The Master Agreement Administrator designated by WSCA-NASPO and the State of Minnesota, Department of Administration is: Susan Kahle. Direct all correspondence and inquiries, legal questions, general issues, or technical issues regarding this RFP to:

Susan Kahle
Acquisition Management Specialist
Department of Administration
Materials Management Division
50 Sherburne Avenue
112 Administration Building
St. Paul, MN 55155

Fax: 651.297.3996
E-mail: susan.kahle@state.mn.us



Response:

HP acknowledges that it has read and understands.

8. **DISPOSITION OF RESPONSES.** All materials submitted in response to this RFP will become property of the Lead State and will become public record after the evaluation process is completed. The evaluation process is complete when negotiations with the selected vendors are final. If the responder submits information in response to this RFP that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the responder must:
- clearly mark all trade secret materials in its response at the time the response is submitted;
 - include a statement with its response justifying the trade secret designation for each item; and,
 - defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the Lead State, its agents and employees, from any judgments awarded against the Lead State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the Lead State's award of a Master Agreement. In submitting a response to the RFP, the responder agrees that this indemnification survives as long as the trade secret materials are in possession of the Lead State. The Lead State will not consider the prices submitted by the responder to be trade secret materials.

Response:

HP acknowledges that it has read and understands.

9. **DISPUTE RESOLUTION PROCEDURES.** Any issue a responder has with the RFP document, which includes, but is not limited to, the terms, conditions, and specifications, must be submitted in writing to and received by the Master Agreement Administrator prior to the opening due date and time. Any issue a responder has with the Master Agreement award must be submitted in writing to the Master Agreement Administrator within five working days from the time the notice of the intent to award is issued. This notice may be made by any of the following methods: notification by letter, fax or email, or posted on the Materials Management website, www.mmd.admin.state.mn.us. The Lead State will respond to any protest received that follows the above procedure. For those protests that meet the above submission requirements, the appeal process is, in sequence: The responsible Master Agreement Administrator, the Materials Management Division (MMD) Assistant Director, and the MMD Director.

Response:

HP acknowledges that it has read and understands.

10. **ELECTRONIC FILES TO DOWNLOAD, COMPLETE, AND RETURN.** Responders must download a Word/Excel document. To download the document, you must type or copy and paste the URL address listed below into your browser address line. When the document file opens, use the "Save As..." feature to save the document to your computer hard drive or other media. If you use the URL address listed below as a link, you will be unable to save the document to your hard drive or other media.

Please type or copy and paste the following URL address into your browser:

12/11/13 Updated Version: Provided in Addendum 5.



See Section 6: Attachment H for Price Workbooks.

Updated Price Workbooks provided via Addendum 5.

If you need assistance please contact our HelpLine at 651.296.2600.

Response:

HP acknowledges that it has read and understands.

11. ENTIRE AGREEMENT. A written Master Agreement (including the contents of this RFP and selected portions of Contract Vendor's response incorporated therein by reference) and any written addenda thereto constitute the entire agreement of the parties to the Master Agreement.

Response:

HP acknowledges that it has read and understands.

12. IRREVOCABLE OFFER. In accordance with this Request for Proposal, and subject to all conditions thereof, the undersigned agrees that its response to this RFP, or any part thereof, is an irrevocable offer for 180 days following the submission deadline date unless stated otherwise in the RFP. It is understood and agreed that the response, or any part thereof, when accepted by the appropriate department and State officials in writing, may become part of a legal and binding Master Agreement between the undersigned vendor and the State of Minnesota.

Response:

HP acknowledges that it has read and understands.

13. MATERIAL DEVIATION. A responder shall be presumed to be in agreement with these terms and conditions unless it takes specific exception to one or more of the conditions. Submission by the responder of its proposed language shall not be viewed as an exception unless the responder specifically states in the response that its proposed changes are intended to supersede the terms and conditions.

RESPONDERS ARE CAUTIONED THAT BY TAKING ANY EXCEPTION THEY MAY BE MATERIALLY DEVIATING FROM THE REQUEST FOR PROPOSAL. IF A RESPONDER MATERIALLY DEVIATES FROM THE GENERAL TERMS, CONDITIONS AND INSTRUCTIONS OR THE WSCA-NASPO TERMS AND CONDITIONS AND/OR SPECIFICATIONS, ITS RESPONSE MAY BE REJECTED.

A material deviation is an exception to the Request for Proposal general or WSCA-NASPO terms and conditions and/or specifications that:

- a. gives the responder taking the exception a competitive advantage over other vendors; or,
- b. gives the Lead State something significantly different from that which the Lead State requested.

Response:

HP acknowledges that it has read and understands.

14. NONRESPONSIVE RESPONSES. Responses that do not comply with the provisions in the RFP may be considered nonresponsive and may be rejected.

Response:

HP has read and acknowledges we have focused our efforts within this proposal to comply with the provisions of the RFP, Addendums, and WSCA-NASPO issued questions and



answers. In general, while a specific exception may be set forth, HP remains receptive to further good faith negotiations regarding these elements.

15. **NOTICES.** If one party is required to give notice to the other under the Master Agreement, such notice shall be in writing and shall be effective upon receipt. Delivery may be by certified United States mail or by hand, in which case a signed receipt shall be obtained. A facsimile transmission shall constitute sufficient notice, provided the receipt of the transmission is confirmed by the receiving party. Either party must notify the other of a change in address for notification purposes. All notices to the Lead State shall be addressed as follows:

Susan Kahle
Acquisition Management Specialist
50 Sherburne Avenue
112 Administration Bldg.
St. Paul, MN 55155

susan.kahle@state.mn.us

Response:

HP acknowledges that it has read and understands.

16. **PRE-PROPOSAL MEETING.** A pre-proposal meeting will be held for all interested responders to review any concerns regarding this Request for Proposal. Attendance at this meeting is NOT MANDATORY, but is strongly recommended. See Schedule of events for date and time. To register for webinar:
<https://amrmsevents.webex.com/amrmsevents/onstage/g.php?d=663850855&t=a>

Response:

HP acknowledges that it has read and understands.

17. **PROPOSAL PREPARATION.** Responses are to be prepared and presented in the same sequential order as the questions are presented in this document. Responses deviating from the request for proposal format and organization may be removed from further consideration. Responses are expected to provide a straightforward and concise description of the responder's ability to meet the requirements. **MARKETING MATERIALS WILL NOT BE ACCEPTED AS A RESPONSE.**

The response to this Request for Proposal (RFP) must be returned sealed. Sealed responses must be received in the office of the Director of the Materials Management Division and time-stamped no later than the date and time specified in the schedule of events, at which time the names of the vendors responding to this RFP will be read.

Late responses cannot be considered. The laws of Minn. Stat. Ch. 16C and all other applicable laws apply to this Request for Proposal.

NARRATIVE RESPONSE

- UTILIZE DOUBLE SIDED PRINTING - DO NOT INCLUDE UNNECESSARY BINDERS
- CLEARLY TAB AND MARK EACH DOCUMENT ACCORDING TO SECTIONS 1-6 AS NOTED IN THE TABLE OF CONTENTS.

Submit **1 ORIGINAL** and **3 COPIES** of the narrative response. Submit an electronic version in a searchable.pdf and also an unlocked word document.

The original copy of the response must be signed by an authorized member of the firm and marked Original.



Do not include the COST PROPOSAL in the narrative response. The Cost proposal are to be submitted sealed and separately.

COST PROPOSAL

- SUBMIT SEPARATELY FROM NARRATIVE IN SEALED ENVELOP CLEARLY MARKED COST PROPOSAL

Submit **1 ORIGINAL** PRINTED COST PROPOSAL in a separate sealed envelope marked Cost Proposal. Submit an electronic version in a searchable.pdf, word and an unlocked EXCEL document.

Responses are to be sealed in mailing envelopes or packages with the responder's name and address clearly written on the outside. Once the RFP is awarded, the original copies will be kept, but all other copies and the electronic copies may be destroyed.

Costs for developing a response to this RFP are entirely the responder's responsibility and shall not be chargeable to the State of Minnesota or to any agency thereof.

This Request for Proposal does not commit the Lead State to award any Master Agreement or to pay any costs incurred by the vendors responding. Any materials submitted may be incorporated by reference in the final Master Agreement.

The Lead State reserves the right to accept or reject any or all responses or parts of responses and to waive informalities therein.

All responses must be prepared as stated herein and properly signed. Address all correspondence and inquiries regarding this RFP to the Master Agreement Administrator. **THIS IS A REQUEST FOR PROPOSAL; NOT A PURCHASE ORDER.**

- a. **ALTERATIONS.** Any alteration, particularly in the price used to determine the successful response, may be rejected unless the alteration is initialed by the person authorized to contractually obligate the responder. Proof of authorization shall be provided upon request.
- b. An **AUTHORIZED SIGNATURE** is required. The response must be in the legal name of the firm or business, and must be fully and properly executed and signed by an officer or other authorized representative who shall state his/her title.

Proof of authority of the person signing the response shall be furnished upon request. If the responder is a corporation, a secretarial certificate of an excerpt of the corporate minutes showing that the signing officer has authority to contractually obligate the corporation shall be furnished. Where the corporation has designated an attorney-in-fact, the ordinary power of attorney should be furnished. If the responder is a partnership, a letter of authorization shall be furnished, signed by one of the general partners. If the responder is a proprietor, and the person signing the response is other than the owner, a letter of authorization signed by the owner shall be furnished.

FORMS MUST BE COMPLETED AND RETURNED WITH YOUR RESPONSE OR THE RESPONSE MAY BE REJECTED.

Response:

HP acknowledges it has read and understands.

18. **QUESTIONS.** Questions must be submitted in writing to Master Agreement Administrator. All questions received by the cutoff date and time will be responded to via an addendum to official solicitation holders. Be specific and cite the section, item



and page number to which the question refers. Contact regarding this RFP with any State personnel other than the Master Agreement Administrator may result in rejection of the response. See schedule of events for date and time. Responses to questions released via addendum 3: MN WSCA-NASPO COMPUTER RESPONSES. [RESPONSES TO QUESTIONS DUE NOV 22](#) released via addendum 5.

Response:

HP acknowledges it has read and understands.

19. SCHEDULE OF EVENTS. This section provides a tentative schedule of the critical project dates. Responders should carefully examine and make certain they have a clear understanding of the requirements of the specified project milestones and the associated dates.

Date/Time	ACTION
September 16, 2013	Publish RFP
October 1, 2013 1:00 p.m. – 3:30 p.m. Central Time	Optional Pre-Proposal Webinar To register for webinar: https://amrmsevents.webex.com/amrmsevents/onstage/g.php?d=663850855&t=a
October 7, 2013 Due 3:00 P.M. CT	Questions Due Clearly reference the section and item to which question pertains. Accepted via email to susan.kahle@state.mn.us
ORIGINAL: NOVEMBER 18, 2013	Proposal Due Date/Proposal Opening 3:00 P.M. CT
REVISED ADDENDUM 2: DECEMBER 6, 2013	Proposal Due Date/Proposal Opening 3:00 P.M. CT
REVISED ADDENDUM 3: DECEMBER 11, 2013	Proposal Due Date/Proposal Opening 3:00 P.M. CT
NOVEMBER 22, 2013	Questions regarding cost worksheets due.
REVISED ADDENDUM 4: DECEMBER 18, 2013	Proposal Due Date/Proposal Opening 3:00 P.M. CT
REVISED ADDENDUM 5: JANUARY 7, 2014	Proposal Due Date/Proposal Opening 3:00 P.M. CT

Response:

HP acknowledges it has read and understands.

20. TAXPAYER IDENTIFICATION: The Contract Vendor shall be registered as a vendor to the Lead State in the SWIFT Procurement System. Registration must be done online at <http://www.mmb.state.mn.us/vendorresources>.

Response:

HP acknowledges it has read and understands.



Checklist

This list may not be comprehensive, read the RFP thoroughly for information required in this solicitation.

Response:

- ☒ One original and three copies of the NARRATIVE proposal. One electronic searchable pdf and one editable word/ excel document on flash drive or CD. DO NOT INCLUDE COST PROPOSAL WITH THE NARRATIVE -
- ☒ One original PRINTED COST proposal SEALED including the cost evaluation forms. Also include one electronic flash drive or CD as searchable.pdf and word document in **sealed in separate envelope**
- ☒ Cost Proposal includes:
 - 1. Responses to Section 4
 - 2. Baseline Price List dated November 15, 2013
 - 3. Proposed Product and Services Schedule
 - 4. Price Workbooks for applicable Bands – include all tabs.
- ☒ Signed Addendums (if applicable)
- ☒ Response to Master Agreement Terms & Conditions (A-D) in order presented in the RFP, clearly marked and tabbed. Acceptance of Terms of condition must be noted and alternative language presented. Utilize Exception form provided
- ☒ Response to Requirements in order presented in the RFP, clearly marked and tabbed. Describe HOW the requirement will be met. **NOTE: Requirements need to be checked yes or no. If checked no, response may be rejected. Vendors should express concerns regarding requirements during the question and answer period. If ALL vendors are unable to meet the requirement, the Lead State reserves the right to waive the requirement.**
- ☒ Forms included in RFP
 - ☒ Signature Page
 - ☒ Affirmative Action Certification
 - ☒ Trade Secret Information
 - NOTE: Trade secret information must be redacted from proposal and submitted in separate sealed envelope clearly marked with the Trade Secret Form.**
 - ☒ Affidavit of Non-Collusion
 - ☒ Service & Delivery
 - ☒ Savings
 - ☒ Taxpayer Identification
 - ☒ Veterans Preference
 - ☒ Question Form
 - ☒ T&C Exception Form
 - ☒ VPAT WCAG Accessibility Form (for the proposed website supporting the contract)
- ☒ Insurance - Does not need to be provided with proposal, but evidence must be provided prior to award. Review and confirm company can meet these requirements.



B. WSCA-NASPO Terms and Conditions

1. **ADMINISTRATIVE FEES.** The Contract Vendor shall pay a WSCA-NASPO Administrative Fee of one-tenth of one percent (0.1% or 0.001) in accordance with the Terms and Conditions of the Master Agreement no later than 60 days following the end of each calendar quarter. The WSCA-NASPO Administrative Fee shall be submitted quarterly and is based on sales of products and services (less any charges for taxes or shipping). The WSCA-NASPO Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

Additionally, some states may require an additional fee be paid directly to the state on purchases made by Purchasing Entities within that state. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Master Agreement. The Contract Vendor may adjust the Master Agreement pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state. All such agreements may not affect the WSCA-NASPO Administrative Fee or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee.

Response:

HP has read and acknowledges our intent to comply with the WSCA-NASPO Administrative Fee requirement. HP understands purchasing entities may request additional fees in negotiation of a Participating Addendum.

2. **AGREEMENT ORDER OF PRECEDENCE.** The Master Agreement shall consist of the following documents:
 1. A Participating Entity's Participating Addendum ("PA");
 2. Minnesota WSCA-NASPO Master Agreement (includes negotiated Terms and Conditions)
 3. The Solicitation; and
 4. Accepted portions of the Contract Vendor's response to the Solicitation, as modified in any proposal revisions (if permitted)

These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contract Vendor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment. No other terms and conditions shall apply, including terms and conditions listed in the Contract Vendor's response to the Solicitation, or terms listed or referenced on the Contract Vendor's website, in the Contract Vendor quotation/sales order or in similar documents subsequently provided by the Contract Vendor. The solicitation language prevails unless a mutually agreed exception has been negotiated.

Response:

HP acknowledges it has read and understands. Exceptions or modifications to the Master Agreement Contract terms and conditions are included in the Terms, Conditions and Specifications Exception Form within this proposal. Complementary Additional Provisions that are relevant to the sale of the commercial Products and Services proposed for purchase are included in **Attachment 1, Additional Provisions**. Please note that the



Additional Provisions proposed are intended to complement and be consistent with, and not supersede, the RFP Master Agreement Contract terms and conditions. HP is open to negotiate these modified and Additional Provision terms and conditions, in good faith, upon intent of award to arrive at a Master Agreement that meets the mutual interests of the parties.

- 3 **AMENDMENTS.** The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the WSCA-NASPO Master Agreement Administrator.

Response:

HP acknowledges it has read and understands that amendments must be approved in writing by the WSCA-NASPO Master Agreement Administrator and Contractor, consistent with Section C terms and conditions.

4. **ASSIGNMENT OF ANTITRUST RIGHTS.** Contract Vendor irrevocably assigns to a Participating Entity any claim for relief or cause of action which the Contract Vendor now has or which may accrue to the Contract Vendor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contract Vendor for the purpose of carrying out the Contract Vendor's obligations under this Master Agreement or Participating Addendum, ~~including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.~~

Response:

HP has read and respectfully requests the above modification to assure rights of all affected parties are maintained.

5. **ASSIGNMENT/SUBCONTRACT.** Contract Vendor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the WSCA-NASPO Master Agreement Administrator.

Response:

HP acknowledges it has read and understands assignment by either party must be approved in writing by both parties. We have added a complementary provision that specifies assignment should be approved in writing by affected parties in Assignment to the Additional Provisions in **Attachment 1, Additional Provisions** for your consideration.

6. **CANCELLATION.** Unless otherwise stated in the terms and conditions, any Master Agreement may be canceled by either party upon 60 days' notice, in writing, prior to the effective date of the cancellation. Further, any Participating Entity may cancel its participation upon 30 days written notice, unless otherwise limited or stated in the special terms and conditions of this solicitation or in the applicable Participating Addendum. Cancellation may be in whole or in part. Any cancellation under this provision shall not affect the rights and obligations attending orders outstanding at the time of cancellation, including any right of a Participating Entity to indemnification by the Contract Vendor, rights of payment for goods/services delivered and accepted, and rights attending any warranty or default in performance in association with any order. Cancellation of the Master Agreement due to Contract Vendor default may be immediate if defaults cannot be reasonably cured as allowed per Default and Remedies term.



Response:

HP acknowledges it has read and understands.

7. CONFIDENTIALITY, NON-DISCLOSURE AND INJUNCTIVE RELIEF.

- 7.1 **Confidentiality.** Contract Vendor acknowledges that it and its employees or agents may, in the course of providing the Product under this Master Agreement, be exposed to or acquire information that is confidential to Participating Entity or Participating Entity's clients. Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contract Vendor or its employees or agents in the performance of this Master Agreement, including, but not necessarily limited to (a) any Participating Entity records, (b) personnel records, and (c) information concerning individuals, is confidential information of Participating Entity ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contract Vendor shall be treated in the same manner as the Confidential Information. Confidential Information does not include information that (a) is or becomes (other than by disclosure by Contract Vendor) publicly known; (b) is furnished by Participating Entity to others without restrictions similar to those imposed by this Master Agreement; (c) is rightfully in Contract Vendor's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (d) is obtained from a source other than Participating Entity without the obligation of confidentiality, (e) is disclosed with the written consent of Participating Entity or; (f) is independently developed by employees, agents or subcontractor of Contract Vendor who can be shown to have had no access to the Confidential Information

Response:

HP acknowledges it has read and understands.

- 7.2 **Non-Disclosure.** Contract Vendor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and not to copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than the performance of this Master Agreement to Participating Entity hereunder, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contract Vendor shall use commercially reasonable efforts to assist Participating Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, Contract Vendor shall advise Participating Entity immediately if Contract Vendor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement and Contract Vendor shall at its expense cooperate with Participating Entity in seeking injunctive or other equitable relief in the name of Participating Entity or Contract Vendor against any such person. Except as directed by Participating Entity, Contract Vendor will not at any time during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master



Agreement or at Participating Entity's request, Contract Vendor shall turn over to Participating Entity all documents, papers, and other matter in Contract Vendor's possession that embody Confidential Information. Notwithstanding the foregoing, Contract Vendor may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

Response:

HP acknowledges it has read and understands.

7.3 **Injunctive Relief.** Contract Vendor acknowledges that breach of this Section, including disclosure of any Confidential Information, will cause irreparable injury to Participating Entity that is inadequately compensable in damages. Accordingly, Participating Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contract Vendor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Participating Entity and are reasonable in scope and content.

Response:

HP acknowledges it has read and understands.

7.4 Participating Entity is agreeing to the above language to the extent is not in conflict with Participating Entities public disclosure laws.

Response:

HP acknowledges it has read and understands.

8. **DEBARMENT.** The Contract Vendor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (Master Agreement) by any governmental department or agency. If the Contract Vendor cannot certify this statement, attach a written explanation for review by WSCA-NASPO.

In any order against this Master Agreement for a requirement established by a Purchasing Entity that discloses the use of federal funding, to the extent another form of certification is not required by a Participating Addendum or the order of the Purchasing Entity, the Contractor's quote represents a recertification consistent with the terms of paragraph 8, Section 2D, Minnesota Terms and Conditions

Response:

HP has read and acknowledges certification that it is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction.

9. DEFAULTS & REMEDIES.

- a. The occurrence of any of the following events shall be an event of default under this Master Agreement:
 - i. Nonperformance of contractual requirements; or
 - ii. A material breach of any term or condition of this Master Agreement; or



- iii. Any representation or warranty by Contract Vendor in response to the solicitation or in this Master Agreement proves to be untrue or materially misleading; or
- iv. Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contract Vendor, or the appointment of a receiver or similar officer for Contract Vendor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or
- v. Any default specified in another section of this Master Agreement.

Response:

HP acknowledges it has read and understands.

- b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of ~~15~~30 calendar days in which Contract Vendor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contract Vendor's liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

Response:

HP acknowledges it has read and understands.

- c. If Contract Vendor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contract Vendor shall be in breach of its obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:
 - i. Exercise any remedy provided by law; and
 - ii. Terminate this Master Agreement and any related Master Agreements or portions thereof; and
 - iii. Impose liquidated damages as provided in this Master Agreement; and
 - iv. Suspend Contract Vendor from receiving future bid solicitations; and
 - v. Suspend Contract Vendor's performance; and
 - vi. Withhold payment until the default is remedied.

Response:

HP acknowledges it has read and understands.

- d. In the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Unless otherwise specified in a Purchase Order, a Purchasing Entity shall provide written notice of default as described in this section and have all of the rights and remedies under this paragraph and any applicable Participating Addendum with respect to an Order placed by the Purchasing Entity. Nothing in these Master



Agreement Terms and Conditions shall be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code.

Response:

HP acknowledges it has read and understands.

10. **DELIVERY.** Unless otherwise indicated in the Master Agreement, the prices are the delivered price to any Purchasing Entity. All deliveries shall be F.O.B. destination with all transportation and handling charges paid by the Contract Vendor. Additional delivery charges will not be allowed for back orders.

Response:

HP acknowledges it has read and understands.

11. **FORCE MAJEURE.** Neither party to this Master Agreement shall be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The WSCA-NASPO Master Agreement Administrator may terminate this Master Agreement after determining such delay or default will reasonably prevent successful performance of the Master Agreement.

Response:

HP acknowledges it has read and understands.

12. **GOVERNING LAW.** This procurement and the resulting agreement shall be governed by and construed in accordance with the laws of the Lead State sponsoring and administering the procurement. The construction and effect of any Participating Addendum or order against the Master Agreements shall be governed by and construed in accordance with the laws of the Participating Entity's State. Venue for any claim, dispute or action concerning an order placed against the Master Agreements or the effect of a Participating Addendum shall be in the Purchasing Entity's State.

Response:

HP acknowledges it has read and understands.

13. **INDEMNIFICATION. DELETED SEE SECTION 2C17**

14. **INDEMNIFICATION – DELETED SEE SECTION 2C17**

15. **INDEPENDENT CONTRACT VENDOR.** The Contract Vendor shall be an independent Contract Vendor, and as such shall have no authorization, express or implied to bind WSCA-NASPO or the respective states to any agreements, settlements, liability or understanding whatsoever, and agrees not to perform any acts as agent for WSCA-NASPO or the states, except as expressly set forth herein.

Response:

HP acknowledges it has read and understands.

16 **INDIVIDUAL CUSTOMER.** Except to the extent modified by a Participating Addendum, each Participating Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement, including but not limited to, any indemnity or to recover any costs allowed in the Master Agreement and applicable Participating Addendum for their purchases. Each Purchasing Entity will be responsible for its own charges, fees, and liabilities. The Contract Vendor will apply the charges and invoice each Purchasing Entity individually.



Response:

HP acknowledges it has read and understands.

17. INSURANCE. Except to the extent modified by a Participating Addendum, Contract Vendor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contract Vendor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum.

Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

- a) Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;
- b) Contract Vendor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements.

Contract Vendor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor.

Prior to commencement of the work, Contract Vendor shall provide to the Participating Entity a written endorsement to the Contract Vendor's general liability insurance policy that (i) names the Participating Entity as an additional insured, (ii) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice, and (iii) provides that the Contract Vendor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory.

Contract Vendor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the Lead State Master Agreement Administrator's sole option, result in this Master Agreement's termination.

Coverage and limits shall not limit Contract Vendor's liability and obligations under this Master Agreement.

Response:

HP understands and respectfully requests minor modifications that are currently accepted on contracts held with the State of Minnesota.

- Under the second paragraph, HP respectfully requests the words "with no deductible" be removed. Payment of premiums and deductibles are addressed below.
- Under the third paragraph under section b, HP respectfully requests this section be replaced with the following paragraph, which is current language approved under the



existing HP/State of MN WSCA/NASPO PC addendum and HP/State Server/Storage contract that notes HP will pay all premiums and deductibles as noted below:

~~"The Contractor is responsible for payment of Contract related insurance premiums and deductibles. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor."~~

- HP respectfully requests the following additional language, which was recently accepted in the current HP/State of MN WSCA/NASPO Computer contract Amendment 5, as follows:

If the Contractor receives a cancellation notice from an insurance carrier affording coverage herein, Contractor agrees to notify the State of Minnesota within five (5) business days with a copy of the cancellation notice, unless Contractor's policy(ies) contain a provision that coverage afforded under the policy(ies) will not be cancelled without at least thirty (30) days advance written notice to the State of Minnesota.

- HP also respectfully requests the last two changes in this section starting with the word change from "names" to "includes", since Contractor does have endorsements added to its policy that specifically "name" a third party as an additional insured. However, HP would respectfully request the removal of section (ii) since the cancellation section noted earlier addresses this language.

With these changes, the clause would read as follows:

17. **INSURANCE.** Except to the extent modified by a Participating Addendum, Contract Vendor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contract Vendor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum.

Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, ~~with no deductible~~ for each of the following categories:

- a) Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;
- b) Contract Vendor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements.

~~The Contractor is responsible for payment of Contract related insurance premiums and deductibles. Contract Vendor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor.~~

If the Contractor receives a cancellation notice from an insurance carrier affording coverage herein, Contractor agrees to notify the State of Minnesota within five (5) business days with a copy of the cancellation notice, unless Contractor's policy(ies) contain a provision that coverage afforded under the policy(ies) will not be cancelled without at least thirty (30) days advance written notice to the State of Minnesota.



Prior to commencement of the work, Contract Vendor shall provide to the Participating Entity a written endorsement to the Contract Vendor's general liability insurance policy that (i) includes names the Participating Entity as an additional insured, ~~(ii) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice,~~ and (iii) provides that the Contract Vendor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory.

Contract Vendor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the Lead State Master Agreement Administrator's sole option, result in this Master Agreement's termination.

Coverage and limits shall not limit Contract Vendor's liability and obligations under this Master Agreement.

18. **LAWS AND REGULATIONS.** Any and all supplies, services and equipment offered and furnished shall comply fully with all applicable Federal and State laws and regulations.

Response:

HP acknowledges it has read and understands.

19. **LICENSE OF PRE-EXISTING INTELLECTUAL PROPERTY.** DELETED – SEE SECTION 2B30 FOR REVISED TERM ADDRESSING TITLE OF PRODUCT.

20. **NO WAIVER OF SOVEREIGN IMMUNITY.** The Lead State, Participating Entity or Purchasing Entity to the extent it applies does not waive its sovereign immunity by entering into this Contract and fully retains all immunities and defenses provided by law with regard to any action based on this Contract.

If a claim must be brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court of the Participating Entity's State.

Response:

HP acknowledges it has read and understands.

21. **ORDER NUMBERS.** Contract order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels (if possible), packing slips, invoices, and on all correspondence.

Response:

HP acknowledges it has read and understands.

22. **PARTICIPANTS.** WSCA-NASPO Cooperative Purchasing Organization LLC is not a party to the Master Agreement. It is a nonprofit cooperative purchasing organization assisting states in administering the WSCA/NASPO cooperative purchasing program for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for all 50 states and the District of Columbia. Obligations under this Master Agreement are limited to those Participating States who have signed a Participating Addendum where contemplated by the



solicitation. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions. Unless otherwise specified in the solicitation, the resulting award will be permissive.

Response:

HP acknowledges it has read and understands.

23. **PARTICIPATION OF ENTITIES.** Use of specific WSCA-NASPO cooperative Master Agreements by state agencies, political subdivisions and other entities (including cooperatives) authorized by individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

Response:

HP acknowledges it has read and understands.

24. **PAYMENT.** Payment for completion of an order under this Master Agreement is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contract Vendor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.

Response:

HP acknowledges it has read and understands. For clarification, credit card payment is made at the time of order placement.

25. **PUBLIC INFORMATION.** The Master Agreement and all related documents are subject to disclosure pursuant to the Participating Entity's public information laws.

Response:

HP acknowledges it has read and understands.

26. **RECORDS ADMINISTRATION AND AUDIT.** The disclosure of records in Participating States relating to Participating addenda and orders placed against the Master Agreement shall be governed by the laws of the Participating State and entity who placed the order.

The Contractor shall maintain books, records, documents, and other evidence pertaining to this Master Agreement and orders placed by Purchasing Entities under it to the extent and in such detail as shall adequately reflect performance and administration of payments and fees. Contractor shall permit the Lead State, a Participating Entity, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. copy and/or transcribe Contractor's books, documents, papers and records directly pertinent to this Master Agreement or orders placed by a Purchasing Entity under it for the purpose of making audits, examinations, excerpts, and transcriptions. This right shall survive for a period of five (5) years following termination of this Agreement or final payment for any order placed by a Purchasing Entity against this Agreement, whichever is later, to assure compliance with the terms hereof or to evaluate performance hereunder.

Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Lead State, Participating Entity, or Purchasing Entity for



an overpayments inconsistent with the terms of the Master Agreement or orders or underpayment of fees found as a result of the examination of the Contractor's records.

The rights and obligations herein right exist in addition to any quality assurance obligation in the Master Agreement requiring the Contractor to self-audit contract obligations and that permits the Lead State Master Agreement Administrator to review compliance with those obligations.

Records will be retained longer if required by Participating Entity's law.

Response:

HP acknowledges it has read and understands. We have included a complementary Additional Provision for Audits in **Attachment 1, Additional Provisions** to add commercially reasonable expectations on the logistics of conducting audits.

27. REPORTS - SUMMARY AND DETAILED USAGE. In addition to other reports that may be required by this solicitation, the Contract Vendor shall provide the following WSCA-NASPO reports.

A. Summary Sales Data. The Contractor shall submit quarterly sales reports directly to WSCA-NASPO using the WSCA-NASPO Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>. Any/all sales made under the contract shall be reported as cumulative totals by state. Even if Contractor experiences zero sales during a calendar quarter, a report is still required. Reports shall be due no later than the last day of the month following the end of the calendar quarter (as specified in the reporting tool).

Response:

HP acknowledges it has read and understands.

B. Detailed Sales Data. Contract Vendor shall also report detailed sales data by: state; entity/customer type, e.g., local government, higher education, K12, non-profit; Purchasing Entity name; Purchasing Entity bill-to and ship-to locations; Purchasing Entity and Contract Vendor Purchase Order identifier/number(s); Purchase Order Type (e.g., sales order, credit, return, upgrade, determined by industry practices); Purchase Order date; Ship Date; and line item description, including product number if used. The report shall be submitted in any form required by the solicitation. Reports are due on a quarterly basis and must be received by the Lead State no later than the last day of the month following the end of the reporting period. Reports shall be delivered to the Lead State and to the WSCA-NASPO Cooperative Development Team electronically through email; CD-Rom, jump drive or other electronic matter as determined by the Lead State.

Detailed sales data reports shall include sales information for all sales under Participating Addenda executed under this Master Agreement. The format for the detailed sales data report is in Section 6, Attachment H.

Response:

HP acknowledges it has read and understands.

C. Reportable sales for the summary sales data report and detailed sales data report includes sales to employees for personal use where authorized by the Participating Addendum. Specific data in relation to sales to employees for personal use to be defined in the final contract award to ensure only public information is reported.



Response:

HP acknowledges it has read and understands. For clarification, HP reportable sales will only include procuring agency recorded sales since HP's standard State and Local Government Employee Purchase Program is a separate program not included on any Government contract.

- D Timely submission of these reports is a material requirement of the Master Agreement. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and WSCA-NASPO shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

Response:

HP acknowledges it has read and understands.

28. ACCEPTANCE AND ACCEPTANCE TESTING

- A. **Acceptance.** Purchasing Entity (the entity authorized under the terms of any Participating Addendum to place orders under this Master Agreement) shall determine whether all Products and Services delivered meet the Contractor's published specifications (a.k.a. "Specifications"). No payment shall be made for any Products or Services until the Purchasing Entity has accepted the Products or Services. The Purchasing Entity will make every effort to notify the Contractor within thirty (30) calendar days following delivery of non-acceptance of a Product or completion of Service. In the event that the Contractor has not been notified within 30 calendar days from delivery of Product or completion of Service, the Product and Services will be deemed accepted on the 31st day after delivery of Product or completion of Services. This clause shall not be applicable, if acceptance testing and corresponding terms have been mutually agreed to by both parties in writing.
- B. **Acceptance Testing.** The Purchasing Entity (the entity authorized under the terms of any Participating Addendum to place orders under this Master Agreement) and the Contract Vendor shall determine if Acceptance Testing is applicable and/or required for the purchase. The terms in regards to acceptance testing will be negotiated, in writing, as mutually agreed. If Acceptance Testing is NOT applicable, the terms regarding Acceptance in the Contract shall prevail.

Response:

HP acknowledges it has read and understands.

- 29. **SYSTEM FAILURE OR DAMAGE.** In the event of system failure or damage caused by the Contract Vendor or its Product, the Contract Vendor agrees to use its commercially reasonable efforts to restore or assist in restoring the system to operational capacity. The Contract Vendor shall be responsible under this provision to the extent a 'system' is defined at the time of the Order; otherwise the rights of the Purchasing Entity shall be governed by the Warranty.

Response:

HP acknowledges it has read and understands.

30. TITLE OF PRODUCT.

OWNERSHIP



- ~~a. Ownership of Documents/Copyright. Any reports, studies, photographs, negatives, databases, computer programs, or other documents, whether in tangible or electronic forms, prepared by the Contract Vendor in the performance of its obligations under the Master Agreement and paid for by the Purchasing Entity shall be the exclusive property of the Purchasing Entity and all such material shall be remitted to the Purchasing Entity by the Contract Vendor upon completion, termination or cancellation of the Master Agreement. The Contract Vendor shall not use, willingly allow or cause to allow such material to be used for any purpose other than performance of the Contract Vendor's obligations under this Master Agreement without the prior written consent of the Purchasing Entity.~~
- ~~b. Rights, Title and Interest. All rights, title, and interest in all of the intellectual property rights, including copyrights, patents, trade secrets, trade marks, and service marks in the said documents that the Contract Vendor conceives or originates, either individually or jointly with others, which arises out of the performance of the Master Agreement, will be the property of the Purchasing Entity and are, by the Master Agreement, assigned to the Purchasing Entity along with ownership of any and all copyrights in the copyrightable material. The Contract Vendor also agrees, upon the request of the Purchasing Entity, to execute all papers and perform all other acts necessary to assist the Purchasing Entity to obtain and register copyrights on such materials. Where applicable, works of authorship created by the Contract Vendor for the Purchasing Entity in performance of the Master Agreement shall be considered "works for hire" as defined in the U.S. Copyright Act.~~
- ~~c. Notwithstanding the above, the Purchasing Entity will not own any of the Contract Vendor's pre-existing intellectual property that was created prior to the Master Agreement and which the Purchasing Entity did not pay the Contract Vendor to create. The Contract Vendor grants the Purchasing Entity a perpetual, irrevocable, non-exclusive, royalty free license for Contract Vendor's pre-existing intellectual property that is contained in the products, materials, equipment or services that are purchased through this Master Agreement.~~

Response:

HP respectfully refers WSCA-NASPO to the complementary Additional Provision for Title in **Attachment 1, Additional Provisions** that allows title to pass upon delivery and aligns with the proposed commercial products and services contemplated under this Master Agreement.

HP respectfully requests the replacement of this Section 30. Ownership in its entirety with the following, on the basis this contract is for commercial products and services. Supporting Material is equivalent to a Statement of Work for the applicable Order.

30. Intellectual Property Rights. No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants HP a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for HP and its designees to perform the ordered services. If deliverables are created by HP specifically for Customer and identified as such in Supporting Material, HP hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.

31. WAIVER OF BREACH. Failure of Lead State Master Agreement Administrator, Participating Entity, or Purchasing Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State or Participating Entity must be in writing.



Waiver by the Lead State Master Agreement Administrator, Participating Entity, or Purchasing Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or breach of any terms or requirements shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, a Participating Addendum, or order.

Response:

HP acknowledges it has read and understands.

32. **WARRANTY.** The warranty provided must be the manufacturers written warranty tied to the product at the time of purchase and must include the following: (a) the Product performs according to the specifications (b) the Product is suitable for the ordinary purposes for which such Product is used, (c) the Product is designed and manufactured in a commercially reasonable manner, and (d) the Product is free of defects.

For third party products sold by the Contract Vendor, the Contract Vendor will assign the manufacturer or publisher's warranty and maintenance. The Contract Vendor will provide warranty and maintenance call numbers and assist the customer in engaging the manufacturer on warranty and maintenance issues.

Upon breach of the warranty, the Contract Vendor will repair or replace (at no charge to the Purchasing Entity) the Product whose nonconformance is discovered and made known to the Contract Vendor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contract Vendor will refund the full amount of any payments that have been made. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or so ordered by the court.

Response:

HP acknowledges it has read and understands. We have included a complementary Additional Provision for warranty in **Attachment 1, Additional Provisions** that aligns with the proposed commercial products and services contemplated under this Master Agreement.



C. Minnesota Terms and Conditions

1. **ACCEPTANCE OF PROPOSAL CONTENT.** The contents of this RFP and selected portions of response of the successful Proposer will become contractual obligations, along with the final Master Agreement, if acquisition action ensues. The Lead State is solely responsible for rendering the decision in matters of interpretation of all terms and conditions.

Response:

HP acknowledges it has read and understands.

2. **ACCESSIBILITY STANDARDS.** The State of Minnesota has developed IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf.

Responders must complete the WCAG VPAT form included in the FORMS section of the RFP. The completed VPAT form will be scored based on its compliance with the Accessibility Standards. The requested WCAG VPAT applies to the responder's website to be offered under the Contract. For products offered, VPATS are only to be provided upon request by the participating entity.

Upon request by the participating entity, the responder must make best efforts to provide Voluntary Product Accessibility Templates (VPATS) for all products offered in its response. Click here for link to VPATS for both Section 508 VPAT and WCAG 2.0 VPAT <http://mn.gov/oet/policies-and-standards/accessibility/#>.

Response:

HP has read and acknowledges the State of Minnesota Accessibility Standards. HP is committed to providing accessible products and services to meet the needs of people with disabilities or age-related limitations. This commitment helps make sure that the benefits of technology are available to all and supports our company's diversity and "Total Customer Experience" objectives. HP supports Section 508 and the efforts of the U.S. Federal and State governments to make technology and information accessible to people with disabilities. We use the Voluntary Product Accessibility Template (VPAT) to report how our products conform to Section 508 standards (Section 508 of the Rehabilitation Act of 1973, amended in 1998).

HP has integrated standards from Section 508 and the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) Version 2.0 Level AA into our web standards for hp.com. HP also developed and deployed internal training and tools to enable our web developers to integrate accessibility into hp.com. These standards are put in place to provide consistent conformance to accessibility guidelines across all of HP's online properties. If non-conformances are reported, the Accessibility and Aging Program Office works with the website developers to remediate the problems. HP regularly tests, audits and remediates our website to improve the accessibility.

VPAT Reports and additional WCAG Reports can be provided upon request. The WCAG Report required and submitted with this proposal was based on a WCAG 2.0 assessment of the HP WSCA website for this RFP response. HP will include a link on the awarded contract website under the Information Center that directs procuring entities to HP 508 Accessibility VPATs for products offered under the contract.



3. **ADMINISTRATIVE PERSONNEL CHANGES.** The Contract Vendor must notify the Contract Administrator of changes in the Contract Vendor's key administrative personnel, in advance and in writing. Any employee of the Contract Vendor who, in the opinion of the State of Minnesota, is unacceptable, shall be removed from the project upon written notice to the Contract Vendor. In the event that an employee is removed pursuant to a written request from the Acquisition Management Specialist, the Contract Vendor shall have 10 working days in which to fill the vacancy with an acceptable employee.

Response:

HP acknowledges it has read and understands.

4. **AMENDMENT(S).** Master Agreement amendments shall be negotiated by the Lead State with the Contract Vendor whenever necessary to address changes in the terms and conditions, costs, timetable, or increased or decreased scope of work. An approved Master Agreement amendment means one approved by the authorized signatories of the Contract Vendor and the Lead State as required by law.

Response:

HP acknowledges it has read and understands.

- ~~5. **AMERICANS WITH DISABILITIES ACT (ADA).** Products provided under the Master Agreement must comply with the requirements of the Americans with Disabilities Act (ADA). The Contract Vendor's catalog and other marketing materials utilized to offer products under the Master Agreement must state when a product is not in compliance. If any descriptive marketing materials are silent as to these requirements, the Contract Vendor agrees that the customer can assume the product meets or exceeds the ADA requirements.~~

Response:

HP respectfully requests removal of Section 2.C.5, in its entirety.

HP does not understand how the ADA applies to Information Technology "products" provided under the Master Agreement as that term is used in 2 C 5. HP product(s) to be delivered under this contract or order will, at the time of their delivery, support the accessibility standards of the United States Architectural and Transportation Barriers Compliance Board set out in 36 C.F.R. Part 1194 and in HP's opinion, the non-visual standards as set forth in Minn. Stat.Ch 16C.145 or include accessibility features consistent with the information then listed on www.hp.com/accessibility.

6. **AWARD OF RELATED CONTRACTS.** In the event the Lead State undertakes or awards supplemental Contracts for work related to the Master Agreement or any portion thereof, the Contract Vendor shall cooperate fully with all other Contract Vendors and the State in all such cases. All Master Agreements between subcontractors and the Contract Vendor shall include a provision requiring compliance with this section.

Response:

HP acknowledges it has read and understands.

7. **AWARD OF SUCCESSOR CONTRACTS.** In the event the State undertakes or awards a successor for work related to the Contract or any portion thereof, the current Contract Vendor shall cooperate fully during the transition with all other Contract Vendors and the State in all such cases. All Master Agreements between subcontractors and the Contract Vendor shall include a provision requiring compliance with this section.



Response:

HP acknowledges it has read and understands.

8. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

- a. Certification regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions.

Instructions for certification:

1. By signing and submitting this proposal, the prospective lower tier participant [responder] is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal [response] is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverages section of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this response that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction [subcontract equal to or exceeding \$25,000] with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled, "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the list of parties excluded from federal procurement and nonprocurement programs.



8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
 9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- b. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions.
1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
 2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Response:

HP acknowledges it has read and understands. As of January 29, 2014 and to the best of our knowledge, HP is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction.

9. **CHANGE REQUESTS.** The Lead State reserves the right to request, during the term of the Master Agreement, changes to the products offered. Products introduced during the term of the Master Agreement shall go through a formal review process. A formal process of changing the Master Agreement shall be developed during the negotiation of the Master Agreement. The Contract Vendor shall evaluate and recommend products for which agencies have an expressed need. The Lead State shall require the Contract Vendor to provide a summary of its research of those products being recommended for inclusion in the Master Agreement as well as defining how adding the product will enhance the Master Agreement. The Lead State may request that products, other than those recommended, are added to the Master Agreement.

In the event that the Lead State desires to add new products and services that are not included in the original Master Agreement, the Lead State requires that independent manufacturers and resellers cooperate with the already established Contract Vendor in order to meet the Lead State's requirements. Evidence of the need to add products or services should be demonstrated to the Lead State. The Master Agreement shall be modified via supplement or amendment. The Lead State will negotiate the inclusion of the products and services with the Contract Vendor. No products or services will be added to the Master Agreement without the Lead State's prior approval.

Response:

HP acknowledges it has read and understands.



10. **CONFLICT MINERALS.** Contract Vendor agrees to provide information upon request regarding adherence to the Federal Conflict Minerals Trade Act. See: <http://beta.congress.gov/111/bills/hr4173/111hr4173enr.pdf#page=838>
<http://www.sec.gov/news/press/2012/2012-163.htm>

Response:

HP acknowledges it has read and understands. HP supports the objectives underlying the DRC Conflict Minerals section of the Dodd-Frank Wall Street Reform and Consumer Protection Act and the related SEC Conflict Minerals reporting and disclosure requirements (together, the Act). HP's goal is to work collaboratively with companies throughout its extended supply chain to encourage practices that support responsible sourcing of conflict-free minerals from the Democratic Republic of the Congo (DRC) and adjoining countries.

11. **COPYRIGHTED MATERIAL WAIVER.** The Lead State reserves the right to use, reproduce and publish proposals in any manner necessary for State agencies and local units of government to access the responses, including but not limited to photocopying, State Intranet/Internet postings, broadcast faxing, and direct mailing. In the event that the response contains copyrighted or trademarked materials, it is the responder's responsibility to obtain permission for the Lead State to reproduce and publish the information, regardless of whether the responder is the manufacturer or reseller of the products listed in the materials. By signing its response, the responder certifies that it has obtained all necessary approvals for the reproduction and/or distribution of the contents of its response and agrees to indemnify, protect, save and hold the Lead State, its representatives and employees harmless from any and all claims arising from the violation of this section and agrees to pay all legal fees incurred by the Lead State in the defense of any such action.

Response:

HP acknowledges it has read and understands.

12. **EFFECTIVE DATE.** Pursuant to Minnesota law, the Master Agreement arising from this RFP shall be effective upon the date of final execution by the Lead State, unless a later date is specified in the Master Agreement.

Response:

HP acknowledges it has read and understands.

13. **FOREIGN OUTSOURCING OF WORK.** Upon request, the Contract Vendor is required to provide information regarding the location of where services, data storage and/or location of data processing under the Master Agreement will be performed.

Response:

HP acknowledges it has read and understands.

For clarification, HP agrees to provide information regarding the location of services if such services were not performed locally and if data storage and processing is outside of HP's established commercial business practice. HP is a global technology vendor with telephone support centers throughout the world to enable it to provide a global support services model. Due to these global demands, Contractor has established commercial business practices to ensure the most efficient support model for its customers where technical telephone support is provided from one or more of Contractor's global locations.

14. **GOVERNMENT DATA PRACTICES.** The Contract Vendor and the Lead State must comply with the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13, (and where applicable, if the Lead State contracting party is part of the judicial branch, with



the Rules of Public Access to Records of the Judicial Branch promulgated by the Minnesota Supreme Court as the same may be amended from time to time) as it applies to all data provided by the Lead State to the Contract Vendor and all data provided to the Lead State by the Contract Vendor. In addition, the Minnesota Government Data Practices Act applies to all data created, collected, received, stored, used, maintained, or disseminated by the Contract Vendor in accordance with the Master Agreement that is private, nonpublic, protected nonpublic, or confidential as defined by the Minnesota Government Data Practices Act, Ch. 13 (and where applicable, that is not accessible to the public under the Rules of Public Access to Records of the Judicial Branch).

In the event the Contract Vendor receives a request to release the data referred to in this article, the Contract Vendor must immediately notify the Lead State. The Lead State will give the Contract Vendor instructions concerning the release of the data to the requesting party before the data is released. ~~The civil remedies of Minn. Stat. § 13.08, apply to the release of the data by either the Contract Vendor or the Lead State.~~

~~The Contract Vendor agrees to indemnify, save, and hold the State of Minnesota, its agent and employees, harmless from all claims arising out of, resulting from, or in any manner attributable to any violation of any provision of the Minnesota Government Data Practices Act (and where applicable, the Rules of Public Access to Records of the Judicial Branch), including legal fees and disbursements paid or incurred to enforce this provision of the Master Agreement. In the event that the Contract Vendor subcontracts any or all of the work to be performed under the Master Agreement, the Contract Vendor shall retain responsibility under the terms of this article for such work.~~

Response:

HP respectfully requests the above modification. The commercial products and services with privatization being cited as the reason to include civil remedies per Minn. Stat. §13.08 are not contemplated under this MPA (performing government functions). The referenced statute does not require a flow down of civil remedies to Contractors.

15. HAZARDOUS SUBSTANCES. To the extent that the goods to be supplied by the Contract Vendor contain or may create hazardous substances, harmful physical agents or infectious agents as set forth in applicable State and federal laws and regulations, the Contract Vendor must provide Material Safety Data Sheets regarding those substances. A copy must be included with each delivery.

Response:

HP has read and acknowledges. HP provides Material Safety Data Sheets that contain safety information about materials such as physical, chemical and toxicological properties, regulatory information, and recommendations to ensure safe handling. Although HP does not provide a Material Safety Data Sheet with each delivery, a link to HP's Material Safety Data Sheets will be provided on the WSCA-NASPO website for users to access. This alternative was noted as acceptable in Q&A #8 in Addendum 5.

16. HUMAN RIGHTS/AFFIRMATIVE ACTION. The Lead State requires affirmative action compliance by its Contract Vendors in accordance with Minn. Stat. § 363A.36 and Minn. R. 5000.3400 to 5000.3600.

- a. Covered contracts and Contract Vendors. One-time acquisitions, or a contract for a predetermined amount of goods and/or services, where the amount of your response is in excess of \$100,000 requires completion of the Affirmative Action Certification page. If the solicitation is for a contract for an indeterminate amount of goods and/or services, and the State estimated total value of the contract exceeds



\$100,000 whether it will be a multiple award contract or not, you must complete the Affirmative Action Certification page. If the contract dollar amount or the State estimated total contract amount exceeds \$100,000 and the Contract Vendor employed more than 40 full-time employees on a single working day during the previous 12 months in Minnesota or in the state where it has its principal place of business, the Contract Vendor must comply with the requirements of Minn. Stat. § 363A.36, subd. 1 and Minn. R. 5000.3400 to 5000.3600. A Contract Vendor covered by Minn. Stat. § 363A.36, subd. 1 and Minn. R. 5000.3400 to 5000.3600 that had more than 40 full-time employees within Minnesota on a single working day during the previous 12 months must have a certificate of compliance issued by the commissioner of the Department of Human Rights (certificate of compliance). A Contract Vendor covered by Minn. Stat. § 363A.36, subd. 1 that did not have more than 40 full-time employees on a single working day during the previous 12 months within Minnesota but that did have more than 40 full-time employees in the state where it has its principal place of business and that does not have a certificate of compliance must certify that it is in compliance with federal affirmative action requirements.

- b. Minn. Stat. § 363A.36, subd. 1 requires the Contract Vendor to have an affirmative action plan for the employment of minority persons, women, and qualified disabled individuals approved by the commissioner of the Department of Human Rights (commissioner) as indicated by a certificate of compliance. Minn. Stat. § 363A.36 addresses suspension or revocation of a certificate of compliance and contract consequences in that event. A contract awarded without a certificate of compliance may be voided.
- c. Minn. R. 5000.3400-5000.3600 implement Minn. Stat. § 363A.36. These rules include, but are not limited to, criteria for contents, approval, and implementation of affirmative action plans; procedures for issuing certificates of compliance and criteria for determining a Contract Vendor's compliance status; procedures for addressing deficiencies, sanctions, and notice and hearing; annual compliance reports; procedures for compliance review; and contract consequences for noncompliance. The specific criteria for approval or rejection of an affirmative action plan are contained in various provisions of Minn. R. 5000.3400 5000.3600 including, but not limited to, parts 5000.3420-5000.3500 and parts 5000.3552 5000.3559.
- d. Disabled Workers. Minn. R. 5000.3550 provides the Contract Vendor must comply with the following affirmative action requirements for disabled workers.

AFFIRMATIVE ACTION FOR DISABLED WORKERS

- (a) The Contract Vendor must not discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified. The Contract Vendor agrees to take affirmative action to employ, advance in employment, and otherwise treat qualified disabled persons without discrimination based upon their physical or mental disability in all employment practices such as the following: employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- (b) The Contract Vendor agrees to comply with the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.



- (c) In the event of the Contract Vendor's noncompliance with the requirements of this clause, actions for noncompliance may be taken in accordance with Minn. Stat. § 363A.36 and the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.
- (d) The Contract Vendor agrees to post in conspicuous places, available to employees and applicants for employment, notices in a form to be prescribed by the commissioner of the Minnesota Department of Human Rights. Such notices must state the Contract Vendor's obligation under the law to take affirmative action to employ and advance in employment qualified disabled employees and applicants for employment, and the rights of applicants and employees.
- (e) The Contract Vendor must notify each labor union or representative of workers with which it has a collective bargaining agreement or other contract understanding, that the Contract Vendor is bound by the terms of Minn. Stat. § 363A.36 of the Minnesota Human Rights Act and is committed to take affirmative action to employ and advance in employment physically and mentally disabled persons.
- e. Consequences. The consequences of a Contract Vendor's failure to implement its affirmative action plan or make a good faith effort to do so include, but are not limited to, suspension or revocation of a certificate of compliance by the commissioner, refusal by the commissioner to approve subsequent plans, and termination of all or part of the Contract by the commissioner or the State.
- f. Certification. The Contract Vendor hereby certifies that it is in compliance with the requirements of Minn. Stat. § 363A.36, subd. 1 and Minn. R. 5000.3400-5000.3600 and is aware of the consequences for noncompliance. It is agreed between the parties that Minn. Stat. 363.36 and Minn. R. 5000.3400 to 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minn. Stat. § 363A.36 and Minn. R. 5000.3400 to 5000.3600 are available upon request from the contracting agency.

Response:

HP acknowledges it has read and understands. HP has completed the Certification of Compliance with the Minnesota Department of Human Rights (included in this proposal behind the Affirmative Action Certification) and will maintain compliance certification.

17. INDEMNIFICATION. The Contract Vendor shall indemnify, protect, save and hold harmless the Lead State and the Participating Entity, its representatives and employees, from any and all 3rd party claims or causes of action, including all legal fees incurred by the Lead State and the Participating Entity arising from the negligence or willful misconduct in performance of the Master Agreement by the Contract Vendor or its agents, employees, or subcontractors. This clause shall not be construed to bar any legal remedies the Contract Vendor may have with the Lead State's and the Participating Entity's failure to fulfill its obligations pursuant to the Master Agreement.

If the Participating Entity's laws require approval of a third party to defend Participating Entity, Participating Entity will seek such approval and if approval is not received, Contract Vendor is not required to defend that Participating Entity.

Response:

HP respectfully requests the above modifications to clarify that general indemnification is for 3rd party claims that arise from the negligence or willful misconduct in performance by



the Contract Vendor or its agents. The State and Participating Entities have remedies with Contractor for default under the default provisions of the contract.

INTELLECTUAL PROPERTY INDEMNIFICATION. The Contract Vendor warrants that any Contractor-branded materials or products provided or produced by the Contract Vendor or utilized by the Contract Vendor in the performance of this Master Agreement will not infringe upon or violate any patent, copyright, trade secret, or any other proprietary right of any third party. In the event of any such claim by any third party against the Participating Entity, the Participating Entity shall promptly notify the Contract Vendor. The Contract Vendor, at its own expense, shall indemnify; defend or settle to the extent permitted by the Participating Entity's laws, and hold harmless the Participating Entity against any loss, cost, expense, or liability (including legal fees) arising out of such a claim, whether or not such claim is successful against the Participating Entity.

If such a claim has occurred, or in the Contract Vendor's opinion is likely to occur, the Contract Vendor shall either procure for the Participating Entity the right to continue using the materials or products or replacement or modified materials or products. If an option satisfactory to the Participating Entity is not reasonably available, the Participating Entity shall return the materials or products to the Contract Vendor, upon written request of the Contract Vendor and at the Contract Vendor's expense. ~~This remedy is in addition to any other remedy provided by law.~~

Response:

HP respectfully requests the above modifications consistent with what a manufacturer can indemnify for IP infringement of its branded-products. In addition, IP indemnity is excluded under the following conditions:

The Contractor has no obligation for any claim of infringement arising from:

1. The Contractor's compliance with the Purchasing Entity's or by a third party on the Purchasing Entity's behalf designs, specifications, or instructions;
2. The Contractor's use of technical information or technology provided by the Purchasing Entity;
3. Product modifications by the Purchasing Entity or a third party;
4. Product use prohibited by Specifications or related application notes; or
5. Product use with Products that are not the Contractor branded.

18. JURISDICTION AND VENUE. This RFP and any ensuing Master Agreement, its amendments and supplements thereto, shall be governed by the laws of the State of Minnesota, USA. Venue for all legal proceedings arising out of the Master Agreement, or breach thereof, shall be in the State or federal court with competent jurisdiction in Ramsey County, Minnesota. By submitting a response to this Request for Proposal, a Responder voluntarily agrees to be subject to the jurisdiction of Minnesota for all proceedings arising out of this RFP, any ensuing Master Agreement, or any breach thereof.

Response:

HP acknowledges it has read and understands.

19. LAWS AND REGULATIONS. Any and all services, articles or equipment offered and furnished must comply fully with all local, State and federal laws and regulations, including Minn. Stat. § 181.59 prohibiting discrimination and business registration requirements of the Office of the Minnesota Secretary of State.



Response:

HP acknowledges it has read and understands.

20. NONVISUAL ACCESS STANDARDS. Pursuant to Minn. Stat. § 16C.145, the Contract Vendor shall comply with the following nonvisual technology access standards :

- a. That the effective interactive control and use of the technology, including the operating system applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- b. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- c. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- d. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

These standards do not require the installation of software or peripheral devices used for nonvisual access when the information technology is being used by individuals who are not blind or visually impaired.

Response:

HP has read and acknowledges the State of Minnesota Nonvisual Access Standards. HP product(s) to be delivered under this contract or order will, at the time of their delivery, support the accessibility standards of the United States Architectural and Transportation Barriers Compliance Board set out in 36 C.F.R. Part 1194 and in HP's opinion, the non-visual standards as set forth in Minn. Stat.Ch 16C.145 or include accessibility features consistent with the information then listed on www.hp.com/accessibility. These products are not separately identified in the product listing. No differences in quality, price or delivery exist. Acceptance of any products delivered under this contract or order shall be final and conclusive as to any and all non-visual access issues.

21. NOTICE TO RESPONDERS. Pursuant to Minn. Stat. § 270C.65, subd. 3, Contract Vendors are required to provide their Federal Employer Identification Number or Social Security Number. This information may be used in the enforcement of federal and State tax laws. Supplying these numbers could result in action to require a Contract Vendor to file tax returns and pay delinquent tax liabilities. These numbers will be available to federal and State tax authorities and State personnel involved in the payment of State obligations.

Response:

HP acknowledges it has read and understands.

22. ORGANIZATIONAL CONFLICTS OF INTEREST. The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons:

- a Contract Vendor is unable or potentially unable to render impartial assistance or advice to the State;



- the Contract Vendor's objectivity in performing the work is or might be otherwise impaired; or
- the Contract Vendor has an unfair competitive advantage.

The Contract Vendor agrees that if an organizational conflict of interest is discovered after award, an immediate and full disclosure in writing shall be made to the Assistant Director of the Department of Administration's Materials Management Division that shall include a description of the action the Contract Vendor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the Master Agreement. In the event the Contract Vendor was aware of an organizational conflict of interest prior to the award of the Master Agreement and did not disclose the conflict to the Master Agreement Administrator, the State may terminate the Master Agreement for default. The provisions of this clause shall be included in all subcontracts for work to be performed, and the terms "Contract," "Contract Vendor," "Master Agreement", "Master Agreement Administrator" and "Contract Administrator" modified appropriately to preserve the State's rights.

Response:

HP acknowledges it has read and understands.

23. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD AND CARDHOLDER INFORMATION SECURITY. Contract Vendor assures ~~all of its~~ that applicable Network Components, Applications, Servers, and Subcontractors (if any) that store, process or transmit payment card information comply with the Payment Card Industry Data Security Standard ("PCIDSS"). "Network Components" shall include, but are not limited to, Contract Vendor's firewalls, switches, routers, wireless access points, network appliances, and other security appliances that transmit payment card information; "Applications" shall include, but are not limited to, all purchased and custom external (web) applications that store, process or transmit payment card information. "Servers" shall include, but are not limited to, all of Contract Vendor's web, database, authentication, DNS, mail, proxy, and NTP servers that store, process or transmit payment card information. "Cardholder Data" shall mean any personally identifiable data associated with a cardholder, including, by way of example and without limitation, a cardholder's account number, expiration date, name, address, ~~social security number,~~ or telephone number.

Subcontractors (if any) must be responsible for the security of all Cardholder Data in its possession; and will only use Cardholder Data for assisting cardholders in completing a transaction, providing fraud control services, or for other uses specifically required by law. Contract Vendor must have a business continuity program which conforms to PCIDSS to protect Cardholder Data in the event of a major disruption in its operations or in the event of any other disaster or system failure which may occur to operations; will continue to safeguard Cardholder Data in the event this Agreement terminates or expires; and ensure that a representative or agent of the payment card industry and a representative or agent of the State shall be provided with full cooperation and access to conduct a thorough security review of Contract Vendor's operations, systems, records, procedures, rules, and practices in the event of a security intrusion in order to validate compliance with PCIDSS.



Response:

For the first paragraph, HP respectfully requests the above modifications that specifically note the systems utilized for credit cards under this contract. Each system utilized will meet PCI compliance requirements.

For the second paragraph of this section, HP acknowledges that HP has read and acknowledges our intent of compliance.

24. PERFORMANCE WHILE DISPUTE IS PENDING. Notwithstanding the existence of a dispute, the parties shall continue without delay to carry out all of their responsibilities under the Master Agreement that are not affected by the dispute. If a party fails to continue without delay to perform its responsibilities under the Master Agreement, in the accomplishment of all undisputed work, any additional cost incurred by the other parties as a result of such failure to proceed shall be borne by the responsible party.

Response:

HP acknowledges it has read and understands.

25. PREFERENCE.

Targeted/Economically Disadvantaged. In accordance with Minn. Stat. § 16C.16, subds. 6 and 7, eligible certified targeted group (TG) businesses and certified economically disadvantaged (ED) businesses will receive a 6 percent preference on the basis of award for this RFP. The preference is applied only to the first \$500,000 of the response to the RFP. Eligible TG businesses must be currently certified by the Materials Management Division prior to the bid opening date and time.

To verify TG/ED certification, refer to the Materials Management Division's web site at www.mmd.admin.state.mn.us under "Vendor Information, Directory of Certified TG/ED Vendors."

To verify TG eligibility for preference, refer to the Materials Management Division's web site under "Vendor Information, Targeted Groups Eligible for Preference in State Purchasing" or call the Division's HelpLine at 651.296.2600.

Reciprocal Preference. In accordance with Minn. Stat. §16C.06, subd 7, the acquisition of goods or services shall be allowed a preference over a non-resident vendor from a state that gives or requires a preference to vendors from that state, the preference shall be equal to the preference given or required by the state of the non-resident vendor. If you wish to be considered a Minnesota Resident vendor you must claim that by filling out the Resident Vendor Form included in this solicitation and include it in your response.

Veteran. In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference in the amount bid on state procurement to **certified small businesses** that are **majority-owned and operated by:**

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or



- (3) any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time. The preference is applied only to the first \$500,000 of the response.

If responder is claiming the veteran-owned preference, attach documentation, sign and return form with response to the solicitation. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Response:

HP acknowledges it has read and understands the preference programs availed to bidders under this Contract.

26. **PUBLIC INFORMATION.** Once the information contained in the responses is deemed public information, interested parties may request to obtain the public information. You may call 651.201.2413 between the hours of 8:00 a.m. to 4:30 p.m. to arrange this.

Response:

HP acknowledges it has read and understands.

27. **PUBLICITY.** Any publicity given to the program, publications or services provided resulting from a State contract for goods or services, including but not limited to notices, informational pamphlets, press releases, research, reports, signs and similar public notices prepared by or for the Contract Vendor, or its employees individually or jointly with others, or any subcontractors, shall identify the State as the sponsoring agency and shall not be released, unless such release is a specific part of an approved work plan included in the Master Agreement prior to its approval by the State's Authorized Representative and the State's Assistant Director or designee of Materials Management Division.

The Contract Vendor shall make no representations of the State's opinion or position as to the quality or effectiveness of the products and/or services that are the subject of the Master Agreement without the prior written consent of the State's Assistant Director or designee of Materials Management Division. Representations include any publicity, including but not limited to advertisements, notices, press releases, reports, signs, and similar public notices.

Response:

HP acknowledges it has read and understands.

28. **PURCHASE ORDERS.** The State requires that there will be no minimum order requirements or charges to process an individual purchase order. The Master Agreement number and the PO number must appear on all documents (e.g., invoices, packing slips, etc.). The Ordering Entity's purchase order constitutes a binding contract



Response:

HP acknowledges it has read and understands.

29. **RIGHTS RESERVED.** Notwithstanding anything to the contrary, the State reserves the right to:
- reject any and all responses received;
 - select, for Master Agreements or for negotiations, a response other than that with the lowest cost;
 - waive or modify any informalities, irregularities, or inconsistencies in the responses received;
 - negotiate any aspect of the proposal with any responder and negotiate with more than one responder;
 - request a BEST and FINAL OFFER, if the State deems it necessary and desirable; and
 - terminate negotiations and select the next response providing the best value for the State, prepare and release a new RFP, or take such other action as the State deems appropriate if negotiations fail to result in a successful Master Agreement.

Response:

HP acknowledges it has read and understands.

30. **RISK OF LOSS OR DAMAGE.** The State is relieved of all risks of loss or damage to the goods and/or equipment during periods of transportation, and installation by the Contract Vendor and in the possession of the Contract Vendor or their authorized agent.

Response:

HP acknowledges it has read and understands.

31. **SEVERABILITY.** If any provision of the Master Agreement, including items incorporated by reference, is found to be illegal, unenforceable, or void, then both the State and the Contract Vendor shall be relieved of all obligations arising under such provisions. If the remainder of the Master Agreement is capable of performance it shall not be affected by such declaration or finding and shall be fully performed.

Response:

HP acknowledges it has read and understands.

32. **STATE AUDITS** (Minn. Stat. § 16C.05, subd. 5). The books, records, documents, and accounting procedures and practices of the Contract Vendor or other party, that are relevant to the Master Agreement or transaction are subject to examination by the contracting agency and either the Legislative Auditor or the State Auditor as appropriate for a minimum of six years after the end of the Master Agreement or transaction. The State reserves the right to authorize delegate(s) to audit this Master Agreement and transactions.

Response:

HP acknowledges it has read and understands.

33. **SURVIVABILITY.** The following rights and duties of the State and responder will survive the expiration or cancellation of the resulting Master Agreements. These rights and duties include, but are not limited to paragraphs: Indemnification, Hold Harmless



and Limitation of Liability, State Audits, Government Data Practices, Governing Law, Jurisdiction and Venue, Publicity, Intellectual Property Indemnification, and Admin Fees.

Response:

HP acknowledges it has read and understands.

34. **TRADE SECRET/CONFIDENTIAL INFORMATION.** Any information submitted as Trade Secret must be identified and submitted per the Trade Secret Form and must meet Minnesota Trade Secret as defined in Minn. Stat. § 13.37.

Response:

HP acknowledges it has read and understands.



D. Forms

Response:

All forms are inserted, starting on the following page.





Materials Management Division
112 Administration Building
50 Sherburne Avenue
St. Paul, MN 55155
Voice: 651.296.2600
Fax: 651.297.3996

**REQUEST FOR PROPOSAL
SIGNATURE PAGE**

**Computer Equipment:
(Desktops, Laptops, Tablets,
Servers & Storage including
Related Peripherals & Services)**

Name of Vendor: Hewlett-Packard Company Vendor E-Mail: debra.lee@hp.com
Address: 3000 Hanover Street, Palo Alto, CA 94304
Phone: (847) 537-0344 Fax: (847) 572-1336 Date: Nov 29, 2013
Authorized Signature: *Stuart McLean*
Typed name of signer: Stuart McLean Title: Manager, Americas Contract Operations
Signer must be authorized to contractually obligate the vendor.
Type or print clearly the name of the person who prepared the response: Debra Lee
EMAIL/PHONE: debra.lee@hp.com/(847) 537-0344

(For Agency Use Only) Vendor # _____
Contract Period: _____

State Of Minnesota – Affirmative Action Certification

If your response to this solicitation is or could be in excess of \$100,000, complete the information requested below to determine whether you are subject to the Minnesota Human Rights Act (Minnesota Statutes 363A.36) certification requirement, and to provide documentation of compliance if necessary. It is your sole responsibility to provide this information and—if required—to apply for Human Rights certification prior to the due date of the bid or proposal and to obtain Human Rights certification prior to the execution of the contract. The State of Minnesota is under no obligation to delay proceeding with a contract until a company receives Human Rights certification

BOX A – For companies which have employed more than 40 full-time employees within Minnesota on any single working day during the previous 12 months. All other companies proceed to BOX B.

Your response will be rejected unless your business:

- has a current Certificate of Compliance issued by the Minnesota Department of Human Rights (MDHR)
- ~~or~~
- has submitted an affirmative action plan to the MDHR, which the Department received prior to the date the responses are due.

Check one of the following statements if you have employed more than 40 full-time employees in Minnesota on any single working day during the previous 12 months:

- ☒ We have a current Certificate of Compliance issued by the MDHR. Proceed to **BOX C**. Include a copy of your certificate with your response.
- ☐ We do not have a current Certificate of Compliance. However, we submitted an Affirmative Action Plan to the MDHR for approval, which the Department received on _____ (date). Proceed to **BOX C**.
- ☐ We do not have a Certificate of Compliance, nor has the MDHR received an Affirmative Action Plan from our company. We acknowledge that our response will be rejected. Proceed to **BOX C**. Contact the Minnesota Department of Human Rights for assistance. (See below for contact information.)

Please note: Certificates of Compliance must be issued by the Minnesota Department of Human Rights. Affirmative Action Plans approved by the Federal government, a county, or a municipality must still be received, reviewed, and approved by the Minnesota Department of Human Rights before a certificate can be issued.

BOX B – For those companies not described in BOX A

Check below.

- ☐ We have not employed more than 40 full-time employees on any single working day in Minnesota within the previous 12 months. Proceed to **BOX C**.

BOX C – For all companies

By signing this statement, you certify that the information provided is accurate and that you are authorized to sign on behalf of the responder. You also certify that you are in compliance with federal affirmative action requirements that may apply to your company. (These requirements are generally triggered only by participating as a prime or subcontractor on federal projects or contracts. Contractors are alerted to these requirements by the federal government.)

Name of Company: Hewlett-Packard Company Date: Nov 29, 2013
Authorized Signature: Stuart McLean Telephone number: (905) 206-3097
Printed Name: Stuart McLean Title: Manager, Americas Contract Operations

For assistance with this form, contact:

Minnesota Department of Human Rights, Compliance & Community Relations

Mail: The Freeman Building 625 Robert Street North, TC Metro: (651) 296-5663 Toll Free: 800-657-3704
Saint Paul, MN 55155
Web: www.humanrights.state.mn.us Fax: (651) 296-9042 TTY: (651) 296-1283
Email: compliance.mdhr@state.mn.us



Minnesota Department of
HUMAN RIGHTS

CERTIFICATE OF COMPLIANCE

HEWLETT-PACKARD COMPANY

Your organization's affirmative action plan has been approved. The department's review of your equal employment opportunity policies and practices indicates compliance with Minnesota Statutes, Sec. 363A.36. This document constitutes your certificate of compliance.

HEWLETT-PACKARD COMPANY is hereby certified as a contractor by the Minnesota Department of Human Rights. This certificate is valid from 3/8/2012 to 3/8/2014.

This certification is subject to revocation or suspension prior to its expiration if the department issues a finding of noncompliance or if your organization fails to make a good faith effort to implement its affirmative action plan.

Enclosed is an annual report form to be completed and submitted annually during the certification period whether a state contract has been awarded to you or not. **You must submit reports as required and promptly notify us of any address or status changes.**

Sincerely,

Kevin M. Lindsey, Commissioner
Minnesota Department of Human Rights

Enclosures: Annual Report Forms
Posters (2)

AN EQUAL OPPORTUNITY EMPLOYER

Trade Secret Information Form

Under Minnesota's Data Practices Act, data submitted in a response becomes public upon completion of the evaluation process and negotiations are complete, or upon completion of the selection process for a solicitation. However, "trade secret information" as defined in Minn. Stat. § 13.37, subd. 1(b), cannot be disclosed to the public. While the majority of data submitted in a response is not trade secret information, the following form is needed to assist the State in making appropriate determinations about the release of data provided in a response.

All responders must select one of the following boxes:

- ☒ My response **does not** contain "trade secret information." I understand that my entire response will become public record in accordance with Minn. Stat. § 13.591.
- ☐ My response **does** contain trade secret information because it contains data that:
 1. is a formula, pattern, compilation, program, device, method, technique or process; **AND**
 2. is the subject of efforts by myself or my organization that are reasonable under the circumstances to maintain its secrecy; **AND**
 3. derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.

Complete only if trade secret status is asserted:

I am claiming that aspects of my response contain trade secret information. I have completed the following:

- ☐ I have clearly marked and placed any data I claim to be "trade secret information" in a separate envelope **AND** I am attaching an explanation justifying the trade secret designation.

Please note that failure to attach an explanation may result in a determination that the data does not meet the statutory trade secret definition. All data that does not meet the definition of trade secret as defined by Minn.Stat. § 13.591subd.1(b) will become public in accordance with Minn. Stat. § 13.591. The State reserves its right to make its own determination of Responder's Trade Secret Materials.

By submitting this response, responder agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's withholding of data based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

ONLY information properly identified utilizing this form will be eligible for Trade Secret designation. This form must accompany any documentation that is being submitted for Trade Secret. This includes but is not limited to any material that may be submitted as part of the solicitation response, or in relation to a subsequent Master Agreement. Information labeled "confidential", "proprietary", or labeled with similar tags with regard to limiting the State's disclosure will NOT be eligible for trade secret designation unless the form provided in the solicitation is properly completed and submitted as a cover page to the information, and it meets the statutory definition of a trade secret. By submitting a response you agree that the information submitted that does not follow the trade secret process defined herein and does not meet the statutory definition of trade secret may be released by the State without prior notification to the responder and/or the Contract Vendor.

**STATE OF MINNESOTA
DEPARTMENT OF ADMINISTRATION
MATERIALS MANAGEMENT DIVISION
AFFIDAVIT OF NONCOLLUSION**

I hereby swear (or affirm) under the penalty of perjury:

1. That I am the responder (if the responder is an individual), a partner in the company (if the responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the responder is a corporation);
2. That the attached response has been arrived at by the responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with any other vendor designed to limit fair or open competition;
3. That the contents of the RFP response have not been communicated by the responder or its employees or agents to any person not an employee or agent of the responder and will not be communicated to any such persons prior to the official opening of the responses; and
4. I certify that the statements in this affidavit are true and accurate.

Authorized Signature: _____

Date: _____

Firm Name: _____

Stuart J. McLean (STUART J. MCLEAN)
Nov 29, 2013
Hewlett-Packard Company

Subscribed and sworn to me this 29th day of NOVEMBER 2013

[Signature]
Notary Public

My commission expires N/A



BALVINDER KUMAR
Notary and Commissioner of Oaths
in & for the Province of Ontario, Canada
My Commission is of unlimited duration
No Legal Advice is Given

Balvinder Kumar
Barrister, Solicitor & Notary Public
Novel Notary Public Services Inc.
64 704-10 Kingsbridge Garden Circle
21 Mississauga, ON, L5R 3K6
PH: 905-290-7205 / 416-903-8696

**STATE OF MINNESOTA
DEPARTMENT OF ADMINISTRATION
MATERIALS MANAGEMENT DIVISION**

PRIMARY CONTACT PERSON FOR MASTER AGREEMENT:

NAME:	<u>Debra Lee</u>	TITLE:	<u>HP WSCA-NASPO Master Agreement Manager (State/Local/Education Team Lead)</u>
TELEPHONE NUMBER:	<u>847/537-0344</u>	FAX NUMBER:	<u>847/572-1336</u>
TOLL FREE NUMBER:	<u>800/888-3224</u>	E-MAIL:	<u>debra.lee@hp.com</u>

CONTACT PERSON TO EXPEDITE ORDERS (if different from above):

NAME:	<u></u>	TITLE:	<u></u>
TELEPHONE NUMBER:	<u></u>	FAX NUMBER:	<u></u>
TOLL FREE NUMBER:	<u></u>	E-MAIL:	<u></u>

ORDER ADDRESS:

STREET/PO BOX:	<u>10810 Farnam Drive C10GM:</u>		
CITY/STATE:	<u>Omaha, NE</u>	ZIPCODE:	<u>68154</u>
TELEPHONE NUMBER:	<u>847/537-0344 (Escalations)</u>	FAX NUMBER:	<u>800.825.2329</u>
TOLL FREE NUMBER:	<u>800/888-3224, Opt 2, Opt 2</u>	E-MAIL:	<u>psorderprocessing@hp.com</u>

REMIT-TO ADDRESS: ** Please note: Invoices include remittance addresses which are tied to your local zip code area.
For agencies that need a single Remittance address, please use the below remittance address.**

STREET/PO BOX:	<u>13207 Collections Center Drive</u>		
CITY/STATE:	<u>Chicago, Illinois</u>	ZIPCODE:	<u>60693</u>
TELEPHONE NUMBER:	<u>847/537-0344</u>	FAX NUMBER:	<u>847/572-1336</u>
TOLL FREE NUMBER:	<u>800/888-3224, Opt 2, Opt 2</u>	E-MAIL:	<u>debra.lee@hp.com</u>

**STATE OF MINNESOTA
DEPARTMENT OF ADMINISTRATION
MATERIALS MANAGEMENT DIVISION**

CONTRACT SAVINGS

SAVINGS REPORT.

Responders are required to calculate the percentage savings the State will realize as a result of the Master Agreement and include the amount of the percentage savings in the response.

Master Agreement Prices Average: 24 % Less than the price quoted to the general public (for reporting purposes only) for all Bands including Peripherals.

This was based on an average of the all the discounts off HP US List Price for the Quantity 1 Discount Structure proposed.

Estimated for savings based on current contract:

Master Agreement Prices Average: 41% Less than the price quoted to the general public (for reporting purposes only) for all Band systems purchased showing actual savings.

This was based on the average percentage based on 2012 calendar year reporting. Calculations were created by taking the HP list price provided to WSCA-NASPO in reporting submitted and including a formula to calculate the discount and then an average discount percentage.

Estimated for savings on standards – PSP Savings Example:

Master Agreement Prices Average: 50% Less than the price quoted to the general public on system Standards in Bands 1, 2 and 3.

This was based on the average percentage of savings for systems in the current November refresh by taking the HP US List Price and calculating the savings percentage, then taking the total percentage savings average and rounding.

**STATE OF MINNESOTA
DEPARTMENT OF ADMINISTRATION
MATERIALS MANAGEMENT DIVISION**

TAXPAYER/VENDOR IDENTIFICATION

The Contract Vendor consents to disclosure of its social security number, federal employer tax identification number, and/or Minnesota tax identification number to federal and State tax agencies and State personnel involved in the payment of State obligations. These identification numbers may be used in the enforcement of federal and State tax laws which could result in action requiring the Contract Vendor to file tax returns and pay delinquent tax liabilities, if any (Minn. Stat. § 270C.65).

Firm Name: Hewlett-Packard Company

Address: 3000 Hanover Street

Palo Alto, CA 94304

Minnesota SWIFT Vendor Registration Number: VN0000197027 2

If you are not registered as a vendor to the State in the SWIFT Procurement System, you must register online at

<http://www.mmb.state.mn.us/vendorresources>.

(Note: If approved, you will receive your vendor number approximately two business days after you register.)

Are you a sole proprietorship? ☐ Yes ☒ No

Are you an independent contractor? ☒ Yes ☐ No

STATE OF MINNESOTA RESIDENT VENDOR FORM

In accordance with Laws of Minnesota 2013, Chapter 142, Article 3, Section 16, amending Minn. Stat. § 16C.02, subd. 13, a "Resident Vendor" means a person, firm, or corporation that:

- (1) is authorized to conduct business in the state of Minnesota on the date a solicitation for a contract is first advertised or announced. It includes a foreign corporation duly authorized to engage in business in Minnesota;
- (2) has paid unemployment taxes or income taxes in this state during the 12 calendar months immediately preceding submission of the bid or proposal for which any preference is sought;
- (3) has a business address in the state; and
- (4) has affirmatively claimed that status in the bid or proposal submission.

To receive recognition as a Minnesota Resident Vendor ("Resident Vendor"), your company must meet each element of the statutory definition above by the solicitation opening date and time. If you wish to affirmatively claim Resident Vendor status, you should do so by submitting this form with your bid or proposal.

Resident Vendor status may be considered for purposes of resolving tied low bids or the application of a reciprocal preference.

I HEREBY CERTIFY THAT THE COMPANY LISTED BELOW:

1. Is authorized to conduct business in the State of Minnesota on the date a solicitation for a contract is first advertised or announced. *(This includes a foreign corporation duly authorized to engage in business in Minnesota.)*
☒ Yes ☐ No (must check yes or no)
2. Has paid unemployment taxes or income taxes in the State of Minnesota during the 12 calendar months immediately preceding submission of the bid or proposal for which any preference is sought.
☒ Yes ☐ No (must check yes or no)
3. Has a business address in the State of Minnesota.
☒ Yes ☐ No (must check yes or no)
4. Agrees to submit documentation, if requested, as part of the bid or proposal process, to verify compliance with the above statutory requirements.
☒ Yes ☐ No (must check yes or no)

BY SIGNING BELOW, you are certifying your compliance with the requirements set forth herein and claiming Resident Vendor status in your bid or proposal submission.

Name of Company: Hewlett-Packard Company Date: Nov 29, 2013

Authorized Signature: Stuart McLean Telephone: 905-206-3097

Printed Name: Stuart McLean Title: Manager, Americas Contract Operations

IF YOU ARE CLAIMING RESIDENT VENDOR STATUS, SIGN AND RETURN THIS FORM WITH YOUR BID OR PROPOSAL SUBMISSION.

**STATE OF MINNESOTA
VETERAN-OWNED PREFERENCE FORM**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference in the amount bid on state procurement to **certified small businesses** that are **majority-owned and operated by**:

(1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;

(2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or

(3) any other veteran-owned small businesses certified under section 16C.19, paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time. The preference is applied only to the first \$500,000 of the response.

If you are claiming the veteran-owned preference, **attach documentation, sign and return this form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

I HEREBY CERTIFY THAT THE FIRM LISTED BELOW:

My firm is a certified small business and it is majority-owned and operated by an eligible person as defined by Minn. Stat. § 16C.16, subd. 6a.

☐ Yes ☒ No (must check yes or no) State the type of documentation attached: _____

DOCUMENTATION MUST BE PROVIDED FOR ONE OF THE FOLLOWING REQUIREMENTS:

☐ (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;

State the type of documentation attached: _____

☐ (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs;

State the type of documentation attached: _____

☐ (3) any other veteran-owned small businesses certified under Minnesota Statute Section 16C.19, paragraph (d).

State the type of documentation attached: _____

Name of Company: Hewlett-Packard Company Date: Nov 29, 2013

Authorized Signature: Stuart McLean Telephone: 905-206-3097

Printed Name: Stuart McLean Title: Manager, Americas Contract Operations

IF YOU ARE CLAIMING THE VETERAN-OWNED PREFERENCE, ATTACH DOCUMENTATION, SIGN AND RETURN THIS FORM WITH YOUR RESPONSE TO THE SOLICITATION.

QUESTION FORM

WSCA-NASPO COMPUTER EQUIPMENT

DUE: OCTOBER 7, 2013 DUE 3:00 P.M. CT

POST ADDENDUM 3: DUE: NOVEMBER 22, 2013 2:00 P.M.CT

VENDOR NAME: Hewlett-Packard Company

INSTRUCTIONS: Clearly reference the Section to where the question pertains.

Questions must be submitted in writing to Master Agreement Administrator @ susan.kahle@state.mn.us. All questions received by the cutoff date and time will be responded to via an addendum to official solicitation holders. Be specific and cite the section, item and page number to which the question refers. Contact regarding this RFP with any State personnel other than the Master Agreement Administrator may result in rejection of the response. See schedule of events for when questions are due.

[illegible]

TERMS, CONDITIONS AND SPECIFICATIONS EXCEPTION FORM

WSCA-NASPO COMPUTER EQUIPMENT

RESPONDERS ARE CAUTIONED THAT BY TAKING ANY EXCEPTION THEY MAY BE MATERIALLY DEVIATING FROM THE REQUEST FOR PROPOSAL. IF A RESPONDER MATERIALLY DEVIATES FROM THE GENERAL TERMS, CONDITIONS AND INSTRUCTIONS OR THE WSCA-NASPO TERMS AND CONDITIONS AND/OR SPECIFICATIONS, ITS RESPONSE MAY BE REJECTED.

The State reserves the right to reject an exception or the entire proposal if exceptions are not provided on this form.

Note: Exceptions or modifications to the Master Agreement Contract terms and conditions are listed below with rationale for the modification included in the narrative response to Section 2. These modifications are intended to supersede the RFP Contract Requirements in Section 2.

Complementary Additional Provisions are included in **Attachment 1, Additional Provisions**. Please note the Additional Provisions proposed are intended to complement and be consistent with, and not supersede, the RFP Master Agreement Contract terms and conditions. In general, while a specific exception may be set forth, HP remains receptive to further good faith negotiations regarding these elements to arrive at a Master Agreement that meets the mutual interests of the parties.

VENDOR NAME: Hewlett-Packard Company

INSTRUCTIONS:

Clearly identify the Section and item number of the exception e.g. Section 2. A. 5 and provide original term and alternate language suggestion

SECTION REFERENCE	ORIGINAL TERM	ALTERNATE LANGUAGE SUGGESTION
2.B.4.	ASSIGNMENT OF ANTITRUST RIGHTS. Contract Vendor irrevocably assigns to a Participating Entity any claim for relief or cause of action which the Contract Vendor now has or which may accrue to the Contract Vendor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contract Vendor for the purpose of carrying out the Contract Vendor's obligations under this Master Agreement or Participating Addendum, including, at a Participating Entity's option, the right to control any such	Request the modification below to assure rights of all affected parties are maintained. ASSIGNMENT OF ANTITRUST RIGHTS. Contract Vendor irrevocably assigns to a Participating Entity any claim for relief or cause of action which the Contract Vendor now has or which may accrue to the Contract Vendor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contract Vendor for the purpose of carrying out the Contract Vendor's obligations under this Master

	litigation on such claim for relief or cause of action.	Agreement or Participating Addendum, ~~including, at a Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.~~
2.B.17.	INSURANCE. Except to the extent modified by a Participating Addendum, Contract Vendor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contract Vendor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum. Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories: - Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate; - Contract Vendor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements. Contract Vendor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor. Prior to commencement of the work, Contract Vendor shall provide to the Participating Entity a written endorsement to the Contract Vendor's general liability insurance policy that (i) names the Participating Entity as an additional insured, (ii) provides that no material alteration, cancellation, non-renewal, or expiration of the	INSURANCE. Except to the extent modified by a Participating Addendum, Contract Vendor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contract Vendor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum. Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, ~~with no deductible~~ for each of the following categories: - Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate; - Contract Vendor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements. <u>The Contractor is responsible for payment of Contract related insurance premiums and deductibles. ~~Contract Vendor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor.~~</u> <u>If the Contractor receives a cancellation notice from an insurance carrier affording coverage herein, Contractor agrees to notify the State of Minnesota within five (5) business days with a copy of the cancellation notice, unless Contractor's policy(ies) contain a provision that coverage afforded under the policy(ies) will not be cancelled without at least thirty (30)</u>

	coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice, and (iii) provides that the Contract Vendor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory. Contract Vendor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the Lead State Master Agreement Administrator's sole option, result in this Master Agreement's termination. Coverage and limits shall not limit Contract Vendor's liability and obligations under this Master Agreement.	<u>days advance written notice to the State of Minnesota.</u> Prior to commencement of the work, Contract Vendor shall provide to the Participating Entity a written endorsement to the Contract Vendor's general liability insurance policy that (i) ~~includes~~<u>names</u> the Participating Entity as an additional insured, (ii) ~~provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice,~~ and (iii) provides that the Contract Vendor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory. Contract Vendor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the Lead State Master Agreement Administrator's sole option, result in this Master Agreement's termination. Coverage and limits shall not limit Contract Vendor's liability and obligations under this Master Agreement.
2.B.30.	Ownership a. Ownership of Documents/Copyright. Any reports, studies, photographs, negatives, databases, computer programs, or other documents, whether in tangible or electronic forms, prepared by the Contract Vendor in the performance of its obligations under the Master Agreement and paid for by the Purchasing Entity shall be the exclusive property of the Purchasing Entity and all such material shall be remitted to the Purchasing Entity by the Contract Vendor upon completion, termination or cancellation of the Master Agreement. The Contract Vendor shall not use, willingly allow or cause to allow such material to be used for any purpose other than performance of the Contract Vendor's obligations under this Master Agreement without the prior written consent of the Purchasing Entity.	Replace in entirety with Intellectual Property Rights clause stated below on the basis this contract is for commercial products and services, and not custom deliverables. Supporting Material is equivalent to a Statement of Work for the applicable Order. Intellectual Property Rights. No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants HP a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for HP and its designees to perform the ordered services. If deliverables are created by HP specifically for Customer and identified as such in Supporting Material, HP hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.

	b. Rights, Title and Interest. All rights, title, and interest in all of the intellectual property rights, including copyrights, patents, trade secrets, trade marks, and service marks in the said documents that the Contract Vendor conceives or originates, either individually or jointly with others, which arises out of the performance of the Master Agreement, will be the property of the Purchasing Entity and are, by the Master Agreement, assigned to the Purchasing Entity along with ownership of any and all copyrights in the copyrightable material. The Contract Vendor also agrees, upon the request of the Purchasing Entity, to execute all papers and perform all other acts necessary to assist the Purchasing Entity to obtain and register copyrights on such materials. Where applicable, works of authorship created by the Contract Vendor for the Purchasing Entity in performance of the Master Agreement shall be considered “works for hire” as defined in the U.S. Copyright Act. c. Notwithstanding the above, the Purchasing Entity will not own any of the Contract Vendor's pre-existing intellectual property that was created prior to the Master Agreement and which the Purchasing Entity did not pay the Contract Vendor to create. The Contract Vendor grants the Purchasing Entity a perpetual, irrevocable, non-exclusive, royalty free license for Contract Vendor's pre-existing intellectual property that is contained in the products, materials, equipment or services that are purchased through this Master Agreement.	
2.C.5, Americans with Disabilities Act (ADA)	AMERICANS WITH DISABILITIES ACT (ADA). Products provided under the Master Agreement must comply with the requirements of the Americans with Disabilities Act (ADA). The Contract Vendor's catalog and other marketing materials utilized to offer products under the Master Agreement must state when a product is not in compliance. If any descriptive marketing materials are silent as to these requirements, the Contract Vendor agrees that the customer can assume the product meets or exceeds the ADA requirements.	HP respectfully requests removal of Section 2.C.5, in its entirety. HP does not understand how the ADA applies to Information Technology “products” provided under the Master Agreement as that term is used in 2 C 5. HP product(s) to be delivered under this contract or order will, at the time of their delivery, support the accessibility standards of the United States Architectural and Transportation Barriers Compliance Board set out in 36 C.F.R. Part 1194 and in HP's opinion, the non-visual standards as set forth in Minn. Stat.Ch 16C.145 or include accessibility features consistent with the information then listed on www.hp.com/accessibility.
2.C.14, Government Data Practices	GOVERNMENT DATA PRACTICES. The Contract Vendor and the Lead State must comply with the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13, (and	HP respectfully requests the following modification. The commercial products and services with privatization being cited as the reason to include civil remedies per Minn. Stat. §13.08 are not

	where applicable, if the Lead State contracting party is part of the judicial branch, with the Rules of Public Access to Records of the Judicial Branch promulgated by the Minnesota Supreme Court as the same may be amended from time to time) as it applies to all data provided by the Lead State to the Contract Vendor and all data provided to the Lead State by the Contract Vendor. In addition, the Minnesota Government Data Practices Act applies to all data created, collected, received, stored, used, maintained, or disseminated by the Contract Vendor in accordance with the Master Agreement that is private, nonpublic, protected nonpublic, or confidential as defined by the Minnesota Government Data Practices Act, Ch. 13 (and where applicable, that is not accessible to the public under the Rules of Public Access to Records of the Judicial Branch). In the event the Contract Vendor receives a request to release the data referred to in this article, the Contract Vendor must immediately notify the Lead State. The Lead State will give the Contract Vendor instructions concerning the release of the data to the requesting party before the data is released. The civil remedies of Minn. Stat. § 13.08, apply to the release of the data by either the Contract Vendor or the Lead State. The Contract Vendor agrees to indemnify, save, and hold the State of Minnesota, its agent and employees, harmless from all claims arising out of, resulting from, or in any manner attributable to any violation of any provision of the Minnesota Government Data Practices Act (and where applicable, the Rules of Public Access to Records of the Judicial Branch), including legal fees and disbursements paid or incurred to enforce this provision of the Master Agreement. In the event that the Contract Vendor subcontracts any or all of the work to be performed under the Master Agreement, the Contract Vendor shall retain responsibility under the terms of this article for such work.	contemplated under this MPA (performing government functions). The referenced statute does not require a flow down of civil remedies to Contractors. GOVERNMENT DATA PRACTICES. The Contract Vendor and the Lead State must comply with the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13, (and where applicable, if the Lead State contracting party is part of the judicial branch, with the Rules of Public Access to Records of the Judicial Branch promulgated by the Minnesota Supreme Court as the same may be amended from time to time) as it applies to all data provided by the Lead State to the Contract Vendor and all data provided to the Lead State by the Contract Vendor. In addition, the Minnesota Government Data Practices Act applies to all data created, collected, received, stored, used, maintained, or disseminated by the Contract Vendor in accordance with the Master Agreement that is private, nonpublic, protected nonpublic, or confidential as defined by the Minnesota Government Data Practices Act, Ch. 13 (and where applicable, that is not accessible to the public under the Rules of Public Access to Records of the Judicial Branch). In the event the Contract Vendor receives a request to release the data referred to in this article, the Contract Vendor must immediately notify the Lead State. The Lead State will give the Contract Vendor instructions concerning the release of the data to the requesting party before the data is released. ~~The civil remedies of Minn. Stat. § 13.08, apply to the release of the data by either the Contract Vendor or the Lead State.~~ ~~The Contract Vendor agrees to indemnify, save, and hold the State of Minnesota, its agent and employees, harmless from all claims arising out of, resulting from, or in any manner attributable to any violation of any provision of the Minnesota Government Data Practices Act (and where applicable, the Rules of Public Access to Records of the Judicial Branch), including legal fees and disbursements paid or incurred to enforce this provision of the Master Agreement. In the event that the Contract Vendor subcontracts any or all of the work to be performed under the Master Agreement, the Contract Vendor shall retain responsibility under the terms of this article for such work.~~
2.C.17, General Indemnity	INDEMNIFICATION, HOLD HARMLESS, AND LIMITATION OF LIABILITY. The Contract Vendor shall	HP respectfully requests the modification below to clarify that general indemnification is for 3 rd party claims that arise from the

	indemnify, protect, save and hold harmless the Lead State and the Participating Entity, its representatives and employees, from any and all claims or causes of action, including all legal fees incurred by the Lead State and the Participating Entity arising from the performance of the Master Agreement by the Contract Vendor or its agents, employees, or subcontractors. This clause shall not be construed to bar any legal remedies the Contract Vendor may have with the Lead State's and the Participating Entity's failure to fulfill its obligations pursuant to the Master Agreement. If the Participating Entity's laws require approval of a third party to defend Participating Entity, Participating Entity will seek such approval and if approval is not received, Contract Vendor is not required to defend that Participating Entity.	negligence or willful misconduct in performance by the Contract Vendor or its agents. The State and Participating Entities have remedies with Contractor for default under the default provisions of the contract. ~~INDEMNIFICATION, HOLD HARMLESS, AND LIMITATION OF LIABILITY.~~ The Contract Vendor shall indemnify, protect, save and hold harmless the Lead State and the Participating Entity, its representatives and employees, from any and all <u>3rd party</u> claims or causes of action, including all legal fees incurred by the Lead State and the Participating Entity arising from the <u>negligence or willful misconduct in</u> performance of the Master Agreement by the Contract Vendor or its agents, employees, or subcontractors. This clause shall not be construed to bar any legal remedies the Contract Vendor may have with the Lead State's and the Participating Entity's failure to fulfill its obligations pursuant to the Master Agreement. If the Participating Entity's laws require approval of a third party to defend Participating Entity, Participating Entity will seek such approval and if approval is not received, Contract Vendor is not required to defend that Participating Entity.
2.C.17. Intellectual Property Indemnification	INTELLECTUAL PROPERTY INDEMNIFICATION. The Contract Vendor warrants that any materials or products provided or produced by the Contract Vendor or utilized by the Contract Vendor in the performance of this Master Agreement will not infringe upon or violate any patent, copyright, trade secret, or any other proprietary right of any third party. In the event of any such claim by any third party against the Participating Entity, the Participating Entity shall promptly notify the Contract Vendor. The Contract Vendor, at its own expense, shall indemnify; defend to the extent permitted by the Participating Entity's laws, and hold harmless the Participating Entity against any loss, cost, expense, or liability (including legal fees) arising out of such a claim, whether or not such claim is successful against the Participating Entity. If such a claim has occurred, or in the Contract Vendor's opinion is likely to occur, the Contract Vendor shall either procure for the Participating Entity the right to continue using the materials or products or replacement or modified	HP respectfully requests the modification below which is consistent with what a manufacturer can indemnify for IP infringement of its branded-products. INTELLECTUAL PROPERTY INDEMNIFICATION. The Contract Vendor warrants that any <u>Contractor-branded</u> materials or products provided or produced by the Contract Vendor or utilized by the Contract Vendor in the performance of this Master Agreement will not infringe upon or violate any patent, copyright, trade secret, or any other proprietary right of any third party. In the event of any such claim by any third party against the Participating Entity, the Participating Entity shall promptly notify the Contract Vendor. The Contract Vendor, at its own expense, shall indemnify; defend <u>or settle to the extent permitted by the Participating Entity's laws,</u> and hold harmless the Participating Entity against any loss, cost, expense, or liability (including legal fees) arising out of such a claim, whether or not such claim is successful against the Participating Entity. If such a claim has occurred, or in the Contract Vendor's opinion is

	materials or products. If an option satisfactory to the Participating Entity is not reasonably available, the Participating Entity shall return the materials or products to the Contract Vendor, upon written request of the Contract Vendor and at the Contract Vendor's expense. This remedy is in addition to any other remedy provided by law.	likely to occur, the Contract Vendor shall either procure for the Participating Entity the right to continue using the materials or products or replacement or modified materials or products. If an option satisfactory to the Participating Entity is not reasonably available, the Participating Entity shall return the materials or products to the Contract Vendor, upon written request of the Contract Vendor and at the Contract Vendor's expense. ~~This remedy is in addition to any other remedy provided by law.~~ <u>The Contractor has no obligation for any claim of infringement arising from:</u> <u>1. The Contractor's compliance with the Purchasing Entity's or by a third party on the Purchasing Entity's behalf designs, specifications, or instructions;</u> <u>2. The Contractor's use of technical information or technology provided by the Purchasing Entity;</u> <u>3. Product modifications by the Purchasing Entity or a third party;</u> <u>4. Product use prohibited by Specifications or related application notes; or</u> <u>5. Product use with Products that are not the Contractor branded.</u>
2.C.23	23. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD AND CARDHOLDER INFORMATION SECURITY. Contract Vendor assures all of its Network Components, Applications, Servers, and Subcontractors (if any) comply with the Payment Card Industry Data Security Standard ("PCIDSS"). "Network Components" shall include, but are not limited to, Contract Vendor's firewalls, switches, routers, wireless access points, network appliances, and other security appliances; "Applications" shall include, but are not limited to, all purchased and custom external (web) applications. "Servers" shall include, but are not limited to, all of Contract Vendor's web, database, authentication, DNS, mail, proxy, and NTP servers. "Cardholder Data" shall mean any personally identifiable data associated with a cardholder, including, by way of example and without limitation, a cardholder's account number, expiration date, name, address, social security number, or telephone number. Subcontractors (if any) must be responsible for the security	23. PAYMENT CARD INDUSTRY DATA SECURITY STANDARD AND CARDHOLDER INFORMATION SECURITY. Contract Vendor assures ~~all of its that~~ <u>applicable</u> Network Components, Applications, Servers, and Subcontractors (if any) <u>that store, process or transmit payment card information</u> comply with the Payment Card Industry Data Security Standard ("PCIDSS"). "Network Components" shall include, but are not limited to, Contract Vendor's firewalls, switches, routers, wireless access points, network appliances, and other security appliances <u>that transmit payment card information</u>; "Applications" shall include, but are not limited to, all purchased and custom external (web) applications <u>that store, process or transmit payment card information</u>. "Servers" shall include, but are not limited to, all of Contract Vendor's web, database, authentication, DNS, mail, proxy, and NTP servers <u>that store, process or transmit payment card information</u>. "Cardholder Data" shall mean any personally identifiable data associated with a cardholder, including, by way of example and without limitation, a cardholder's account number, expiration date, name, address, ~~social security number~~, or telephone number.

	of all Cardholder Data in its possession; and will only use Cardholder Data for assisting cardholders in completing a transaction, providing fraud control services, or for other uses specifically required by law. Contract Vendor must have a business continuity program which conforms to PCIDSS to protect Cardholder Data in the event of a major disruption in its operations or in the event of any other disaster or system failure which may occur to operations; will continue to safeguard Cardholder Data in the event this Agreement terminates or expires; and ensure that a representative or agent of the payment card industry and a representative or agent of the State shall be provided with full cooperation and access to conduct a thorough security review of Contract Vendor's operations, systems, records, procedures, rules, and practices in the event of a security intrusion in order to validate compliance with PCIDSS.	Subcontractors (if any) must be responsible for the security of all Cardholder Data in its possession; and will only use Cardholder Data for assisting cardholders in completing a transaction, providing fraud control services, or for other uses specifically required by law. Contract Vendor must have a business continuity program which conforms to PCIDSS to protect Cardholder Data in the event of a major disruption in its operations or in the event of any other disaster or system failure which may occur to operations; will continue to safeguard Cardholder Data in the event this Agreement terminates or expires; and ensure that a representative or agent of the payment card industry and a representative or agent of the State shall be provided with full cooperation and access to conduct a thorough security review of Contract Vendor's operations, systems, records, procedures, rules, and practices in the event of a security intrusion in order to validate compliance with PCIDSS.
2.	Master Agreement Terms and Conditions	Complimentary Additional Provisions that are relevant to the sale of the commercial Products and Services proposed for purchase are included in Attachment 1, Additional Provisions of this proposal. The form of these Additional Provisions is suggested as an Amendment to the RFP Master Agreement Terms and Conditions. Please note the Additional Provisions proposed are intended to compliment and be consistent with, and not supersede, the RFP Master Agreement Contract terms and conditions. HP is open to negotiate these complimentary Additional Provision terms and conditions, in good faith, upon intent of award to arrive at a Master Agreement that meets the mutual interests of the parties.

VPAT

Web Content Accessibility Guidelines 2.0 level AA

The requested WCAG VPAT applies to the responder's website to be offered under the Contract. For products offered, VPATS are only to be provided upon request by the participating entity.

It is strongly recommended Technical Staff who are trained in Accessibility complete this form.

The comments portion must be filled in to further define how accessibility is or is not met. The quality of the comments impacts the reviewers' understanding of the accessibility of your product/service. NOTE: MN only adopted the standards that are level A and level AA. This list includes level AAA standards, which are optional and highlighted in yellow. Comments are not required for level AAA.

Principle 1: Perceivable – information and user interface components must be presentable to users in ways they can perceive.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments (mandatory)
<i>Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.</i>				
1.1.1	Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A). - Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) - Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.) - Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. - Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. - CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. - Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	Yes	No	Invisible graphics are sometimes used to force a specific UI layout. There is an invisible control with no action assigned at the top of the webpage just before the skip navigation link. Some common images do not have ALT text.

VPAT

Web Content Accessibility Guidelines 2.0 level AA

<i>Guideline 1.2 Time-based Media: Provide alternatives for time-based media.</i>				
1.2.1	Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A): - Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. - Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.2.2	Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.2.3	Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.2.6	Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)			
1.2.7	Extended Audio Description (Prerecorded): Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)			
1.2.8	Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)			
1.2.9	Audio-only (Live): An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)			

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Web Content Accessibility Guidelines 2.0 level AA

<i>Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.</i>				
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Yes	No	Tables are sometimes used for visual layout of the webpage content, but are generally accessible. Examples are the top navigation bar and the side navigation bar.
1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Yes	Yes	A meaningful sequence can be programmatically determined.
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Yes	Yes	Understanding and operating content do not rely solely on sensory characteristics of components.
<i>Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.</i>				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	Color is not used as the only visual means of conveying information.
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	No	N/A	At the time of this evaluation, the HP website does not contain this content.
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) - Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; - Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. - Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Yes	Yes	The visual presentation of text and images meet contrast guidelines.
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Yes	Yes	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.

1.4.5	Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Yes	Yes	Text is used to convey information rather than images of text, except where customizable or essential.
1.4.6	Contrast (Enhanced): The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.			
1.4.7	Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA) • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.			
1.4.8	Visual Presentation: For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA) • Foreground and background colors can be selected by the user. • Width is no more than 80 characters or glyphs (40 if CJK). • Text is not justified (aligned to both the left and the right margins). • Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. • Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.			
1.4.9	Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)			

VPAT

Web Content Accessibility Guidelines 2.0 level AA

Principle 2: Operable - User interface components and navigation must be operable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.</i>				
2.1.1	Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)	Yes	Yes	Functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2	No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)	Yes	Yes	There are no keyboard traps.
2.1.3	Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)			
<i>Guideline 2.2 Enough Time: Provide users enough time to read and use content.</i>				
2.2.1	Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A) - Turn off: The user is allowed to turn off the time limit before encountering it; or - Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or - Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or - Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or - Essential Exception: The time limit is essential and extending it would invalidate the activity; or 20 Hour Exception: The time limit is longer than 20 hours.	No	N/A	At the time of this evaluation, the HP website does not contain this content.
2.2.2	Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) - Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and - Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	No	N/A	At the time of this evaluation, the HP website does not contain this content.
2.2.3	No Timing: Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)			
2.2.4	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)			
2.2.5	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)			

<i>Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.</i>				
2.3.1	Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	Yes	Yes	There are no flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
2.3.2	Three Flashes: Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)			
<i>Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.</i>				
2.4.1	Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	Yes	Yes	Website uses jump to content.
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	Yes	Yes	Web pages have titles that describe topic or purpose.
2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Yes	Yes	Focusable components receive focus in an order that preserves meaning and operability.
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Yes	Yes	Links can be determined from the link text or from the link text together with its programmatically determined link context.
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	Yes	Yes	More than one way is available to locate a Web page within a set of Web pages.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Yes	Yes	Headings and labels describe the topic and/or purpose.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Yes	Yes	The keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
2.4.8	Location: Information about the user's location within a set of Web pages is available. (Level AAA)			
2.4.9	Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)			
2.4.10	Section Headings: Section headings are used to organize the content. (Level AAA)			

Principle 3: Understandable - Information and the operation of user interface must be understandable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 3.1 Readable: Make text content readable and understandable.</i>				
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	Yes	Yes	The language of Web pages can be programmatically determined.
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Yes	Yes	The human language of passages and/or phrases in the content can be programmatically determined.
3.1.3	Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)			
3.1.4	Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)			
3.1.5	Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)			
3.1.6	Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)			
<i>Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.</i>				
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Yes	Yes	Components receiving focus do not initiate a change of context.
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Yes	Yes	Changing the setting of any user interface component does not automatically cause a change of context.
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Yes	Yes	Consistent navigation is used on the website.
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Yes	Yes	Consistent identification of similar components is used on the website.
3.2.5	Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)			

<i>Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.</i>				
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Yes	Yes	Input items that are in error are identified and the error is described to the user in text.
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Yes	Yes	Labels and/or instructions are provided when content requires user input.
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Yes	Yes	When suggestions for correction are implemented, then the suggestions are provided to the user.
3.3.4	Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Yes	Yes	The shopping cart mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.
3.3.5	Help: Context-sensitive help is available. (Level AAA)			
3.3.6	Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: (Level AAA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.			

VPAT

Web Content Accessibility Guidelines 2.0 level AA

Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
<i>Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.</i>				
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Yes	Yes	Elements have complete start and end tags, are nested according to their specifications, do not contain duplicate attributes, and/or IDs are unique.
4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Yes	No	Part number searches do not provide a search progress. The quantity field within the standards ordering flow is not labeled and must be referenced by the column heading.

Note: During the WSCA-NASPO contract term, it is possible that HP may replace the tool used to build websites with a newer tool that allows lists to be used instead of tables.

THE INFORMATION AND MATERIALS PROVIDED IN EACH WCAG REPORT ARE "AS IS" WITHOUT WARRANTIES OF ANY KIND INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OF INTELLECTUAL PROPERTY. HP may make changes to the information on this document or to the products described in them, at any time without notice.

Section 3: Response Requirements

- A. Business
- B. Environmental
- C. Qualifications
- D. Customer Support

Response:

Section 3 responses begin on the following page.



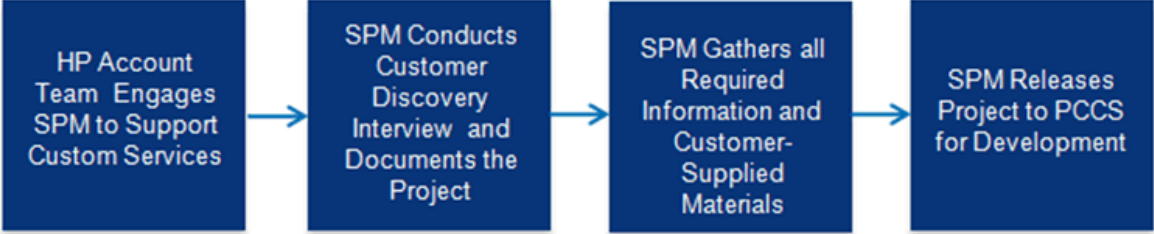
A. RESPONSE REQUIREMENTS: BUSINESS

Confirm the responder meets, understands and will comply with the requirement by checking YES. Mandatory Requirements are indicated with “M” need to be checked yes. DESCRIBE FULLY AND PROVIDE DETAIL HOW THE PROPOSAL SATISFIES EACH ITEM.

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	PROPOSED BANDS. Responders may respond to any or all bands. Responder must identify the bands they will be proposing (check all that apply): ☒ Band 1: Desktop ☒ Band 2: Laptop ☒ Band 3: Tablet ☒ Band 4: Server ☒ Band 5: Storage ☐ Band 6: Ruggedized Devices Responder must verify they are a manufacturer of each band proposed and describe their manufacturing process and facilities.	M	YES ☒ NO ☐
	HP is responding to Bands 1, 2, 3, 4 and 5 with HP Branded and Manufacturer products. HP manufacturing facilities are strategically located around the globe, as shown in the map below. Additionally, HP has numerous regional integration and distribution centers designed to serve local demand as well as the diverse needs of multinational customers. Specific information on the location of those facilities is provided in Section 3.C.1.		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 1. HP Manufacturing Facilities  ¹Countries in which HP has multiple manufacturing sites HP PC Customization and Assembly Model HP's PC Manufacturing and Customization facilities were designed to focus on key issues such as quality assurance and ease of planning, ordering and setup. The design also gives special attention to customer-unique requirements including image management, asset tagging/recording and software licensing. HP offers over 300 industry-leading products and a broad portfolio of services that includes custom configuration, bulk assembly, and aggregation and integration of third-party components. HP's Manufacturing and Customization centers function within an "open bay" environment. Technicians take components and assemble the parts, building systems for our customers' individual specifications by using a process that meets ISO 9001 quality standards. There are many benefits to this process: • More precision in providing customized solutions - products that fit a customer's specific needs exactly; • Improved fill rates so we can be more responsive to customer timelines; • Extended hardware and software revision controls; • Reduced cycle times on the introduction of new technologies; and • Reduced cost by decreasing excess inventory.		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	As part of an effort to lower costs by reducing inventory and the number of touches, HP has implemented a Supplier Managed Hub process. This process gives HP immediate access to product at a component level and virtually eliminates the need to stock product, while still meeting customer demand. Today each of the HP Manufacturing and Customization facilities contains an area where material is positioned according to customer-provided forecasts. Process Management By separating the functions requiring technical expertise from the non-technical activities, HP is able to focus the efforts of our highly trained technicians on fast and accurate customization services for customer systems. This system maximizes the application of our technical resources, which boosts efficiency. Once inside the customization room, HP's proprietary work-bay process assures fast and accurate mass customization of component installation. All customization areas have Electro Static Discharge (ESD) protection with dissipative flooring, conductive carriers, and technician grounding. Using on-line instructions specific to customer needs, systems can be individually customized to a single user's desktop, including IP address, security rights, etc. Figure 2. Certified technicians customize systems adding components such as memory, network cards and software. Using a variety of topologies including Gigabit Ethernet and fiber optic cabling, all components are fully integrated, and software/images can be downloaded across several systems simultaneously. 		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Factory Quality Control and Testing A series of quality checks occurs throughout the process, ensuring that each order is built accurately. All orders must pass a minimum of six quality checks as they move through the manufacturing process. Before material is delivered to the production environment, an incoming inspection is completed and the order is reviewed for complete and accurate instructions. During the unit build, a systemic verification of technical compatibility of the components on the order and that the correct components have been installed is completed on all units. Units cannot move to the next steps until these have been completed, along with a process check of the unit. Two levels of functional tests are performed on every unit built; one is interactive and performs a basic check of components installed in the unit, and the second is a robust test of the functionality of the unit. In addition to these validations and tests on all units, a random sampling of units is tested to validate both the unit build and the customer out-of-box experience. When the manufacturing process is complete, the unit build history and test records are generated and saved. Sales Program Managers Customers who require any of HP's in-factory PC Custom Integration Services are assigned a Sales Program Manager (SPM). The SPM is a single point of accountability who takes personal responsibility for technical issues and accuracy. SPMs have an increased familiarity with a customer's individual preferences and requirements, and have a sense of ownership in the success of the customer's rollout. SPM responsibilities include: 1. Documenting and understanding unique customization requirements 2. Communicating these requirements to the HP factories responsible for building the products 3. Formalizing and maintaining instructions for the project 4. Communicating the status of the project 5. Ensuring that the projected is completed within the timelines committed Figure 3. Sales Program Manager Role  <pre> graph LR A[HP Account Team Engages SPM to Support Custom Services] --> B[SPM Conducts Customer Discovery Interview and Documents the Project] B --> C[SPM Gathers all Required Information and Customer-Supplied Materials] C --> D[SPM Releases Project to PCCS for Development] </pre>		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Shipping Preparation - Shipping containers are automatically retrieved from automated storage and retrieval system. - Shipping containers are married to completed systems. - Completed systems are scanned, weighed, and routed automatically to Shipping. - VISTA system provides customers' order status to the Field at all stages of the customization process.		
2	MANUFACTURER VERIFICATION. The manufacturer's name shall appear on the computer equipment. The Contract Vendors shall provide the warranty service and maintenance for equipment on a Master Agreement. Describe proposed warranty in Section 3A6 in accordance to WSCA-NASPO warranty term.	M	YES ☒ NO ☐
	As the manufacturer of HP products, HP products include the HP logo branding. The standard manufacturer product warranty of 1 year to 3 years is available, depending on the product purchased. Most HP Branded products may come with a 3-year warranty purchased by procuring entities, and HP does provide uplifted and extended warranty options for purchase through HP Care Pack or maintenance support services. HP understands that HP is responsible to provide warranty repair for the product warranty provided or purchased with the system, and HP provides toll-free numbers and online technical/warranty support and maintenance. Further, HP accepts, processes and responds to those calls and is legally liable for and to pay for those warranty and maintenance activities only if the product is still under warranty. HP provides warranty and maintenance services on equipment that is offered and purchased through a resulting contract. Procuring entities may select the option for the delivery and support of warranty or maintenance services through HP or an HP Authorized Service Provider. Below is a brief overview of the basic warranty available, which varies by HP-branded product purchased. HP Desktops HP's limited warranty service includes one (1) or three (3) years parts, labor and on-site service with Next Business Day (NBD) response, between 8:00 a.m. and 5:00 p.m. local time, Monday to Friday excluding HP holidays. With this level of support, an HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware maintenance service during the next working day after the initial service request is logged. The service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests received after 4:00 pm will be logged the next business day and serviced on the following business day. For HP Desktop Warranty Terms and Conditions, see: http://welcome.hp.com/country/us/en/privacy/limited_warranty.html?jumpid=reg_R1002_USEN#psg Laptops and Tablets HP's limited warranty service includes one (1) or three (3) years parts and labor with pick up or carry in service. One (1) year limited warranty on primary battery.		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	With this service, HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center to the time the repaired product is ready to be shipped to WSCA-NASPO participants and procuring entities. Turnaround time does not include the time required to return ship the repaired product to WSCA-NASPO participants and procuring entities. WSCA-NASPO participants and procuring entities may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on the WSCA-NASPO participant or procuring entity location. All other calls will be scheduled for next-business-day pickup. For HP Laptop Warranty Terms and Conditions, see: http://welcome.hp.com/country/us/en/privacy/limited_warranty.html?jumpid=reg_R1002_USEN#psg HP Servers and HP Storage HP Servers and HP Storage may come with any of the following warranties: • Parts Only Warranty Service—Your HP Limited Warranty may include a parts only warranty service. Under the terms of parts only service, HP will provide replacement parts free of charge. If HP carries out the repair, labor and logistics costs are at your expense. • Advanced Unit Replacement Warranty Service—Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit. • Onsite warranty service—Your HP Limited Warranty may include an on-site warranty service. Under the terms of on-site service, HP may, at its sole discretion, determine if a defect can be repaired: – Remotely – By the use of a CSR part – By a service call at the location of the defective unit For more information on HP Server Warranty Terms and Conditions, including an HP product chart, see: http://bizsupport1.austin.hp.com/bc/docs/support/SupportManual/c02978467/c02978467.pdf For more information on HP Storage Warranty Terms and Conditions, including an HP product chart, see:		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?								
	http://h20566.www2.hp.com/portal/site/hpsc/template.BINARYPORTLET/public/kb/docDisplay/resource.process/?java.portlet.begCacheTok=com.vignette.cachetoken&javax.portlet.endCacheTok=com.vignette.cachetoken&javax.portlet.rid_ba847bafb2a2d782fcbb0710b053ce01=docDisplayResURL&javax.portlet.rst_ba847bafb2a2d782fcbb0710b053ce01=wsrp-resourceState%3DdocId%253Demr_na-c03942087-1%257CdocLocale%253Den_GB&javax.portlet.tpst=ba847bafb2a2d782fcbb0710b053ce01_ws_BI&ac.admitted=1381779803442.876444892.199480143 HP Care Packs The following table outlines a sampling of available HP Care Packs. HP provides hardware only, and hardware and software service options. Please note that all options may not be available for all product lines. Table 1. Hardware Support Level Options <table><tr><th>Option</th><th>Delivery Specification</th></tr><tr><td>Pick up and return (9x5) (Standard Warranty for Notebooks)</td><td>HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turnaround time does not include the time required to return ship the repaired product to the Customer. The Customer may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on Customer location. All other calls will be scheduled for next-business-day pickup.</td></tr><tr><td>Advanced Replacement (Available for Servers and Storage)</td><td>HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day.</td></tr><tr><td>Next-day response, standard business</td><td>An HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware</td></tr></table>	Option	Delivery Specification	Pick up and return (9x5) (Standard Warranty for Notebooks)	HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turnaround time does not include the time required to return ship the repaired product to the Customer. The Customer may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on Customer location. All other calls will be scheduled for next-business-day pickup.	Advanced Replacement (Available for Servers and Storage)	HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day.	Next-day response, standard business	An HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware		
Option	Delivery Specification										
Pick up and return (9x5) (Standard Warranty for Notebooks)	HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turnaround time does not include the time required to return ship the repaired product to the Customer. The Customer may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on Customer location. All other calls will be scheduled for next-business-day pickup.										
Advanced Replacement (Available for Servers and Storage)	HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day.										
Next-day response, standard business	An HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware										

A	RESPONSE REQUIREMENTS: BUSINESS		M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	hours (9x5) (Standard Warranty for Desktops, Available for Notebooks)	maintenance service during the next working day after the initial service request is logged. The service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests received after 5:00 pm will be logged the next business day and serviced on the following business day.		
	Accidental damage protection (9x5) (Available for Notebooks)	Accidental Damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD (for notebooks), or broken parts.		
	4-hour response, 24x7 (Available for Desktops, Servers and Storage)	An HP authorized representative will arrive at the customer's site any time of day, any day of the year to begin hardware maintenance service within 4 hours of the initial service request being logged.		
	24-hour "Call to Repair" (Available for Servers and Storage)	HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 24 hours from the time of the call receipt. HP Hardware Support Onsite Call-to-Repair is available for sites located within 100 miles of a primary HP Support Office.		
	6-hour "Call to Repair" (Available for Servers and Storage)	HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 6 hours from the time of the call receipt. HP Hardware Support Onsite Call-to-Repair is available for sites located within 50 miles (80 km) of a primary HP Support Office. For sites that are located within 51 to 100 miles of a primary HP Support Office, an eight-hour hardware call-to-repair time commitment is provided.		
Table 2. Hardware and Software Service Level Options				
Option		Delivery Specifications		
Support Plus 24 (Available for Servers and Storage)		Support Plus 24 provides a 24x7 4-hour response time for hardware and 24x7 Software Support availability based on response time goals by severity levels. Software support also includes license to use new versions of software and distribution of software updates. Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. HP provides usage		

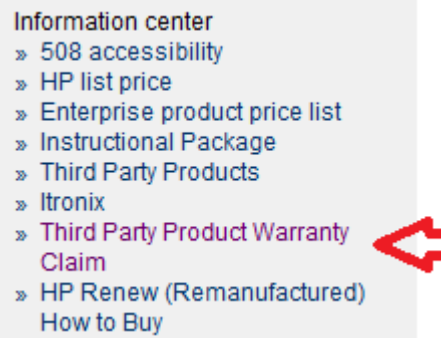
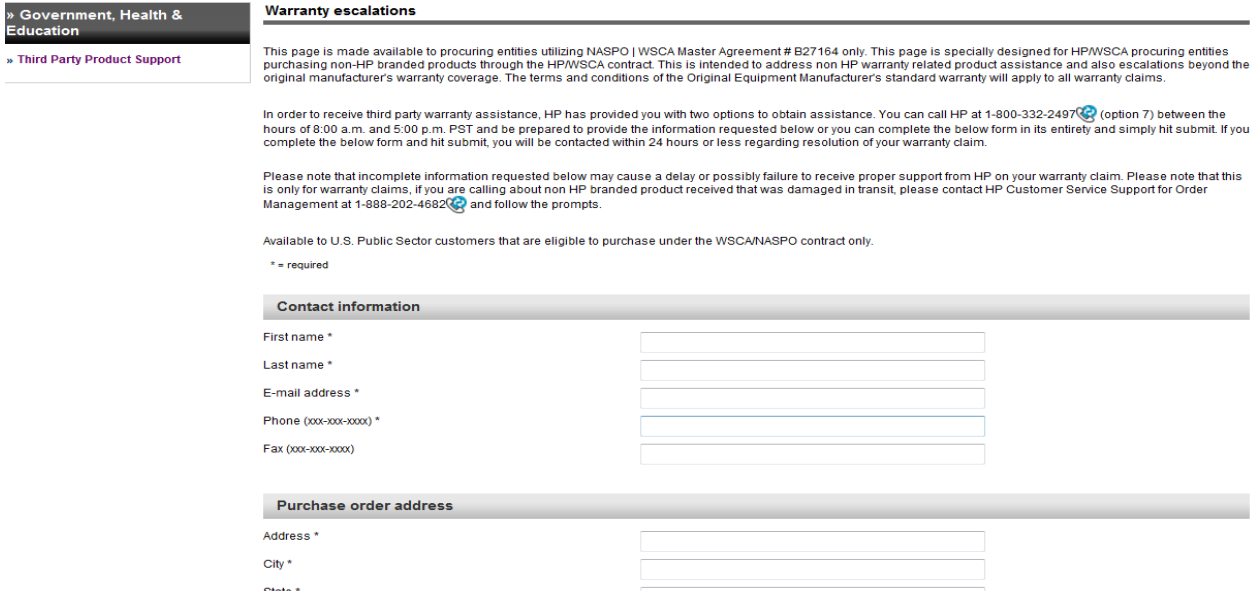
A	RESPONSE REQUIREMENTS: BUSINESS		M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
		assistance on the features of applications, operating systems, and utilities.		
	Proactive Select Credits (Available for Servers and Storage)	HP Proactive Select provides a flexible way to purchase proactive services and priority incident support. WSCA-NASPO participants and procuring entities can simply purchase a Proactive Select service package that includes credits, and then choose the necessary services from a menu of options. Each service option requires a set number of credits for redemption. Proactive Select Credits can be purchased in 10, 30, 60 or 180 service credits per year. These credits can be redeemed for the service activities of your choice. Additional proactive service credits—in increments of 10 credits—may also be purchased to supplement the main HP Proactive Select services. Account Support Manager and Proactive Delivery Plan Each Proactive Select package provides an assigned Account Support Manager (ASM). The ASM is responsible for and assists with the following activities: • Service activity selection, planning, and initiation • Service delivery and resource engagement for delivery • Delivery review HP Proactive Select services start with a proactive delivery plan developed by the ASM that will identify your IT goals and critical success factors. The ASM will recommend a selection of service activities that align with the objectives in the proactive delivery plan. The final decision on how your credits are used is made by WSCA-NASPO participants and procuring entities. The ASM will then organize the delivery of the specified service activities by delivering these service activities directly or by bringing in specialist resources. The ASM will periodically review the plan with WSCA-NASPO participants and procuring entities and update it annually (for multiyear contracts) to help ensure that the plan and chosen service activities remain relevant to your changing needs. WSCA-NASPO participants and procuring entities have the flexibility of choosing from a variety of service activities, including assessments, performance analyses, firmware management, infrastructure solution support, and technical forums. These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, third party software, virtualization, power and cooling, management software, security, and ITSM.		
	Critical Services (Available for Servers and Storage)	Through the right combination of people, processes, and technology, HP Critical Service enables WSCA-NASPO participants and procuring entities to meet the service-level commitments and availability objectives of your most demanding mission-critical environments. The service includes the following benefits:		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• Assigned customer support team: Your HP ASM works with you to identify your specific support needs, develop a plan to address them, and coordinate delivery of relevant services. A mission-critical response center advocate assigned to WSCA-NASPO participants and procuring entities monitors calls from your company to the HP response center, identifies trends and potential problems, and enables calls to be handled in a timely manner. A specialist trained in mission-critical hardware works with the ASM to provide integrated support across the environment. • Account support plan: The account support plan documents your environment and specifies how HP can work with WSCA-NASPO participants and procuring entities to help meet their service-level objectives. This plan is reviewed periodically to verify that it continues to meet support requirements and will be adjusted as needs change. • Assessments: HP evaluates your IT infrastructure and processes annually to identify areas that create downtime risk exposure, and then makes specific recommendations for improvements to mitigate these risks. • Operating system patch management: HP monitors all patches as they are released and discusses recommended patches with you, to provide assistance with the change-management processes. • Firmware and software updates: HP monitors all updates to your server, storage, storage area network, and network firmware and software; recommends which updates to pursue; and provides basic phone support for the installation of these updates. • Proactive Select Credits: Credits for specialized technical assistance so customers can focus on key areas including capacity, performance, change management, security, and infrastructure management. • Priority recovery: To reduce recovery time in the event of a critical incident, WSCA-NASPO participants and procuring entities have direct access to a recovery specialist through a dedicated mission-critical phone number. This individual troubleshoots and resolves problems remotely and, if necessary, escalates them to the highest-level resource required or dispatches a hardware specialist to resolve the issue in person. • Remote-support technology: Monitor your environment to predict potential problems and initiate fast resolution before problems occur. Secure access to experts within the HP monitoring center is available and can speed problem diagnosis and provide collaboration with your IT staff to implement solutions. • Hardware call-to-repair commitment: HP provides a 6-hour call-to-repair commitment for critical hardware problems, which returns the covered hardware to operating condition within six hours of your initial call to HP.		

A	RESPONSE REQUIREMENTS: BUSINESS		M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Collaborative Support (Available for Servers and Storage)	HP Collaborative Support offers a single point of contact for server problem diagnosis, hardware problem resolution, basic software diagnosis, problem isolation, and advice on known software fixes where the required information is available to HP. With the Collaborative Support solution, you do not have to bounce between multiple vendors or wade through multiple support levels to identify whether you have a hardware problem or a software problem. You can directly call HP to determine the problem. If the reported incident is related to a supported third-party product and cannot be resolved by applying a known fix, HP will contact the third-party vendor and create a problem incident on your behalf. This service option can enhance your support experience and help boost productivity by reducing the time it takes to identify and resolve problems in your environment.		
	Foundation Care (Available for Servers and Storage)	With this support option, WSCA-NASPO participants and procuring entities get economical reactive services and scalable support offers. They can choose hardware and software support separately, with service levels ranging from next-business day to 24x7 coverage. Alternatively, they can choose combined hardware and software support with HP Support Plus or HP Support Plus 24, which are integrated hardware and software support options. These options speed up complex interoperability problem diagnosis and resolution, reducing the amount of time a server is out of action. We resolve a majority of independent software vendor (ISV) support issues directly, leveraging strong relationships with the industry's leading ISVs in the event further support escalation is required. If a WSCA-NASPO participant or procuring entity buys its server hardware from HP or an HP partner, and software licenses from other sources, and prefers a single point of contact for help with integrated problem diagnosis, then HP Collaborative Support is what that entity needs. This support solution offers a single point of contact for server problem diagnosis, hardware problem resolution, basic software diagnosis, problem isolation, and advice on known software fixes where the required information is available to HP. With the Collaborative Support solution, you do not have to bounce between multiple vendors or wade through multiple support levels to identify whether you have a hardware problem or a software problem. You can directly call HP to determine the problem. If the reported incident is related to a supported third-party product and cannot be resolved by applying a known fix, HP will contact the third-party vendor and create a problem incident on your behalf.		
	Proactive Care Services (Available for Servers and Storage)	HP Proactive Care Service (Proactive Care) offers an integrated set of proactive and reactive services designed to help WSCA-NASPO participants and procuring entities improve the availability and performance of their converged infrastructures. In a complex environment, many components need to work together effectively. Proactive Care has been specifically designed to support these complex environments, providing an end-to-end environment support solution that covers servers, operating systems, hypervisors,		

A	RESPONSE REQUIREMENTS: BUSINESS		M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
		storage, storage area networks (SANs), and networks. In the event of a service incident, Proactive Care provides access to technical solution specialists who can help WSCA-NASPO participants and procuring entities rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity. The service includes onsite hardware repair if it is required to resolve the issue. WSCA-NASPO participants and procuring entities can choose from a range of hardware reactive support levels to meet their business and operational needs. Proactive Care helps a WSCA-NASPO participant or procuring entity avoid issues by providing such services as firmware release and software patching analysis and recommendations, so that its environment is current and compatible. They will receive a regular Proactive Scan of covered products which can help uncover configuration, availability, and security problems more proactively. Proactive Care also provides regular incident reporting to help avoid repeat problems. For further personalization or technical assistance, WSCA-NASPO participants and procuring entities can augment their Proactive Care Service by purchasing the following additional service options: • Personalized support • Availability and performance improvement • Insight Software optimization • Technical skills on demand		
	Datacenter Care (Available for Servers and Storage)	HP Datacenter Care Service is HP's most flexible support service designed to help WSCA-NASPO participants and procuring entities consistently meet service-level targets and other business objectives. HP Datacenter Care can be customized to fit specific requirements, from the support of a discrete IT solution to the support of an entire data center containing thousands of devices. WSCA-NASPO participants and procuring entities can use HP Datacenter Care to complement their own skills and capabilities by mixing and matching any of HP's support offerings with different elements of their IT solution or data center based on the role and importance of the devices in question. IT environments are becoming increasingly diverse, combining low-cost virtualized and bladed technology deployed alongside more traditional high-end devices—each of which can have very different reactive support needs. Application and database servers may require rapid on-site response and 4-hour repair commitments, whereas the inherent high-availability features provided by a large number of Web servers may only require “next business day” support. Regardless of the level of routine reactive support WSCA-NASPO participants and		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	procuring entities choose for specific devices in their IT infrastructures, the end-to-end IT services they support can be crucial to their overall business; when the unexpected happens, WSCA-NASPO participants and procuring entities may still need rapid escalation and incident resolution. In the event of a service incident, HP Datacenter Care provides access to HP technical solution specialists who can help WSCA-NASPO participants and procuring entities rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, a support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity. A set of optional proactive services, ranging from technology-specific activities such as firmware and OS patch analysis/recommendations and change management support, to a systematic approach to continual improvement based on IT Service Management (ITSM) HP best practices including IT Infrastructure Library (ITIL), ISO/IEC 20000, and COBIT, have been designed to augment the skills of entities' own IT staff and complement reactive support options. HP Datacenter Care Service includes an assigned account team led by a trained HP Account Support Manager (ASM). The team's goal is to form a close working relationship with designated members of WSCA-NASPO participants and procuring entities' IT staff and gain a clear understanding of their business objectives, key service-level agreements (SLAs), and the key performance indicators (KPIs) they need to meet. Delivery of the various support options that WSCA-NASPO participants and procuring entities have chosen will be overseen by the ASM and directed at meeting their goals. A mutually agreed and executed Statement of Work will detail the precise combination of reactive and proactive support, the devices to be covered, geographic coverage, and any other aspects of support. As part of the startup phase of HP Datacenter Care Service, an ASM will confirm all support commitments in an account support plan for formal agreement.		
3	THIRD PARTY PRODUCTS. Products offered may be manufactured by a third party; however, Contract Vendor must provide the warranty service and maintenance for all third party products on the Master Agreement. Contract Vendor may not offer another manufacture's product holding a Master Agreement without prior approval. Warranty documents for Products manufactured by a third party are preferred to be delivered to the Participating Entity with the Products. Contract Vendor can only offer third party products in a band they have been awarded. Describe proposed warranty in Section 3A6 in accordance to WSCA-NASPO warranty term.	M	YES ☒ NO ☐
	HP is including third party hardware and software product options under each band, available only if allowed under the Participating State or Entity PA. Third Party hardware and software products provide the manufacturer warranty information with the delivered product. In accordance with the WSCA-NASPO warranty terms, HP proposes warranty claim assistance by including a link under "Information Center" on the HP WSCA-NASPO website created for an awarded Master Agreement, as done today at the current HP WSCA-NASPO website www.hp.com/buy/wscai.		

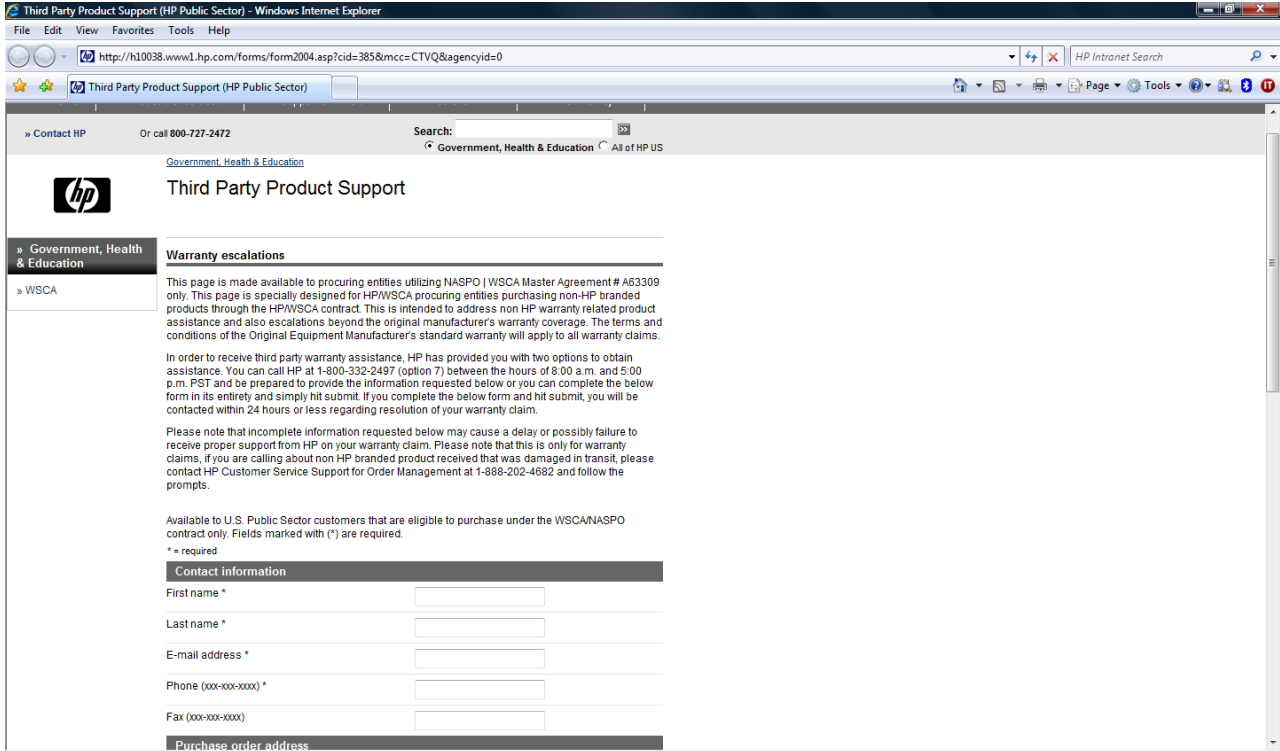
A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 4. Warranty claim assistance is included in a link under “Information Center”  Information center » 508 accessibility » HP list price » Enterprise product price list » Instructional Package » Third Party Products » ltronix » Third Party Product Warranty Claim » HP Renew (Remanufactured) How to Buy As provided and available under the current contract and noted below, upon award, HP will provide this warranty escalation link on the main HP WSCA-NASPO contract website that provides procuring entities instructions on how to call a toll free line at HP or make a request to HP online covering a warranty claim for the third party products sold under an awarded contract to HP to meet the requirements specified in this RFP warranty terms. Figure 5. Warranty Escalation Link Third Party Product Support  » Government, Health & Education » Third Party Product Support Warranty escalations This page is made available to procuring entities utilizing NASPO WSCA Master Agreement # B27164 only. This page is specially designed for HPWSCA procuring entities purchasing non-HP branded products through the HP/WSCA contract. This is intended to address non HP warranty related product assistance and also escalations beyond the original manufacturer's warranty coverage. The terms and conditions of the Original Equipment Manufacturer's standard warranty will apply to all warranty claims. In order to receive third party warranty assistance, HP has provided you with two options to obtain assistance. You can call HP at 1-800-332-2497 (option 7) between the hours of 8:00 a.m. and 5:00 p.m. PST and be prepared to provide the information requested below or you can complete the below form in its entirety and simply hit submit. If you complete the below form and hit submit, you will be contacted within 24 hours or less regarding resolution of your warranty claim. Please note that incomplete information requested below may cause a delay or possibly failure to receive proper support from HP on your warranty claim. Please note that this is only for warranty claims, if you are calling about non HP branded product received that was damaged in transit, please contact HP Customer Service Support for Order Management at 1-888-202-4682 and follow the prompts. Available to U.S. Public Sector customers that are eligible to purchase under the WSCA/NASPO contract only. * = required Contact information First name * Last name * E-mail address * Phone (xxx-xxx-xxxx) * Fax (xxx-xxx-xxxx) Purchase order address Address * City * State *		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?																																																																																																																																
4	PRODUCT RESTRICTIONS. Responder must agree to adhere to the restrictions in the Scope of Work throughout the life of the Master Agreement. Describe thoroughly how Contract Vendor will manage product restrictions for Participating States.	M	YES ☒ NO ☐																																																																																																																																
	HP agrees to adhere to the restrictions in the Scope of Work throughout the life of the Master. HP's pricing operations group has products tied to the categories outlined in the HP Discount Schedule, included as Attachment 1 to the Cost Proposal, and creates something similar to what could be referred to as a catalog of the products within the scope for the Master which is tied to the Master Agreement contract number. For each participating state that has exclusions, HP creates a unique catalog that includes all the products within the PSS except for the Bands or product categories specifically excluded. Each separate catalog is named and tied to the respective Participating State Contract Number that either shares the same exclusions or the respective participating state has its own standalone catalog. HP also maintains a listing, referred to as an HP WSCA-NASPO Computer Master spreadsheet, of exclusions per Participating State for a reference point and as a training tool for sales teams. For example, one state specifically requires all HP-branded software be installed on the equipment purchased to be allowed to be sold under that state specific addendum, so HP's catalog excludes all software except for the operating system (O/S). If a request is made by the sales team for HP-branded software, verification per order is done before the WSCA-NASPO Master Agreement Manager (Primary Account Representative) will approve release of the order. Figure 6. HP WSCA-NASPO Computer Master spreadsheet of exclusions per Participating State <table border="1"> <thead> <tr> <th>State</th> <th>Band 1: Servers</th> <th>Band 2: Workstations</th> <th>Band 3: Printers</th> <th>Band 4: Storage</th> <th>Band 5: PDAs</th> <th>Band 6: Instructional Packages</th> <th>Band 7: Monitors</th> <th>Other: Third Party Hardware Options/Peripherals</th> <th>Other: Operating System</th> <th>Other: General third party off the shelf software</th> <th>Other: General HP Client off the shelf software</th> <th>Other: Projectors</th> <th>Other: HP Procure LAN</th> <th>Other: Third Party LAN</th> <th>Other: Renew</th> </tr> </thead> <tbody> <tr> <td>AK (Alaska)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>The following third party Software is excluded: Adobe, computer Associates, Corel, IBM, McAfee, Microsoft, Oracle, Symantec and Trend Micro (O/S may be procured)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>AR (Arkansas)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>AZ (Arizona)</td> <td></td> <td></td> <td></td> <td></td> <td>NO</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>NO</td> <td>NO</td> <td>NO</td> <td></td> </tr> <tr> <td>CA (California)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>NO</td> </tr> <tr> <td>CO (Colorado)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>CT (Connecticut)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>DE (Delaware)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	State	Band 1: Servers	Band 2: Workstations	Band 3: Printers	Band 4: Storage	Band 5: PDAs	Band 6: Instructional Packages	Band 7: Monitors	Other: Third Party Hardware Options/Peripherals	Other: Operating System	Other: General third party off the shelf software	Other: General HP Client off the shelf software	Other: Projectors	Other: HP Procure LAN	Other: Third Party LAN	Other: Renew	AK (Alaska)										The following third party Software is excluded: Adobe, computer Associates, Corel, IBM, McAfee, Microsoft, Oracle, Symantec and Trend Micro (O/S may be procured)						AR (Arkansas)																AZ (Arizona)					NO							NO	NO	NO		CA (California)															NO	CO (Colorado)																CT (Connecticut)																DE (Delaware)																	
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A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
5	MAINTAINING THE PRODUCT AND SERVICE SCHEDULE (PSS). Contract Vendors will develop and maintain an electronic Product and Service Schedule (PSS) which identifies a complete listing of all products and services included in the awarded Master Agreement as well as individual Participating State's PSS's. It is understood that manufacturer's pricing models will vary and final negotiation of how the PSS is presented will be finalized upon award. The PSS will be available for audit purposes and end users to verify pricing based on the minimum discounts with categorized exceptions provided off a designated base line price list. The minimum discounts with categorized exceptions and designated price list must be provided upon request. The PSS may contain the following information: • Band number • Category • Product Brand • Item number • Item description • List Price • Discount provided • Discounted price PSS is to be maintained as follows: 1. The PSS prices for Products and services will conform to the guaranteed minimum discount levels with categorized exception 2. The Contract Vendor may make model changes; add new Products, and Product upgrades or Services to the PSS. 3. The Contract Vendor agrees to delete obsolete and discontinued Products from the PSS 4. The Contract Vendor will work with each State to develop a satisfactory PSS reflecting the individual State's restrictions. The state reserves the right to make PSS format changes throughout the life of the master agreement. Contract Vendor will request changes to the PSS utilizing an Action Request Form (ARF). A sample has been provided in the Section 6. This ARF will be finalized upon negotiations and reaffirms and tracks changes made to the Master Agreement. Changes may be made quarterly.	M	YES ☒ NO ☐

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	HP understands and, upon award, will create a website with a new redirect URL similar to the current contract site at www.hp.com/buy/wscalii, which will easily identify the Band and category exceptions PSS prices that are available for ordering on HP's standard website catalog offering. The pricing listed will be the pre-calculated pricing for each item that can be purchased standalone based on the PSS Discount Structure of the discount levels per Band and category exception, meeting the per unit dollar volume thresholds per Band. For Enterprise products or custom services not orderable on the web, HP will follow the guidelines for posting those products only as approved by the Lead State WSCA-NASPO Master Agreement Administrator. An example to consider is the current process approved at the start of the 2009-2014 Computer contract by the WSCA-NASPO Master Agreement Administrator, allowing a current pricelist to be posted with part number, description, list price and pre-calculated price based on the PSS Discount Structure of the discounts level per Band and category exceptions for auditing purposes. The HP website will include the baseline HP list price under the "Information Center." If acceptable and approved by the WSCA-NASPO Master Agreement Administrator, HP respectfully requests to provide the approved Discount Structure of the PSS guaranteed discounts for each band and exception categories to procuring entities upon request for auditing purposes. HP maintains all (baseline) list price and contact pricing files for auditing purposes and will provide price files or information needed upon request to the WSCA-NASPO Master Agreement Administrator, participating states and/or procuring entities as needed or required. HP agrees to complete an ARF for any product series transitions/upgrades and new product series or services additions as agreed to and required per the Lead State WSCA-NASPO Master Agreement Administrator instructions as done today and based on any changes throughout the life of the master agreement. HP agrees to maintain this website and remove obsolete and discontinued products that are automatically removed from the catalog when inventory is depleted and no longer available, subsequently automatically flowing to the website. HP agrees to work with each participating state to develop a satisfactory website reflecting the PSS per the state thresholds, product restrictions and any other requirements as mutually agreed in the PA or as required by the participating state. HP is open to negotiate in good faith the PSS process and pricelist posting with the WSCA-NASPO Master Agreement Administrator upon award.		
6	WARRANTY AND MAINTENANCE. The Contract Vendor shall ensure warranty service and maintenance for all equipment, including third party products provided. Describe in detail how the responder will secure warranty for all products and services. The Contract vendor agrees to facilitate the Manufacturer or Publisher warranty and maintenance of third party products furnished through the Master Agreement. Describe in detail how the responder will secure warranty for all products and services.	M	YES ☒ NO ☐
	As the manufacturer, HP is responding to Bands 1 through 5 with HP-branded products. Most HP-branded products include a three year warranty, but at minimum a one year warranty with options to purchase Care Pack services or maintenance services to extend or uplift the warranty. Upon award, HP will post contact information for procuring entities to obtain warranty repair. Procuring entities can either contact HP directly or utilize one of HP's local service		

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	providers by going to the online tool at http://www.hp.com/support or by calling HP directly at 1-800-334-5144. Procuring entities that purchase an uplifted or extended warranty or have maintenance service can call HP directly at 800-633-3600. If a procuring entity receives a full replacement under warranty repair for an HP printer, the procuring entity can still call the toll free numbers above for an HP Printer warranty repair, but will not be required to provide a credit card until the product is returned. Instead, the procuring entity can notify the HP warranty claim representative that as a Public Sector customer it has a CBN number "PUB-SECTOR." HP also agrees to provide a link on the front page of the HP WSCA-NASPO contract website that provides procuring entities easy access to HP's product warranty and warranty look up tools. New equipment purchased from HP will be covered by the standard or optional warranty ordered with the equipment. Procuring entities that call the above toll free number or utilize the online support link will receive troubleshooting technical support to potentially resolve the issue or determine the issue needed for repair. At that time a warranty repair call tag number is assigned and then a warranty technician is assigned to be deployed or a replacement product is scheduled for shipment. For products under warranty, there are no pickup and delivery charges. All units purchased are covered under HP's standard warranty terms and conditions, which is included in the box with each system purchased. Information on product warranties is provided at the time of quote and can also be obtained via the HP support links posted at the HP WSCA-NASPO contract e-commerce sites for easy access. HP's new product purchase standard warranty commences upon product delivery to the procuring entities for products sold without installation and upon installation for products sold with installation. Upon request, if a procuring entity has a special project need to have the warranty commence within 30 days or as requested, upon delivery of a specific roll out or project, HP will work with the procuring entity to review and meet its specific requirements and needs covering the product and warranty purchase (as done today). HP's Support Center online provides one-stop, personalized access to the knowledge and tools needed to manage traditional and cloud-based IT environments effectively. The HP Support Center is available at no additional cost as part of your warranty, HP Care Pack Services, or contractual support agreement with HP. HP's Support Center also provides information about customer self-repair and how to replace parts. It also provides a warranty check feature to allow you to check the status of your warranty. To ensure that customers receive standard warranty entitlement for covered equipment, HP utilizes both a registration process and a serial number based tracking system to determine warranty validity. The procuring entity can also verify warranty though the HP Business Support Center warranty check tool. The tool allows you to check the warranty status of your HP-branded products. The product serial number is used to check the warranty and Care Pack start dates, end dates, and service levels through a simple Web interface. Simply enter the country in which the product was purchased, the product number, and serial number(s) to get the current warranty status. http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantyLookup.jsp		

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	HP utilizes HP-badged employees and extensive network of Authorized Service Delivery Partners (ASDPs) to deliver maintenance services. HP has established the world's largest and most efficient network of Channel Partners in the industry, with thousands of HP ASDPs delivering HP hardware repair services. These ASDPs have the required HP training, certifications, and experience to meet HP's stringent repair guidelines and policies. In order for a maintenance provider to be reimbursed for servicing products currently under an HP warranty, they must be an HP ASDP. HP ASDPs receive replacement parts and labor reimbursement based on a predetermined rate schedule that is part of their agreement with HP. Warranty transactions are completed using the HP Channel Services web portal. HP is also including third party product peripherals as an option for agencies. Procuring entities purchasing third party products can contact the manufacturer directly or HP. As provided and available under the current contract and noted below, upon award, HP will provide a link on the main HP WSCA-NASPO Contract website that provides procuring entities instructions on how to call a toll-free line or make a request online covering a warranty claim for the third party products as specified in this RFP requirement. Figure 7. Third Party Product Support 		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	For escalations, procuring entities may reach out to either their local Account Manager or the HP WSCA-NASPO Master Agreement Manager. Below is a brief overview of the basic warranty available for HP-branded product, which varies by product. HP Desktops HP's limited warranty service includes one (1) or three (3) years parts, labor and on-site service with Next Business Day (NBD) response, between 8:00 a.m. and 5:00 p.m. local time, Monday to Friday excluding HP holidays. With this level of support, an HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware maintenance service during the next working day after the initial service request is logged. The service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests received after 4:00 pm will be logged the next business day and serviced on the following business day. For HP Desktop Warranty Terms and Conditions, see: http://welcome.hp.com/country/us/en/privacy/limited_warranty.html?jumpid=reg_R1002_USEN#psg Laptops and Tablets HP's limited warranty service includes one (1) or three (3) years parts and labor with pick up or carry in service. One (1) year limited warranty on primary battery. With this service, HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center to the time the repaired product is ready to be shipped to WSCA-NASPO participants and procuring entities. Turnaround time does not include the time required to return ship the repaired product to WSCA-NASPO participants and procuring entities. WSCA-NASPO participants and procuring entities may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on the WSCA-NASPO participant or procuring entity's location. All other calls will be scheduled for next-business-day pickup. For HP Laptop Warranty Terms and Conditions, see: http://welcome.hp.com/country/us/en/privacy/limited_warranty.html?jumpid=reg_R1002_USEN#psg HP Servers and HP Storage HP Servers and HP Storage may come with any of the following warranties: • Parts Only Warranty Service—Your HP Limited Warranty may include a parts only warranty service. Under the		

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	terms of parts only service, HP will provide replacement parts free of charge. If HP carries out the repair, labor and logistics costs are at your expense. • Advanced Unit Replacement Warranty Service—Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit. • Onsite warranty service—Your HP Limited Warranty may include an on-site warranty service. Under the terms of on-site service, HP may, at its sole discretion, determine if a defect can be repaired: – Remotely – By the use of a CSR part – By a service call at the location of the defective unit For more information on HP Server Warranty Terms and Conditions, including an HP product chart, see: http://bizsupport1.austin.hp.com/bc/docs/support/SupportManual/c02978467/c02978467.pdf For more information on HP Storage Warranty Terms and Conditions, including an HP product chart, see: http://h20566.www2.hp.com/portal/site/hpsc/template.BINARYPORTLET/public/kb/docDisplay/resource.process/?javax.portlet.begCacheTok=com.vignette.cachetoken&javax.portlet.endCacheTok=com.vignette.cachetoken&javax.portlet.rid_ba847bafb2a2d782fcbb0710b053ce01=docDisplayResURL&javax.portlet.rst_ba847bafb2a2d782fcbb0710b053ce01=wsrp-resourceState%3DdocId%253Demr_na-c03942087-1%257CdocLocale%253Den_GB&javax.portlet.tpst=ba847bafb2a2d782fcbb0710b053ce01_ws_BI&ac.admitted=1381779803442.876444892.199480143		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
7	LEASING. Individual Participating States and Participating Entities may enter in to lease agreements for the products covered in the Master Agreements resulting from the RFP, if they have the legal authority to enter into these types of agreements. The Participating Addendum by each State will identify if and how leasing agreement terms will be conducted.		YES ☒ NO ☐
	HP has read and acknowledges and will work with individual states per instructions and the final negotiated PA covering leasing. Upon approval by the WSCA-NASPO Master Agreement Administrator, HP can add a link that posts the different lease options similar to the listing below at the main e-commerce site: HP has included standard lease agreements on this site to provide financing as an option for your purchase under the HP WSCA/NASPO PC contract. HP Financial Services is open to negotiate these terms in good faith with any participating state or procuring entity interested in financing. So feel free to contact Amy Hunter at HP Financial Services at 908/723-0779. Please note: Individual Participating States and Participating Entities may enter in to lease agreements for the products covered in the HP WSCA/NASPO contract only if they have the legal authority to enter into these types of agreements without going through a competitive process. » Fair Market Value True lease (FMV) » Tax Exempt Installment Sale (TEIS) » TechRefresh lease Upon approval by a participating state, HP can post this same listing if leasing is noted as allowed in the State PA, and also include any additional information that might be helpful for procuring entities in understanding the different options for financing their purchase of products available under an awarded contract.		
8	DELIVERY. Delivery of ordered product should be completed within thirty (30) calendar days after receipt of an order, unless otherwise agreed to by the ordering agency.	M	YES ☒ NO ☐
	HP understands and agrees that ordered products should be completed within thirty (30) calendar days after receipt of a valid order, unless the ordering agency requests a longer or shorter delivery timeframe based on specific needs. For example, any agency may require an image load and asset tagging that includes its own specific image requirements and asset tagging. All image loads go through a verification process that is fairly standard in the industry and may include providing an agency with systems for testing the image prior to imaging a large volume of product that may be requested to be dropped shipped in phases to different locations, subsequently requiring longer delivery timeframes beyond 30 calendar days to meet the agency request. HP works with each procuring entity with specific requirements for larger volume orders. HP makes every reasonable effort to work with each procuring entity at the quoting level or upon receipt of valid		

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	purchase order on special delivery timeframes if requested for all volumes of purchases. Most requests typically are made at the time a quote is requested through the HP Inside Sales Representative or Account Manager. During fiscal year end, many agencies may have immediate needs and HP will make reasonable efforts to assist them with optional product suggestions that are readily available for faster delivery to meet their specific needs.		
9	FREIGHT. All prices shall be FOB Destination, prepaid and allowed (with freight included in the price), to the address, receiving dock or warehouse as specified on the ordering agency's purchase order, In those situations in which the "deliver-to" address has no receiving dock or agents, the Contract Vendor must be able to deliver to the person specified on the PO without additional cost. If there is a special case where inside delivery fee must be charged, the Contract Vendor will notify the customer in advance in order for the customer to determine if the additional cost will affect the decision to utilize the Contract Vendor.	M	YES ☒ NO ☐
	HP has read and acknowledges that all prices proposed include FOB Destination, prepaid and allowed with no shipping or handling charges for standard delivery that typically requires inside delivery for procuring entities. If there is an expedited order or special situation that requires any shipping or handling charges, HP will contact the procuring entity to obtain approval in advance if allowed under the Participating State or Entity Participating Addendum (PA).		
10	VENDOR PERFORMANCE MEETING. An annual vendor performance meeting may be held each year with the WSCA-NASPO Sourcing Team. Participation by the Contract Vendor is mandatory. Historically vendor performance meetings have been held in the State of Minnesota.	M	YES ☒ NO ☐
	HP understands and agrees to attend all annual Vendor Performance meetings at any time and location as instructed by the Lead State WSCA-NASPO Master Agreement Administrator, as done today. Furthermore, HP agrees to be fully prepared and address performance agenda items as outlined and include additional attendees including the Vice President of Public Sector as needed or required.		
11	AUDITING. Contract Vendors agree to audits, including but not limited to the Lead State or 3rd party to ensure products sold, pricing and administrative fees are compliant with Master Agreement terms and conditions. Responders must describe: • how the responder regularly self audits the Master Agreement to ensure compliance • how an end user will be able to self audit to ensure quotes provided are at the discount off list price • how often the web pricing and invoicing is audited to insure contractual compliance. • reporting mechanisms available such as Invoice reports which will assist in State's ability to audit the Master Agreement through vendor supplied reporting tools. • how the responder ensures that States with multiple Master Agreements are monitored to ensure purchases are correctly booked with the correct Master Agreement.	M	YES ☒ NO ☐
	How Responder Regularly Self Audits the Master Agreement to Ensure Compliance Upon award, HP will have a master price file/catalog set up that include the PSS guaranteed discounts along with the scope of products allowed under the contract and thresholds tied to each part number as approved by the WSCA-		

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?																		
	NASPO Master Agreement Administrator defined in the awarded Master Agreement. Each time a participating state executes its PA, HP will either use the master price file or set up a new price file/catalog. New price files/catalogs are set up when a participating state or entity excludes products or has different thresholds, state specific standards or other requirements defined in its PA. The Master price file/catalog is used when a participating state or entity does not have any changes to the Master Agreement in its PA. During each setup process, these price files are reviewed by contract and pricing operations personnel for accuracy as part of HP's contract compliance and pricing management business processes. These same reviews and approvals occur each time a product is added or a contract modification is received. HP's price file/catalog of products under each band is tied systematically to the baseline, list price and tied to the discounts that automatically pre-calculate the price file/catalog in accordance with the discount that is reflected and flowed to the contract website and the Inside Sales Representatives' quoting tool. The HP system that houses the price list/catalogs was recently audited to ensure compliance, and HP agrees to conduct random checks during the term of the contract as required. How End User will be Able to Self Audit to Ensure Quotes Provided are at the Discount off List Price End users that would like to self-audit at the time of the quote can go to the HP List Price that is published publically at the below link: http://h18000.www1.hp.com/showroom/ipl.html As done today, end users typically make this request to the Inside Sales or Primary Account Representative. Inside Sales Representatives can provide the contract and baseline price quotes for reference for end user auditing purposes. Requests to the Primary Account Representative can be in the same format or in a spreadsheet format similar to that shown below for current or past invoice/order audit requests, as done today. Figure 8. Sample Request Format <table><tr><th>Part Number</th><th>Brief Description</th><th>Special Price</th><th>Baseline List Price</th><th>WSCA-NASPO Catalog PSS Minimum Discount</th><th>WSCA-NASPO Catalog (PSS)</th></tr><tr><td></td><td>Desktop Configuration</td><td></td><td></td><td></td><td></td></tr><tr><td>(Insert)</td><td>(Insert)</td><td>(Insert)</td><td>(Insert)</td><td>(Insert)</td><td>(Insert)</td></tr></table> Procuring entities that require an audit of past orders/invoices need to contact the Primary Account Representative, as done today, because the published baseline price is based on the current baseline price. Changes to the baseline price may have been reflected for past orders, such as discontinued product not reflected or price decreases recently reflected. HP maintains all baseline price files as well as the contract master and participating state or entity price files under the contract as required for auditing purposes. How Often Web Pricing and Invoicing is Audited to Insure Contractual Compliance HP audits purchase orders and corresponding invoices randomly on a quarterly basis under the contract today, and	Part Number	Brief Description	Special Price	Baseline List Price	WSCA-NASPO Catalog PSS Minimum Discount	WSCA-NASPO Catalog (PSS)		Desktop Configuration					(Insert)	(Insert)	(Insert)	(Insert)	(Insert)	(Insert)		
Part Number	Brief Description	Special Price	Baseline List Price	WSCA-NASPO Catalog PSS Minimum Discount	WSCA-NASPO Catalog (PSS)																
	Desktop Configuration																				
(Insert)	(Insert)	(Insert)	(Insert)	(Insert)	(Insert)																

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	will continue this process under a new awarded contract. The website, quotes and invoices generated through HP systems are based on the contract number tied to a specific price file/catalog for pricing and systematically flows. The HP system was recently audited to ensure compliance and HP agrees to conduct random checks during the term of the contract as required. Quotes automatically reflect the discount off HP's list price as required under the contract, and invoices will reflect the lowest price at the time the product ships. If an order is received for HP-branded product and a price decrease was generated prior to shipment, the procuring entity will receive the price decrease reflected on the invoice, providing them additional savings. When a participating state or entity requires its own specific standards, those are typically included in the same price file as the catalog for all products allowed under the contract. When this happens, the HP system shopping logic automatically shops for the lowest price within the price file to ensure compliance self-auditing the system. When a price file is created for only select configurations, such as the PSP's, those are monitored weekly by a Customer Support team assigned, and a self-audit is conducted monthly to ensure pricing is maintained. Reporting Mechanisms Available Upon request to the Primary Account Representative referred to as the Master Agreement Manager, the Lead State WSCA-NASPO Master Agreement Administrator, participating state or procuring entity can request additional reporting such as open order, sales data on shipments, quote reports and invoice reports for auditing purposes or simply to assist the state in its product purchase analysis, as done today. How Responder ensures that States with multiple Master Agreements are Monitored to Ensure Purchases are Correctly Booked with the Correct Master Agreement. The HP WSCA-NASPO Team Lead Contract Specialist conducts a review on the sales data quarterly reporting to ensure that purchases are correctly booked and reflected under the correct Participating State PA. If human error is discovered in entering the order, the Primary Account Representative, Manager(s), Director, and Order Management compliance team are engaged to investigate and take the necessary steps to correct any issue proactively. HP agrees to continue this process upon award of a new contract.		
12	SELF AUDIT: Vendors are required to conduct at a minimum a quarterly self-audit, unless approved by the Lead State. The audit will sample a minimum of one tenth of one percent (.001) of orders with a maximum of 100 audits per quarter conducted. For example: Up to 1,000 sales = 1 audit; 10,000 sales = 10 audits; Up to 100,000 sales = 100 audits. This will be a random sample of orders and invoices and must include documentation of pricing. Summary findings are to be reported to Lead State with actions to correct documented findings.	M	YES ☒ NO ☐
	HP understands and agrees to conduct a quarterly self-audit on a random sampling of purchase orders and their corresponding invoices, as defined, unless otherwise directed by the Lead State WSCA-NASPO Master Agreement Administrator, throughout the term of the Contract as done today. HP will continue to provide the summary report of findings and provide actions to correct documented findings, if any exist.		

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13	PREFERENCE PROGRAMS. Describe experience and capacity to meet minority and women business enterprises and other local purchasing preferences that vary among potential Participating Entities, including but not limited to the use of these businesses in their partner relationships.		YES ☒ NO ☐
	Participation in the HP WSCA-NASPO Contract One of the values of the WSCA-NASPO contract is that HP uses small, economically disadvantaged, minority and women-owned businesses to support the contract through HP's Public Sector Reseller Agent, Fulfillment Subcontractor, and Service Provider programs. Through these programs, a purchasing entity will have the ability not only to meet its specific participation for this target group, but also to reinvest in the community. With a contract that gives states the ability to hold a contract directly with the manufacturer while receiving the support of local businesses, these businesses are provided an avenue to maintain their businesses and expand operations, thereby creating additional jobs and tax revenue in their local communities – providing even more economic value through the WSCA-NASPO contract. HP's Global Supplier Diversity Policy The HP Global Supplier Diversity policy provides small, minority-owned, women-owned, veteran-owned, and other under-utilized businesses an equal opportunity to participate as suppliers for materials and services purchased by HP and act as resellers of HP products and services. Primary objectives of HP's Supplier Diversity policy include: • Identify, qualify, mentor, and develop small businesses by purchasing from these businesses whenever practical, while continuing to procure on the basis of competitive technology, quality, responsiveness, delivery, and cost • Expand the number of small, minority-owned, women-owned, and veteran-owned businesses used by HP, and to increase the total amount of procurements awarded to these businesses • Validate that HP supplier diversity policies, practices, and procedures are current and implemented in compliance with all applicable federal and defense federal acquisition regulations, including public laws 95-507, 99-661, 100-180, 100-656, and all applicable state and municipal laws and ordinances • Increase contributions to historically black colleges and universities and minority institutions Global Supplier Diversity Program HP maintains a Corporate Global Supplier Diversity Program to make sure that supplier diversity policies are implemented fully across all HP U.S. locations and are applied consistently to all procurement decisions. The HP Global Supplier Diversity Program is based in our Plano, Texas office and has been in place since 1968. The Global Supplier Diversity Program office develops HP's annual federal subcontracting plan; develops policies, practices, and procedures to meet annual goals; and manages the program across all HP businesses. HP's annual, commercial company-wide subcontracting plan—in accordance with public law 95-507 and applicable		

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	federal acquisition regulations and defense federal acquisition regulations—does the following: • Defines HP's subcontracting program • Establishes targets • Describes HP efforts to source, prequalify, and include small, minority, women, veteran, and other under-utilized businesses in the HP supply chain This plan is applicable to all procurement and supplier selection decisions and to all functional areas of the company including, but not limited to, manufacturing, engineering, marketing, sales, service, facilities, finance, administration. As a commercial contractor and subcontractor to the federal government, HP is subject to regular audits by the U.S. Department of Defense and U.S. Small Business Administration. These agencies monitor HP's supplier diversity plan, practices, and procedures and audit HP's Small Business Program performance. HP has consistently maintained an "outstanding" audit rating, the highest possible rating. For the most recent reporting period, Government Year 2012 (October 1, 2011, through September 30, 2012), HP awarded \$1.432B or 15.4% of total qualified U.S. procurements to more than 1000 small, minority-, women-, and veteran-owned businesses. Supply-chain Responsibility Supply-chain responsibility is one of HP's three global citizenship priorities, along with climate and energy, and product reuse and recycling. It is an area in which we have a responsibility to lead, and we take that responsibility very seriously. Consistent with our core values to be a force for positive change in the communities where we work and live, HP works closely with our suppliers in one of the largest global supply chains in the IT industry to promote improved social and environmental practices. We ask our suppliers to uphold the same rigorous standards to which we hold ourselves. Strengthening the social and environmental performance of our suppliers yields significant benefits for HP. It protects our reputation and keeps our lines of supply open. It can also create efficiencies, decrease costs, and strengthen partnerships. HP supports customer supplier diversity programs and initiatives. We are open to discussing how customers can increase their direct awards to small, minority-, women-, and veteran-owned businesses.		
14	GEOGRAPHIC OFFERING. While the primary purpose of this solicitation is to select a Responders who can offer all products and services within a band for all Participating States, to encourage small business participation Responders are permitted to submit a proposal on more limited geographical areas. Clearly describe the geographical limits (e.g. by State name) if proposing a geographical area less than that of all Participating States. <u>Identify at least one State.</u> If a Proposer elects to submit a Proposal for a single State then the Proposer will be willing to supply the entire State. The option to grow the business to other States may be allowed upon approval of the WSCA-NASPO Management Board.		YES ☒ NO ☐

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	The proposer will be evaluated on the same criteria as all other vendors and referred to the identified State for consideration of a Master Agreement.		
	HP understands and is responding to the entire geographical area that will cover all participating and eligible states under the contract.		
15	MASTER AGREEMENT TERMINATION. Upon termination or expiration of the Master Agreement awarded from this RFP the following will occur: • All websites, on-line offering systems and Electronic Catalog functions supported and/or available as part of the Master Agreement will cease and be removed from public viewing access without redirecting to another website. • If approved by the Lead State, Customer data/user accounts acquired during the term of the Master Agreement shall be destroyed or returned to the State at the request of the Participating State's administrator unless required to maintain per audit. • No references to the Master Agreement shall be made on the Contract Vendor's commercial website without permission by the Lead State. • If approved by the Lead State, hard copy catalogs and promotional literature shall be destroyed or returned to the Participating State at the end of the Master Agreement term upon the request of the Participating State.		YES ☒ NO ☐
	HP has read and acknowledges. Upon termination or expiration notification, the HP website de-activation process will begin, for completion within at a minimum 24-hour advance notification. Once that process begins, HP will immediately remove the actual redirect URL so that public viewing access to the site is no longer available, and HP will ensure that no redirect site location is created for individuals trying to access the terminated site. HP also agrees that any reference to accessing the terminated contract at the main HP.com site will also be removed. Further, the HP contract number/ID in the HP system will be updated to show the termination in the quoting system for Inside Sales and the Order Management tools for Order Processing. Once notified by the Lead State per the Lead State approval, HP will destroy any data, hard copy catalogs and promotional literature in HP's possession unless required to be maintained for auditing purposes and/or if the data/user accounts are not tied to a specific contract and are only end user account numbers specific to a procuring agency for general purchases with the manufacturer.		
16	PREMIUM SAVINGS PACKAGE PROGRAM. Contract Vendors who participate in the PSP program commit to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals, as determined by the Participating Entities. Provide marketing plan of the PSP Program including leading with PSP Program and displaying prominently on websites to market aggressively to all States.		YES ☒ NO ☐ ☒ n/a for server storage vendors
	HP is committed to the PSP program as the first Contract Vendor to accept participation in this program that provides valuable savings to the procuring entities in the states that allow this program. After contract award, HP will continue		

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	to commit to participate in the PSP program and to maintain and upgrade the configurations for the cycle determined and as instructed by the WSCA-NASPO Master Agreement Administrator and designated WSCA-NASPO teams managing the PSP program, as done today. Marketing Plan Upon award, HP will continue to maintain a PSP standalone site, as seen below, that can be located at www.hp.com/buy/premiumconfig to provide easy access and posting for participating state and entity sites. The PSP URL will only be posted on those states or entities that include PSP, unless otherwise instructed by the WSCA-NASPO Master Agreement Administrator, as outlined below. Figure 9. PSP site  HP is committed to marketing and promoting the PSP through the hundreds of HP Partners that support the contract, Inside Sales teams that make procuring entities aware of the PSP and lead with these configurations when quotes are requested, and the Field Sales Account Managers. Upon award of a new contract, and as approved by the state and WSCA-NASPO Master Agreement Administrator, HP will post in one of the web advertising banners at the state site the PSP offering to market, promote and highlight		

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	these value savings even more to the eligible procuring entities. In 2015, HP will develop a marketing brochure for WSCA-NASPO Master Agreement Administrator review and approval to provide as a leave-behind for partners and at the many state, local and educational events HP attends throughout each year to bring a higher level awareness to the PSP savings. If a state develops its own standard configurations outside of the WSCA-NASPO Premium Savings Configurations, the state-specific standard configurations will be provided instead of the WSCA-NASPO Premium Savings Configurations unless the state approves otherwise. HP will only make content changes to the site as approved.		
17	PROMOTIONS. Contract Vendors are allowed to provide promotions for deeply discounted products based on their inventory and sales. Promotions will also provide increased savings to States. The Contract Vendors will be responsible to market these offers. Describe what kind of promotions will be available and how marketing will be conducted.		YES ☒ NO ☐
	HP will provide company promotions referred to as Smart Buys, as seen on the current contract. These promotions are for a specific configuration at a set promotional price created from an overall company perspective available to HP customers; they are not subject to further discounts, are offered for a limited time, and are subject to availability. HP company promotions are marketed real time on the HP WSCA-NASPO Computer Equipment contract site and part of the marketing for larger scale promotions HP posts these highlighted on the site banners as seen below. Figure 10. Company Promotion Samples 		

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	 Contract promotions may be distributed via email, newsletters, web banners, and postcard mailers to procuring entities as allowed and approved by the WSCA-NASPO Master Agreement Administrator. HP promotions cover all product bands offered under the contract, with a higher volume of promotions in Bands 1-3.		

B. RESPONSE REQUIREMENTS: ENVIRONMENTAL

Confirm the responder meets, understands and will comply with the requirement by checking YES. Mandatory Requirements are indicated with “M” need to be checked yes. DESCRIBE FULLY AND PROVIDE DETAIL HOW THE PROPOSAL SATISFIES EACH ITEM.

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	ENVIRONMENTALLY PREFERABLE PURCHASING COMMITMENT. Explain commitment to environmentally preferable purchase specifically in the areas below. a. End of life management: Include detailed information regarding takeback, recycling and trade in programs available b. Environmental solutions: Provide detail on how additional value is provided regarding environmental solutions such as selling refurbished/remanufactured toner and equipment. Outline how your company is willing to work with the State and the manufacturers to minimize impact on the environment. Specifically address: MATERIALS - manufacturer declaration on reduction / elimination of hazardous materials i.e.; mercury and lead. PRODUCT – In general how does the responder identify product longevity, percent of packaging and packing materials that are recycled/reusable, availability of replacement parts for life extension, cost, and complication to upgrade. CORPORATE – detail if company has in place regarding sell/procurement of refurbished/remanufactured products. c. Environmental certifications. Describe how certifications/registrations are identified on the website; as well as labels on equipment and/or packing list.		YES ☒ NO ☐
	HP has a rich legacy of leadership in global citizenship. Our commitment to corporate environmental responsibility began with David Packard and William Hewlett in the 1930s. HP is committed to providing customers inventive, high quality products and services that are environmentally sound and to conducting our operations in an environmentally responsible manner. That commitment continues to be a guiding principle deeply ingrained in our values. It is from this history and these values that HP has become a leader in delivering environmentally sustainable solutions. a. End of Life Management HP offers several options for customers to return hardware equipment when they no longer have a use for it. HP employs a hierarchy of reuse and recycling options that maximize value while minimizing environmental impact: • Reuse of hardware products by others, including other businesses and consumers • Reuse of components in used equipment and refurbished spare parts markets • Recycling of materials into raw materials for use in new products		

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	• Energy recovery—using the heat generated by burning materials that cannot be reused or recycled directly • Responsible disposal HP makes sure customers' data security is protected for all products we take back, whether by trade-in or through our recycling services. Asset Recovery HP's worldwide asset-recovery program provides enterprise, public sector, and large commercial customers cash or credit for qualifying used equipment. HP removes the company identification, deletes proprietary data from hard drives, and removes and transports used equipment for proper recycling or reuse. Trade-in In partnership with Market Velocity, Inc., HP offers customers in North America and Europe the opportunity to trade in their used hardware and upgrade to new HP products, while receiving credit for the value of the used equipment. Used equipment collected through the trade-in program is sold on the secondary market or recycled through our environmentally responsible recycling process. HP Equipment Management and Remarketing offers a similar program to customers in some Asia-Pacific countries, including Australia and New Zealand. Donation HP provides U.S. customers with the opportunity to donate working computer hardware to charitable organizations through the National Cristina Foundation (NCF). NCF provides computer technology to people with disabilities, students at risk, and economically disadvantaged persons. HP and NCF accept most models of any manufacturer's hardware for donation. Recycling The HP Planet Partners Program offers return and recycling options for HP LaserJet printer supplies, Inkjet printer supplies, and all manufacturers' computer hardware in more than 69 countries or territories worldwide (see http://www.hp.com/recycle). Leasing HP offers customers around the globe competitive financial solutions to acquire and retire leased IT products in a cost-effective and environmentally responsible manner. At the end of the lease term, customers return equipment to HP for refurbishment and resale or recycling following HP's recycling standards. For detailed information on all product-return options, see http://www.hp.com/go/gcr_reuse_recycling.		

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	b. Environmental solutions - Provide detail on how additional value is provided regarding environmental solutions such as selling refurbished/remanufactured toner and equipment. HP does not offer remanufactured print cartridges because they do not meet our quality and reliability standards. Instead, the HP Planet Partners program recycles collected HP print cartridges to recover raw materials or energy. The HP Planet Partners Program provides customers a free, convenient, and environmentally responsible way to return and recycle empty Original HP Print Cartridges via the HP Recycle site (http://www.hp.com/recycle). Since we only take back our own cartridges, we know their material content. This makes it easier to process returned cartridges and use the material to manufacture new ones. Our pioneering program to manufacture new Original HP ink cartridges using plastic recycled materials from used cartridges is the first such "closed loop" process in the IT industry. Over the past two years, HP has shipped 600 million Inkjet cartridges containing some recycled plastic from this process. To maintain quality and reliability, HP Inkjet and HP LaserJet print cartridges are designed for single use in a printing system (bringing together the printer, print cartridge, and paper). Quality and reliability may be significantly reduced with remanufactured or refilled print cartridges. HP does not design its print cartridges to prevent remanufacturing and refilling. MATERIALS - manufacturer declaration on reduction / elimination of hazardous materials i.e.; mercury and lead. HP evaluates environmental impact across the product lifecycle when selecting materials for use in our products. Our objective is to minimize environmental impacts and any potential for human health impacts. We design products to use less material, and we seek alternatives to substances of concern. We strive to use recycled materials when possible, and we comply with all relevant government regulations wherever we do business. HP proactively evaluates materials of concern. We may restrict substances because of customer preferences, legal requirements, or because we believe it is appropriate based on a precautionary approach. When scientific analysis reveals a potential impact to human health or the environment, we seek to replace substances with commercially viable alternatives. Following the principle of informed substitution, HP carefully assesses the environmental, health, and safety risks of these alternatives. To help ensure HP meets legal requirements as well as our own materials standards, we follow a compliance process that has three key pillars: • The HP Supplier Safe and Legal Standard provides a consistent management system standard for the design, manufacture, and delivery of products. It specifies how to meet product regulations concerning restricted materials and other regulated areas including electromagnetic compatibility, safety, telecommunication authorization, and energy efficiency. • The HP General Specification for the Environment (GSE) includes substance and materials requirements for		

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	parts and components that are used in HP products, packaging, and manufacturing processes. To view the GSE in its entirety, see http://www.hp.com/hpinfo/globalcitizenship/environment/pdf/gse.pdf. The HP Active Verification Material Testing Specification defines our requirements for testing materials used in HP products for the presence of specific substances that are restricted under the GSE. In 2012, we added restrictions to the HP GSE on the use of certain phthalates in plastic parts in HP products. We are considering additional future restrictions. HP is working to phase out halogens, which include brominated flame retardants (BFRs) and polyvinyl chloride (PVC) where technically feasible in new products. For example, 96% of HP Compaq business PCs and HP notebooks launched since 2011 is low-halogen as defined by the International Electronics Manufacturing Initiative. When replacing substances of concern, we seek to identify alternatives with a reduced risk of potential human health and environmental impacts, and that also meet our performance and cost criteria. To support these objectives, we have developed an integrated assessment approach to analyzing potential materials replacements. Established in 2007, our approach begins with a hazard-based screening to help rule out alternatives that are of equal or greater concern than the substances they would replace. This screening is based on the GreenScreen™ for Safer Chemicals framework developed by the nongovernmental organization (NGO) Clean Production Action. Integrating the GreenScreen framework into our overall alternatives assessment protocol has enabled HP to more easily select replacement materials with a reduced risk of human health and environmental impacts. Since the program began in 2007, we have completed more than 160 assessments of materials that account for more than 80% of the weight of our products, including for low halogen power cords, brominated flame-retardant alternatives, and general plastic resins, as well as for cleaners used in the manufacturing process. We are also implementing an alternatives assessment program for solder paste and fluxes. We collaborate with suppliers and industry associations to create market demand for materials with reduced human health and environmental risk. If acceptable alternatives do not exist, we work with suppliers to develop formulations that meet HP's specifications. For further details on this topic, as well as a timeline showing when HP proactively restricted substances and identifying substances that HP is considering for restriction, please visit the Materials section of the HP Global Citizenship Report at http://www.hp.com/go/qcr_products_solutions. PRODUCT – In general how does the responder identify product longevity, percent of packaging and packing materials that are recycled/reusable, availability of replacement parts for life extension, cost, and complication to upgrade. HP increasingly uses lifecycle assessment (LCA) to better understand and provide guidance for reducing the environmental impacts of our products. LCA covers every stage of a product's life, from raw materials extraction through manufacture, transportation, and use, to end-of-life recovery or disposal. We follow the International Organization for Standardization's ISO 14040/14044 and ISO 14025, which define		

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	universal standards for LCA methodology. In 2012, we conducted LCAs of more than 50 printing products to better understand how we can reduce environmental impacts across our product portfolio. We use insights gained through LCAs to: • Assess our current materials, packaging, and products; model alternatives; and target areas for improvement • Develop tools to estimate the carbon footprint of our products • Determine which processes, components, and materials have the greatest environmental impact and prioritize these for analysis, with the goal of reducing these impacts • Develop metrics to help product designers compare design options • Support Design for Recycling initiatives Products We are making it easier for customers to reduce waste by designing easily recyclable products. Where feasible, we use common fasteners and snapping features to avoid applying glues, adhesives, or welds. This makes it easier for recyclers to dismantle, separate, and identify different plastics. Most HP PCs, printers, and servers are more than 90% recyclable, by weight. In addition, HP workstations and the Elite and Pro series desktop PCs have a chassis that can be easily disassembled without using any tools, making it simpler to upgrade the computers and extend their useful life as well as facilitating recycling. To enhance the recyclability of paper, we work with industry partners to improve ink removal from printed paper through research of innovative inks, additives, paper design, and deinking processes. Packaging We design packaging for reuse where feasible, enabling retailers, distributors, and customers to return packaging materials to HP or redeploy the materials for future shipments. When our suppliers are located close to HP manufacturing facilities, we also work to design reusable packaging. We are committed to increasing the proportion of recycled content in our packaging materials. The amount of recycled content in our packaging varies widely by region, as well as by material and product type. Where feasible, HP is shifting from plastic packaging to paper and molded pulp alternatives that contain recycled content and are certified as meeting a sustainable forest management standard. In some instances, however, light plastic packaging may have a smaller carbon footprint than the molded pulp alternative because of the quantity of molded pulp needed to provide the same level of protection. In such cases, we increasingly use expanded polystyrene (EPS) or expanded polyethylene (EPE) foam cushions that contain recycled plastic. In 2011, we implemented 100% recycled cushions for some consumer and commercial desktops in the Americas. CORPORATE – detail if company has in place regarding sell/procurement of refurbished/remanufactured products.		

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	Addressing the end of life of our products is a priority for HP and central to our efforts to decrease environmental impacts across our value chain. We sell hardware products globally that have typical life spans of between three and ten years. Consequently, at the time of disposal, the age and condition of products vary greatly. Our challenge is to provide a broad choice of product take-back solutions with the widest geographical reach. Our take-back programs are currently available in 69 countries and territories. After a customer returns his or her hardware product, our priority is to determine the best recovery solution for it. When equipment has resale value, we prefer to refurbish and resell it, the option with the lowest environmental impact. When reuse is not viable, we extract as much value as possible by breaking it down and recycling the constituent materials. Specialist third-party companies provide reuse and recycling programs on our behalf. HP requires that our recyclers process all material according to best practice and in full compliance with relevant regulations. In particular, HP monitors product take-back programs to ensure there is no “leakage” of material to facilities or organizations outside of our approved vendor network. We undertake due-diligence audits of our recycling vendors to ensure compliance with our printing supplies recycling policy, hardware recycling standard, hardware reuse standard, policy on export of electronic waste to developing countries, and supplier code of conduct. HP also requires certification to third-party recycling standards (R2 and e-Stewards) in countries where they are available. Promoting product take-back in the United States HP is increasing recovery of end-of-life products by collaborating with leading retail chains. In 2012, HP and Staples announced a partnership to offer consumers free, convenient, and responsible recycling every day throughout the United States regardless of the brand or purchase location. The program covers a wide range of products, from desktop PCs to tablets and fax machines to digital camcorders. The partnership leverages Staples’ stores and logistics network to collect the devices and consolidate them at its distribution centers and HP’s certified recycler network to process the material responsibly. The recyclers were selected in part for their proximity to Staples distribution centers, reducing transportation and corresponding GHG emissions resulting from the program. At the same time, HP is extending the range of options for returning printer cartridges. In 2012 we added partnerships with OfficeMax and Walmart to our existing arrangement with Staples. c. Environmental certifications. Describe how certifications/registrations are identified on the website; as well as labels on equipment and/or packing list. HP leadership in reducing the environmental impact of its technology products has resulted in numerous qualifications that recognize the company’s design and technological innovations. HP offers many products that meet eco-label programs. Eco Labels are not on the packing list, but HP applies an “Eco Highlight Label” to the packages that includes Eco Label information. • Blue Angel—a German eco-label based on criteria in product design, energy consumption, chemical emissions, noise, recyclable design and take-back programs. Many of HP’s most popular printing and imaging		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	products qualify for this eco-label. - ENERGY STAR®—a voluntary energy efficiency program sponsored by the U.S. Environmental Protection Agency. Many models of HP office products are ENERGY STAR® qualified. The U.S. Environmental Protection Agency's ENERGY STAR® program has recently been adopted by Australia, the European Union, Japan and Korea. Products that earn the ENERGY STAR prevent greenhouse gas emissions by meeting strict energy efficiency guidelines. HP is committed to offering products and services worldwide that help customers save money and conserve energy without sacrificing features or performance. - EcoLogo—a voluntary certification program managed by Terra Choice (TC) Environmental Marketing. It establishes strict requirements for hazardous substances, energy and paper savings, and design for extended life, reuse and recycling for Canada. - EPEAT (Electronic Product Environmental Assessment Tool)—a procurement tool to help institutional purchasers in the public and private sectors evaluate, compare and select desktop computers, notebooks, monitors and printers based on their environmental attributes. - GREENGUARD—an independent, non-profit organization with a scientific, third-party board that creates environmental standards for indoor products and building materials. The organization oversees the entire certification process, including all audits and qualifying criteria for each product category. Products are tested for formaldehyde, VOC's, airborne particles, ozone, carbon monoxide, nitrogen oxide and carbon dioxide emissions using environmental chamber testing that follows the guidelines of ASTM D5116-97 and D6670-01. Most HP printers meet these standards. - Japan PC Green Label—indicates that the product manufacturer and the product meet general and specific environmental product design and manufacturing, recycling and reuse criteria. - IT ECO Declaration (formerly NITO)—a voluntary standard certifying that products meet legal and some customer requirements for product design, energy efficiency, material use, emissions, ergonomics, and packaging. - Taiwan Green Mark—a Taiwanese eco-label program launched in August 1992 to promote recycling, pollution reduction, resource conservation and guide consumers in purchasing 'green' products. - TCO—a Swedish eco-label for visual displays including criteria regarding electromagnetic fields, visual ergonomics, energy consumption, recyclable design and take-back programs. Most HP computer monitors are TCO certified. HP products that meet voluntary standards of eco-labeling and certification programs can be found at the ENERGY STAR and Eco Labels site: http://www.hp.com/hpinfo/globalcitizenship/environment/products/ecolabels.html.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
2	EPEAT REGISTRATION. Responder agrees that applicable products offered that have EPEAT Standards provided under the Master Agreements resulting from this RFP are to have achieved a minimum EPEAT Bronze registration.	M	YES ☒ NO ☐ n/a storage
	HP has read and acknowledges, and will only provide applicable HP-branded EPEAT approved series level products and any third party product offerings of EPEAT certified series level devices that fall within the EPEAT certified Computer & Displays and Imaging Equipment categories of products under the HP WSCA-NASPO Master Agreement as allowed per the scope of the contract. At the initial catalog setup for the Master Agreement and subsequent participating states, HP will remove any products that are not EPEAT certified as noted in the EPEAT Computer & Displays and Imaging Equipment categories of products series. To show HP's commitment to EPEAT, under Computer & Displays, at the time of this written statement, HP only has one thin client series and four monitor series product that would not be included since all HP commercial laptops, desktops and workstations are EPEAT certified and carry a Silver or Gold classification. Under the new Imaging Equipment category that was added the end of 2012, HP has worked towards certification of the majority of HP Printers, Scanners and Multi-Function Devices. It is HP's goal to work towards having all or as many products EPEAT certified as possible. HP Reporting tools also provide WSCA-NASPO with a data field through an automated report tool showing not only EPEAT certification but the classification for that product whether EPEAT Bronze, Silver or Gold. HP provides many of the participating states and procuring entities requested State Specific standards in these categories or WSCA-NASPO PSP's with the EPEAT certified Silver or Gold for their specific desktop, workstation, laptop or tablet standards. As done today under the contract, HP will provide the EPEAT certification and classification in the ARF with new product series addition requests and even provide the listing of product series that are not EPEAT as requested or required by the WSCA-NASPO Master Agreement Administrator.		
3	TOTAL COST OF OWNERSHIP. Describe how your company can provide users information to assist in evaluating the Total Cost of Ownership in utilizing products. E.g. equipment that runs more efficiently, with less supplies, etc.		YES ☒ NO ☐
	HP can provide users valuable information to assist in evaluating Total Cost of Ownership (TCO). Products HP products include a number of features and capabilities to reduce TCO.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP Business Desktops – Band 1 • SMART IV Hard Drives - Offers a higher level of data protection by ensuring that the data flow from host interface to media and media to host interface is not compromised. • Device Access Manager for HP ProtectTools - Limit who can copy and print confidential data. • Drive Encryption for HP ProtectTools - Encodes information on a hard drive so that it is unreadable to an unauthorized person and helps comply with privacy and data protection regulations. • Disk Sanitizer - Permanently destroys data on a hard drive based on the DOD 5220.22-M sanitization standard. • Bulk packaging - HP offers this service to reduce waste and make deployment easier and more efficient for our desktop PCs. Key features include consolidation of PC units, keyboards, mice, and power cords in a packaging system, tested rugged packaging design, a locking lid which easily relocks, resealable easy access door and external serial number labels (text and bar code). HP Business Notebooks – Band 2 • Business Rugged - HP EliteBooks and ElitePads pass 9 categories of the MIL-STD-810G tests for pressure, temperature, humidity, sand and dust, vibration and shock/drop. • HP 3D DriveGuard - Protect hard drive failures caused by operational shock and vibration. • Disk Sanitizer - Permanently destroys data on your hard drive based on the DOD 5220.22-M sanitization standard. • Drive Encryption for HP ProtectTools - Encodes information on a hard drive so that it is unreadable to an unauthorized person and helps comply with privacy and data protection regulations. • Device Access Manager for HP ProtectTools - Limit who can copy and print confidential data. • HP SpareKey - Eliminate password reset issues and end-user calls to the helpdesk. Tablets – Band 3 • Business Rugged - HP EliteBooks pass 9 categories of the MIL-STD-810G tests for pressure, temperature, humidity, sand and dust, vibration and shock/drop. • Drive Encryption for HP ProtectTools - Encodes information on a hard drive so that it is unreadable to an unauthorized person and helps comply with privacy and data protection regulations. • Device Access Manager for HP ProtectTools - Limit who can copy and print confidential data. • HP SpareKey - Eliminate password reset issues and end-user calls to the helpdesk.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP Printers - Peripherals • Auto on/Auto off technology allowing printers to drop down to only 1 WATT while not in use • Instant on Fuser enabling the fuser to be at rest not using energy until it is needed to. Once needed it powers up and heats up instantly causing no delay in print speeds. • UPD enabling 1 driver for every printer in your fleet. This makes driver management a breeze while reducing man hours to manage. • HP Advanced Toner Cartridge – 70% of the print engine is contained in the customer replaceable toner cartridge. This alleviates the need for device maintenance and preventative service costs. • HP Secure Erase - Permanently destroys data on your hard drive based on the DOD 5220.22-M sanitization standard. • HP WebJet Admin – Enabling fleet management, monitoring, and reporting on your printing fleet • This enables usage tracking, and security, policy configuration to control print in the enterprise. • HP Enterprise printers include color access control which allows administrators to establish groups who are allowed specific capabilities and those who are not: • For instance one group has access to print in color and the other does not. • This enables better control over print costs in the enterprise. • Optional paid solutions to enable advanced workflow and management of your fleet such as: • HPAC – Pull Printing, Badge Access, Rules based printing, Print Policy Management • HPCR – Capture solution enabling your printers to on ramp documents and send them anywhere from CRM databases, archival databases, email, folder, etc. • HP EPrint – Enabling printing for mobile users • HP IPSC – Securing your fleet and ensure devices always meet your security policy and/or are remediated if not up to policy • Optional HP Eco Solutions – Enabling users to see the direct impact of how printing is impacting the environment • This also enables administrators to fine tune the environment to get the best green result from the fleet.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Servers – Band 4 HP Insight Control is an essential infrastructure management tool that allows a customer to understand and manage TCO of HP and other 3rd party servers. If you need more effective and efficient management of your servers and storage, HP Insight Control can help you get more from every dollar, hour, and watt that you invest in your infrastructure. The tools that can provide users information in helping determine TCO include: • Systems Insight Manager (HP SIM) provides a core of capabilities for uptime and proper operation, including health and alerting, remote support, and capabilities to connect to other enterprise management systems. • Insight Control performance management provides simple, powerful tools for system administrators to diagnosis performance problems, evaluate remedies, and tune infrastructure to eliminate bottlenecks. • Insight Control virtual machine management provides integration of physical and virtual worlds with capabilities for VMware ESX, Microsoft HyperV, and XEN. • Insight Control power management provides leadership power and cooling technology which can be used to optimize your environment to get the most from your available capacity, and can be integrated with leading facilities planning software –allowing IT staff and Facilities staff to jointly resolve issues. • HP Insight Control remote management brings the power of HP iLO Advanced software to the user to enable remote access, control, and true remote management of geographically-distant systems. • HP Insight Control server deployment is a versatile engine for implementing provisioning and deployment tasks with quality & repeatability. • HP Insight Control server migration provides unlimited migration capability (P2P, V2P, P2V, V2V) for x86 servers to HP ProLiant platforms. For customers using VMware vCenter Server or Microsoft System Center as their primary management console, HP provides tight integrations with these consoles as part of the HP Insight Control value. This enables customers to enjoy the integration of their virtual and physical worlds from their preferred management console. Storage – Band 5 Across the storage portfolio, HP is committed to reducing the costs of operations, power, cooling and so on. We view that 70% of IT costs are spent in the area of maintaining older assets due to disparate purchase decisions, while only 30% is concentrated on new development supporting strategic business initiatives. HP storage turns that around. We have several proof points. As one example, 3PAR storage has the following three attributes:		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• Effortless: Reduce management time by 90% - Self-configuring, provisioning, and optimizing via autonomic management • Efficient: Reduce capacity requirements 50% - <u>Guaranteed</u> - Hardware enabled thin technologies, advanced tiering, and thin persistence for both file and block data • Bulletproof: Tier-1 features now in economy size - Quad controller resiliency, multi-tenant design, and mixed workload optimization enable double VM density These attributes dramatically change the TCO of storage for the owner. These are clear proof points that are well received in the industry and by customers for many years. Another example is in backup. In concert with Data Protector software, the StoreOnce backup appliance creates the opportunity to occupy 95% less space in backups. We'll guarantee that, too. This benefit (data de-duplication) is provided at any point in an organization (remote client system, remote regional data center, or central data center). The de-duplicated data can move through the organization without being re-hydrated along the way. This saves network cost and time in a backup infrastructure, freeing staff to focus on other business initiatives and greatly impacting TCO. There are other examples in the HP storage product line affecting TCO that we can site, but clearly our focus is turning the 70/30 "maintaining/new initiative" ratio into a more balanced 50/50 relationship. Programs • HP Demo Program - provides access to free, production version products for testing and evaluation prior to purchase. • Product lifecycle management - HP understands the importance of having stable platforms and the value for companies to maintain standard configurations and reduce unwanted image changes. As a result, HP works closely with Intel and key industry partners to help protect customer's standardized environments. HP business products are carefully engineered to provide a stable hardware configuration and software image with a target of 12 to 18 month product lifecycles. • HP Trade-in Program - increases return on IT investment by redeeming the value of current HP or non-HP products and applying that value toward the purchase of new HP products. The flexible trade-in program eliminates the challenges of used equipment disposition, makes new equipment purchases more affordable, and provides investment protection for valuable technology assets. HP can assist customers who are interested in exploring TCO in more depth. The in-depth analysis examines the major TCO cost categories, undertakes a lifecycle approach to the overall TCO analysis, and considers the range of return on investment benefits. HP offers services to achieve lower TCO while providing the highest value IT solutions. See Attachment 2, Total Cost of Ownership for more information.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
4	ENERGY STAR COMPLIANT PRODUCTS. Describe manufacturer commitment to EnergyStar Program.		YES ☒ NO ☐
	HP is committed to building energy-efficient products that meet or surpass the EPA's ENERGY STAR® guidelines. For lists of ENERGY STAR® qualified HP products and other eco labels, see http://www.hp.com/hpinfo/globalcitizenship/environment/products/ecolabels.html. HP contributes to the development of industry-wide standards to reduce the environmental impact of IT products. Eco-labels are one important driver of improvements, encouraging the IT industry to invest in innovations in energy and resource efficiency. For example, in 2012 we contributed to the development of the latest ENERGY STAR® rating criteria for PCs, Displays, and Imaging Equipment products. Working with industry associations and directly with the EPA, HP was a leader in the development of these updated standards. HP is now a cochair of the ITIC (Information Technology Industry Council) energy efficiency working group. Over the past four years, HP has also been a key participant in a stakeholder consensus process to develop the EPEAT® standard for imaging devices. This standard was published in December 2012, and HP has begun to register imaging devices at EPEAT.NET. We made significant progress in 2012 helping customers decrease the environmental impact of their HP IT products by providing more energy and resource efficient products, which also frequently offered cost savings. Personal computers and devices HP is an industry leader in energy efficient options for personal computers and associated products. We strive to develop products that meet ENERGY STAR™ and EPEAT Gold qualifications, the highest international standards for environmental attributes in electronics such as material selection and energy savings. In 2012, 43.7% of commercial PCs shipped by HP were EPEAT Gold qualified, and an additional 10.9% were EPEAT Silver qualified. Recent developments in “thin client” networks are making significant energy efficiency gains possible by individual workstations accessing a central server in place of the conventional PC hard drive. The HP t410 All-in-One Smart Zero Client provides the same performance as a traditional PC but runs on just 13 watts of power. It meets both EPEAT Gold and ENERGY STAR standards. Imaging and printing HP has pioneered IT industry efforts to help customers reduce the carbon footprint of printing. Examples include: • ENERGY STAR qualified products improve the sustainability of office printing by using less energy and generating less waste. • HP digital on-demand printing solutions, such as Indigo and Web Press, enable our customers to print exactly what they need, when and where they need it, as opposed to analog printing that encourages overproduction. • Managed Print Services solutions help customers save 30%-80% in energy use and reduce paper waste.		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP's ENERGY STAR qualified HP Officejet Pro 8600 e-All-in-One series, HP Officejet Pro 8100 ePrinter, and HP Officejet Pro X Series printers compete with office laser printers. Based on our own testing, these models use up to 50% less energy than the majority of comparably priced laser printers.¹ All models are capable of two-sided printing, providing an opportunity to save paper. The Officejet Pro X Series generates 50% less supplies waste² compared to competitors' color laser printers. For details, see www.hp.com/go/officejet. We also provide energy efficient solutions for large organizations that use multiple printing and imaging devices. HP Web Jetadmin used with the HP EcoSMART Fleet centralizes printing activity and allows an organization to control energy-saving features such as sleep and wake-up settings and double-sided printing as default. The system provides user data that can support environmental goals. Data centers HP Data Center Consulting, including IT infrastructure, Critical Facilities Services, and Cloud Consulting, helps customers achieve a standardized and streamlined operational strategy that can decrease physical footprint (such as power and cooling infrastructure) and improve environmental performance while enabling much greater operational efficiency. HP storage products incorporate the latest materials, technology, architecture, and design to help reduce power consumption within the data center. Replacing legacy storage with HP 3PAR StoreServ Storage can reduce disk capacity requirements and energy use by 50% or more.³ Support for nonspinning media further decreases the energy footprint of these systems. The all-solid state drive (SSD) HP 3PAR StoreServ 10000 Storage system reduces client cost per input/output operations per second by 70%, and energy use by more than 80%.⁴ HP StoreEver Tape Storage, the industry's broadest tape storage portfolio, features market-leading tape products and technologies.⁵ By choosing tape instead of spinning media for long-term data archiving, the energy savings can pay the cost of an organization's entire tape system investment within 12 years.⁶ For many organizations, a combination of tape and disk backup provides the most energy- and cost-efficient approach to data protection and		

¹ Majority of color laser printers <\$800 USD and color laser MFPs <\$1,000 as of August 2012. Energy use based on HP and HP commissioned third-party testing. Actual cost and energy usage may vary. For details, see www.hp.com/go/officejet. HP Officejet Pro 8600 e-All-in-One series compared with majority of color laser AiOs <\$600 and HP Officejet Pro 8100 ePrinter compared with majority of color laser printers <\$300, March 2011. HP Officejet Pro X Series compared with majority of color laser printers <\$800 and color laser MFPs <\$1,000, August 2012.

² Compares weight of empty cartridge and packaging materials needed for 15,000 pages using highest-capacity cartridges of major in-class competitors' color laser MFPs <\$1,000 USD and color laser printers <\$800 USD as of October 2012. Tested by Buyers Lab Inc. For details, see www.hp.com/go/officejet.

³ See <http://www8.hp.com/us/en/products/data-storage/data-storage-solutions.html?compURI=1284392#.US5MeFf4J8E> for details.

⁴ Based on HP internal comparison of an HP 3PAR 10000 V800 system with all Fibre Channel drives and an equivalently sized HP 3PAR 10000 V800 system with all solid state drives. See <http://www8.hp.com/us/en/hp-news/press-release.html?id=1266636#.US5HDVf4J8E> for full details.

⁵ According to the IDC Branded Tape Tracker CQ2 2012, HP is the market share leader in units and revenue for Linear Tape-Open (LTO) tape worldwide across individual tape drives and tape automation products.

⁶ Source: "In Search of the Long-Term Archiving Solution—Tape Delivers Significant TCO Advantage over Disk," Clipper Group, December 23, 2010. David Reine and Mike Kahn.

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	archiving and can be met simply and economically by combining HP StoreEver Storage and HP StoreOnce Backup.		
5	ENVIRONMENTAL IMPROVEMENT PROGRAM. Describe Product environmental improvement program for products that have not yet received the applicable standards or certification. In addition, describe environmental efforts in each of the following areas: reduction/minimization/avoidance of the use of toxic and hazardous constituents (cadmium, chromium, mercury, and/or lead); compliance with international directives such as the European Union's WEEE Directive on reduction of chlorinated plastics (PVC) and brominated flame retardants.		YES ☒ NO ☐
	HP applies sustainability principles throughout the product lifecycle, beginning with design. This reduces our corporate environmental impact and helps our customers reduce theirs. In 1992, HP adopted a pioneering company-wide Design for Environment (DfE) program that considers environmental impact in the design of every product and solution, from the smallest ink cartridge to an entire data center. Over the past 20 years, the program has led to innovations in material selection for products and their packaging, as well as in product transportation, use, and return and recycling capabilities. More than 50 environmental product stewards work alongside our design teams in a concerted effort to improve product performance, measure progress, and communicate our results. We apply the same holistic design approach to our information technology (IT) infrastructure and data center services for enterprise customers. We design complex IT systems to help organizations consume less energy, reduce greenhouse gas emissions, conserve water, and operate more efficiently. The DfE program has the following three priorities: • Energy efficiency—reduce the energy needed to manufacture and use our products • Materials innovation—reduce the amount of materials used in our products and develop materials that have less environmental impact and more value at end-of-life • Design for recyclability—design equipment that is easier to upgrade, recycle, or both HP participates in a number of eco-label programs, including EPEAT, ENERGY STAR®, China's Energy Conservation Project, Germany's Blue Angel, and Taiwan Green Mark. For further information about HP DfE performance, including examples of sustainable initiatives across the lifecycle, see: http://www.hp.com/go/gcr_products_solutions. HP complies fully with materials regulations worldwide that are applicable to IT products. We were among the first companies to extend the controls in the European Union Restriction of Hazardous Substances (RoHS) Directive to our products worldwide through the HP General Specification for the Environment (GSE). We also provided key inputs to related legislation in Europe, as well as China, India, Korea, and Vietnam.		

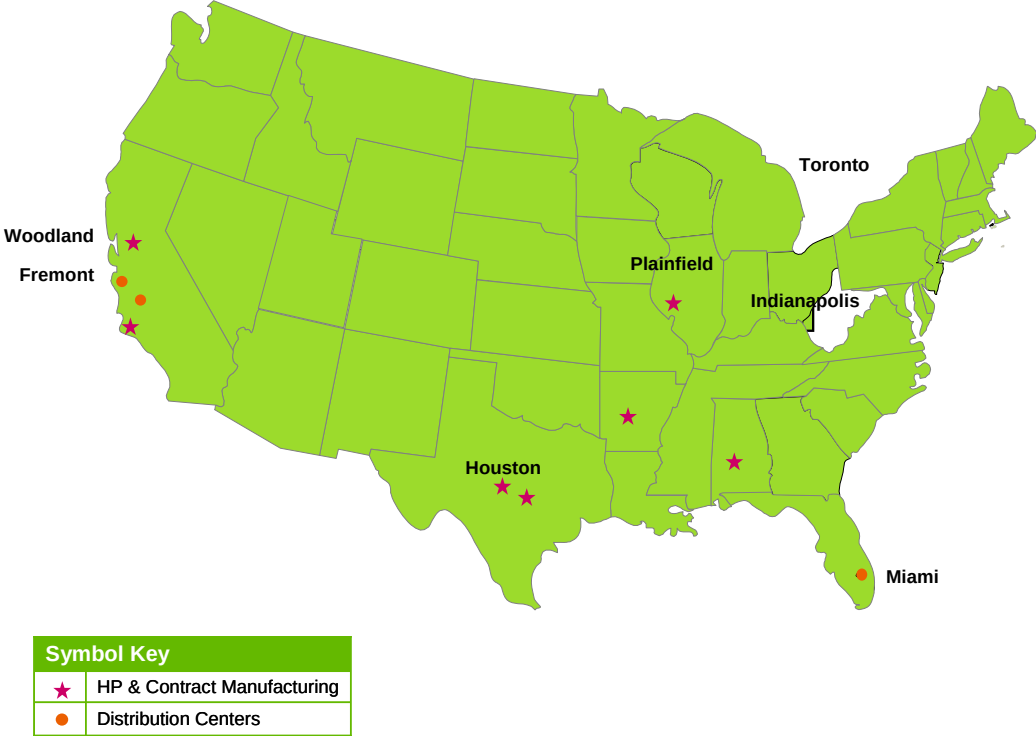
B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	We believe the RoHS Directive and similar laws play an important role in promoting industry-wide elimination of substances of concern. We are working with the industry to advocate for the inclusion of additional substances—including PVC, BFRs, and certain phthalates—in future RoHS legislation covering electrical and electronics products. HP also complies with the European Union's Registration, Evaluation, Authorisation, and Restriction of Chemical substances (REACH) legislation, which sets requirements for assessing and managing risks posed by chemicals. We accomplish this by working closely with suppliers to gather information on listed substances that may be in HP product materials and providing related safety information to customers. We have completed the necessary substance registrations required by May 2013 and have already begun the registration process for the next deadline in May 2018. HP's comprehensive approach to regulatory compliance also includes due diligence for some minerals used in our supply chain. The minerals of concern are the raw materials for tin, tantalum, tungsten, and gold. Beyond regulatory requirements, we are working with a range of stakeholders to help ensure that conflict minerals—minerals originating from the Democratic Republic of Congo (DRC) and its neighbors—do not directly or indirectly fund groups responsible for human rights abuses in the DRC. WEEE HP fulfils all legal requirements resulting from the transposition of the Waste Electrical and Electronic Equipment (WEEE) Directive in member states' legislations and registers with national authorities in all relevant countries or regions. Registration and enforcement dates are country dependent. HP also makes sure that any information required for the calculation of its producer obligations is provided as of the date(s) specified in national or regional legislation. There are several obligations imposed on producers of electrical and electronic equipment, such as HP. The company's compliance approach for each of these obligations is detailed in the HP WEEE Compliance Statement available at http://www.hp.com/hpinfo/globalcitizenship/environment/pdf/hpweeeecompliance.pdf.		

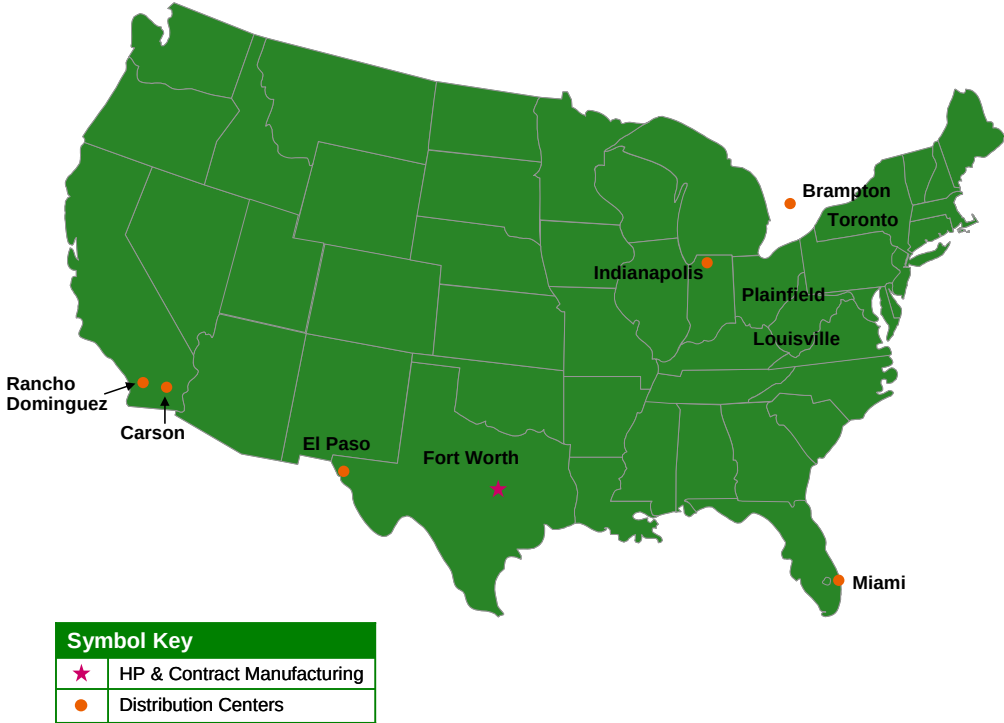
C. RESPONSE REQUIREMENTS: QUALIFICATIONS

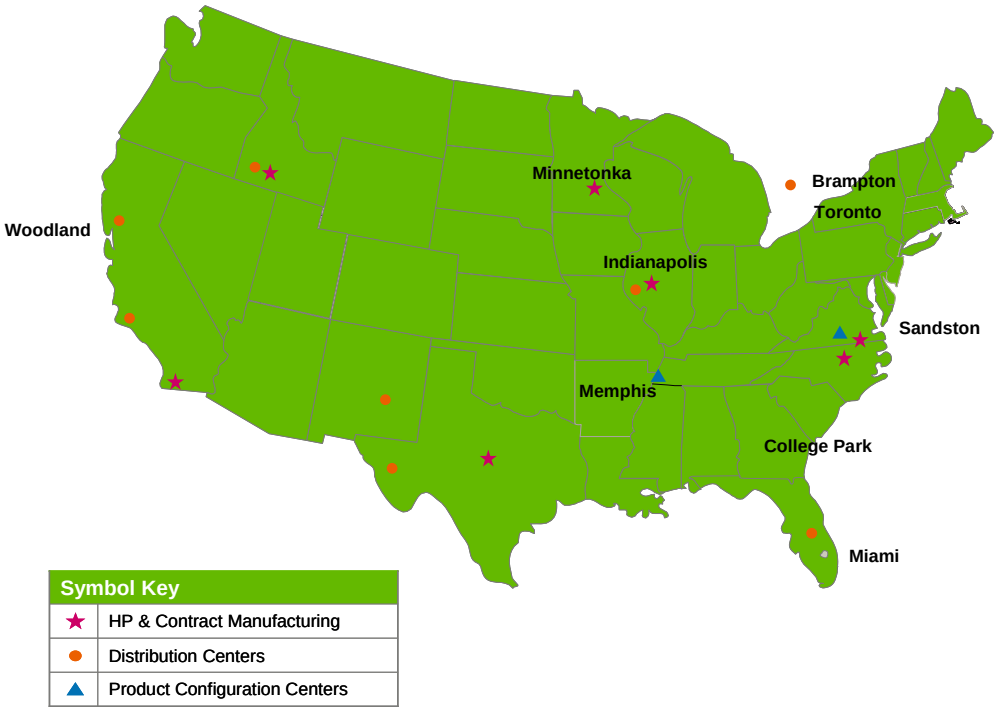
Confirm the responder meets, understands and will comply with the requirement by checking YES. Mandatory Requirements are indicated with “M” need to be checked yes. DESCRIBE FULLY AND PROVIDE DETAIL HOW THE PROPOSAL SATISFIES EACH ITEM.

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	COMPANY HISTORY. Responders must provide a brief history and description of their company detailing how they will support this Master Agreement: Facilities. Responders must indicate number and location of manufacturing plants, distribution outlets, and support centers, as appropriate. Provide information on facility production volume in Calendar Year 2012. Please indicate which facilities have been ISO 14001 certified. Personnel. Responders must include a map or other documentation that indicates by state the number and type of sales, support personnel, or other resources that are employed to service purchase orders and/or equipment for non-federal governmental customers. Organization. Responders must include an organization chart and a thorough narrative describing how the Master Agreement will be supported from senior management down to field technicians including the use of any wholly owned subsidiaries or subcontractors.	M	YES ☒ NO ☐
	Company History HP was founded in 1939 by Bill Hewlett and Dave Packard, engineers who believed in the power of technology and the contribution it could make to our customers' lives, communities and businesses. Over 70 years later, we are still a company that applies new thinking to improve the lives and businesses of our customers. Today, HP is one of the largest technology companies in the world, with a global reach and an array of solutions that go well beyond the printers and PCs that we are famous for. We believe that technology is vital to helping us all succeed in this rapidly changing world. We believe that because we serve such a wide range of customers we have a unique perspective on their needs and an exceptional level of insight into how they may be solved. Facilities –Manufacturing Plants and Distribution Outlets Hewlett-Packard manufacturing facilities are strategically located around the globe, as shown in the following maps. Additionally, HP has numerous regional integration and distribution centers that are designed to serve local demand as well as the diverse needs of multinational customers.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 11. HP Worldwide Manufacturing  ¹Countries in which HP has multiple manufacturing sites		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	US and Canada Manufacturing and Distribution Sourcing Centers Figure 12. Servers, Storage and Networking 		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 13. Printing and Personal Systems – Personal Systems  Symbol Key ★ HP & Contract Manufacturing ● Distribution Centers		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 14. Printing and Personal Systems – Printers  Note: All products within a business unit are not necessarily manufactured in all locations. Map locations are not drawn to scale and are only representative of HP manufacturing and distribution sites. HP manufacturing and customization centers function within an “open bay” environment wherein parts are assembled from components that HP has purchased or manufactured. Using ISO-compliant processes, HP Centers are set up to build systems according to customers’ individual specifications, which yields many benefits. • Increased precision in providing customized solutions that fit a customer’s specific needs precisely • Improved fill rates that are more responsive to customer timelines • Extended hardware and software revision controls • Reduced cycle times on the introduction of new technologies • Reduced cost due to less excess inventory		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	As part of an effort to lower costs by reducing inventory and the number of touch points, HP has also implemented a vendor-managed hub process. This process gives HP immediate access to product at a component level, virtually eliminating inventory stocking requirements. At the same time, the hub process enables HP to satisfy customer demand consistently. Today, each of the HP Manufacturing and Customization Facilities contains an area where vendor-owned material is positioned. The amount of inventory positioned in this area, known as the Vendor Managed Staging Area (VMSA), is directly related to customer-provided forecasts. Facility Production Volume in Calendar Year 2012 HP's Indianapolis facility has an average monthly volume of 244,300 desktops, workstations, and Retail Point of Sales units. HP Server Manufacturing and Distribution facilities in Houston, Texas have the capacity to custom configure and ship over 85,000 individual servers and 5,000 racked servers per month with additional nearshore capacity for standard configurations. Due to the large volume of production and facilities globally, HP is providing estimated volumes for HP's Printing and Personal Systems only, since this covers an estimated 80% of the overall volume under the hardware purchases of the current contract. Facility production volumes for Calendar Year 2012 Printing: 43.3 Million Computing: 53 Million ISO Certification HP achieved a milestone in environmental management by becoming one of the first global businesses to earn ISO 14001 registration of its EMS for manufacturing operations worldwide. HP has operated a strong EMS since the early 1980s, and has conducted environmental audits at its global manufacturing operations since 1982. ISO 14001 registration gives an external "seal of approval" to a process the company has been using for nearly 20 years. It also demonstrates the company's responsiveness to rising customer and shareowner environmental expectations and further demonstrates the company's commitment to rigorously managing its environmental impacts. A copy of the HP ISO 14001 global certificate is included as Attachment 3, HP ISO 14001 Global Certificate. More information about HP EMS and ISO 140001 compliance is available at http://www.hp.com/hpinfo/globalcitizenship/environment/operations/envmanagement.html.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP Customer Solution Centers HP Customer Solution Centers (CSCs) operate as a virtual center housed in multiple locations throughout the world. The sites, along with regional and local support centers, are linked together through advanced telecommunications and event management systems to function as a single virtual center. This system allows HP to provide always available staffing and technical expertise to meet the specific needs of WSCA-NASPO participants and procuring entities, no matter where the resource is located. Most importantly, this flexibility is transparent and seamless to HP customers. When support is needed, WSCA-NASPO participants and procuring entities can contact the centers 24 hours a day, 365 days a year. A consistent set of procedures is followed for all service requests to either resolve the problem immediately over the telephone or dispatch a service engineer or a part to the site, based on purchased support services and need. Customer Solution Center Locations WSCA-NASPO participants and procuring entities can contact HP CSCs by dialing 800-633-3600, 24x7x365. The following locations are home to HP's largest technical support CSCs. • Tunis, Tunisia • Sofia, Bulgaria • Dalian, China • Bangalore, India		

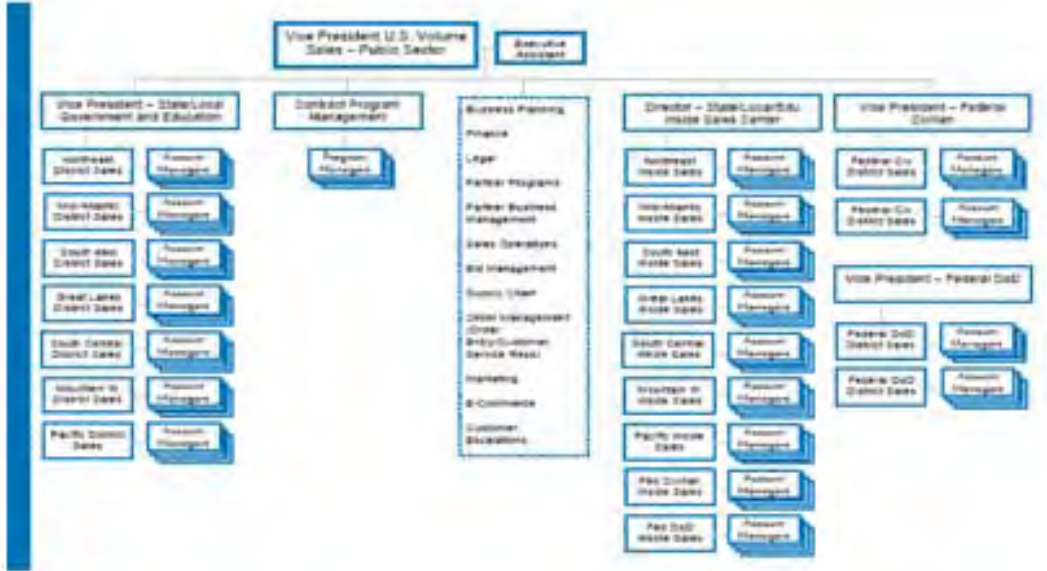
C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 15. CSC Call Center Locations Global Centers • Dalian • Bangalore EMEA Alleroed Helsinki Milan Tel Aviv Amstelveen Hemel Moscow Tunis Athens Istanbul Prague Vienna Bracknell Johannesburg Ratingen Warsaw Diegem Les Ulis Sofia +15 non-core * Dublin Madrid Stockholm • Global Center • Regional Core Americas • Alpharetta • Kanata • Mexico City • Rio Rancho • San Isidro, AR • Sao Paolo, Brazil • Boise (Indigo)* APJ • Bangkok • Hong Kong • Jakarta • Kuala Lumpur • Manila • Melbourne • Seoul • Singapore • Taipei • Tokyo * Non-Core: Under continuous review to consolidate work to core centers. Personnel HP has approximately 100+ Inside Sales Representatives and Field Account Managers, approximately 100 Customer Service Representatives and Order Entry team members (Order Management) dedicated to support State and Local Government and Education, including an estimated 12 subcontractors per state for those states where they are allowed, and over 3,000 reseller agents supporting the participating states, not to mention the		

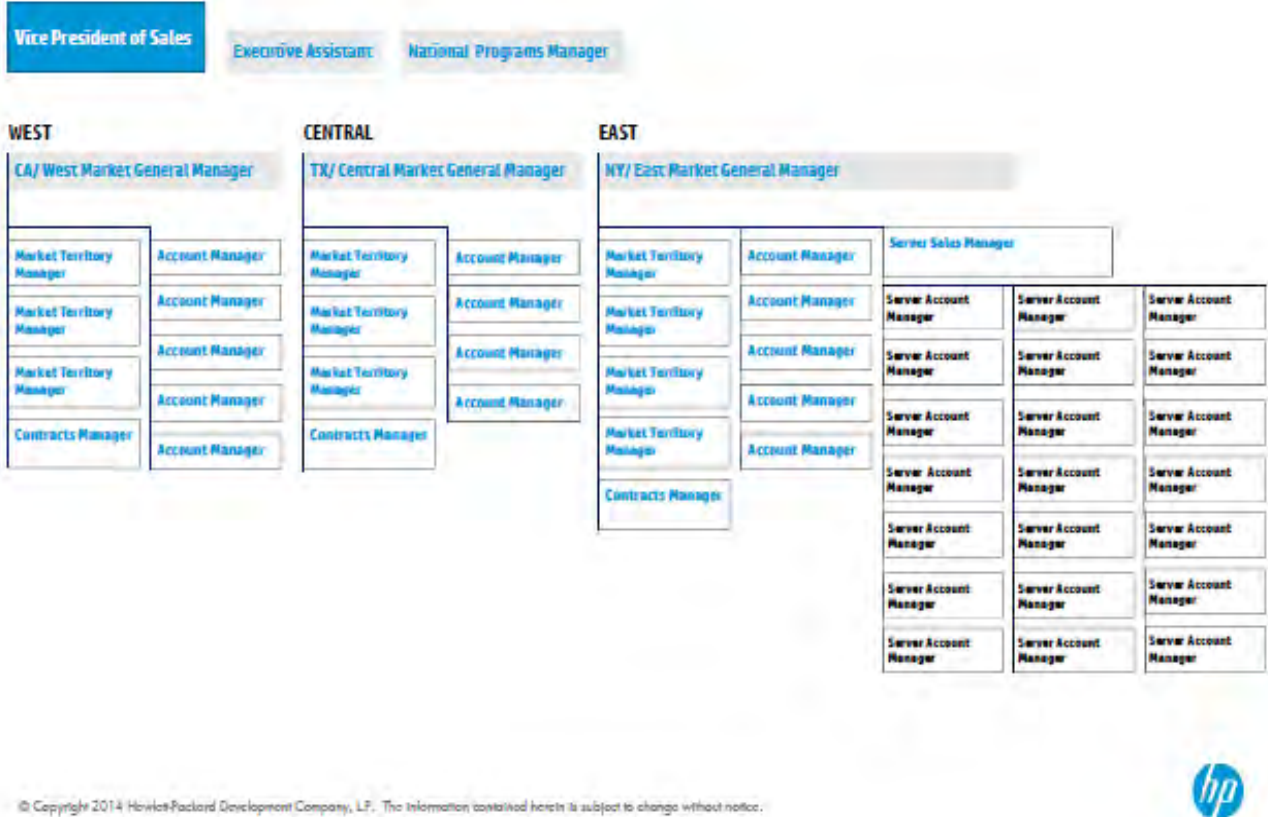
C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	technical, operational and managerial resources available to support the WSCA-NASPO contract and each participating state and participating entity in meeting objectives and achieving the lowest overall TCO and highest level of customer satisfaction. HP is applying a leveraged program management and assignment team model to support this contract. By using shared resources to respond to state and participating entity requirements, HP is able to focus the efforts of an integrated cadre of program management professionals in a coordinated way, sharing knowledge, expertise, and resources. This approach eliminates the inefficiencies inherent in models that require costly infrastructure and operate in isolation from core processes and key contacts within the larger organization. As part of HP's commitment to the WSCA-NASPO contract, HP will continue to provide the support of the most experienced Master Agreement Manager as the Primary Account Representative with the support of the entire Program Management team (5 additional team members) specifically to support WSCA-NASPO and the participating states and purchasing entities. The team draws upon many resources within HP to support this contract if needed. Please refer to Attachment 4, HP Onsite Field Service Engineer Locations for a listing of major cities from which HP Field Service Engineers are dispatched. In addition to our own service engineers, HP has several thousand HP Authorized Service Providers available to provide additional service support in remote areas or when HP needs additional resources. Organization As a result of HP's vast experience and expertise in implementing and managing large State and Local Government and Federal programs, HP developed and implemented a Program Management Office (PMO) specifically to support State Government in 2004. The State Government Contract Program Management Office works with Senior Management, District Managers, Sales teams (Account Managers/Inside Sales Reps and Managers), Solutions Architects, Area Customer Service Managers, Operations, Finance, Order Management (CSRs), Service teams and every resource tied to contract implementation and end user purchase experience. HP understands that cultivating a successful long-term relationship with WSCA-NASPO and each participating state and procuring entity requires a knowledgeable account team. We believe one of our key differentiators is our commitment to professional account management. HP utilizes the unique characteristics of our program management and field team, and the strength of the HP experience, to effectively link our organizations together as a team to enhance our working relationship, ensure contract compliance, and promote technological developments within the business. Part of HP's management style is that all levels of management and operations become involved with our State and Local Government and Education accounts. HP promotes the development of strong relationships at all levels of our organization within the Printing and Personal Systems and Enterprise teams that support the WSCA-NASPO contract.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?										
	The assigned HP WSCA-NASPO Primary Account Representative, Sales Account Manager and Master Agreement Manager's role is to address tactical and strategic issues directly with WSCA-NASPO, a participating state and/or procuring entity covering an awarded and executed contract. Following is a summary of select roles assigned to support WSCA-NASPO, participating states and procuring entities through an assigned team, state by state, on an awarded and executed contract. Table 3. WSCA-NASPO Assigned Team <table><tr><th colspan="2">Assigned Team</th></tr><tr><td>Primary Account Representative/Master Agreement Manager & Contract Program Management team</td><td>The State and Local Government and Education Master Agreement Manager is the post-award management lead for implementation of the contract vehicle and is the primary HP interface with the assigned Contract Procurement Officer(s). The Master Agreement Manager manages the contract to ensure compliance with terms and conditions and acts as the escalation point of contact.</td></tr><tr><td>Sales Account Managers</td><td>There is a Sales Account Manager for the Personal Systems Group, Enterprise Group and Imaging and Printing Group. Each group may have multiple Sales Account Managers specifically supporting State and Local Government, K-12 and Higher Education or named accounts, providing more of a focus on the product and market. This individual is the primary point of contact for procuring entities. The Sales Account Manager works closely with the Inside Sales Representative and the procuring entities covering special pricing requests, availability of new product, and roadmaps. The Sales Account Manager engages Corporate resources as a "Customer Advocate."</td></tr><tr><td>Inside Sales Representative (ISR)</td><td>The ISR is a member of the area sales team and serves as the point of contact for quotes and product information when the Sales Account Manager is unavailable. The ISR assists the account with questions or product information and solutions needs. The ISR also handles problem resolution, demonstration equipment requests, and product availability and delivery questions.</td></tr><tr><td>Order Management and Customer Services Representative</td><td>There are two roles in Order Management: Order Entry and Customer Service. The Customer Service Representative (CSR) is the initial point of contact for post-sales issues (order status, delivery, billing, product return and replacement, product transitions, warranty issues). The CSR is the primary contact for internal HP departments that are involved in processing orders. The CSR oversees fulfillment activities from order entry and acceptance to invoicing and delivery.</td></tr></table>	Assigned Team		Primary Account Representative/Master Agreement Manager & Contract Program Management team	The State and Local Government and Education Master Agreement Manager is the post-award management lead for implementation of the contract vehicle and is the primary HP interface with the assigned Contract Procurement Officer(s). The Master Agreement Manager manages the contract to ensure compliance with terms and conditions and acts as the escalation point of contact.	Sales Account Managers	There is a Sales Account Manager for the Personal Systems Group, Enterprise Group and Imaging and Printing Group. Each group may have multiple Sales Account Managers specifically supporting State and Local Government, K-12 and Higher Education or named accounts, providing more of a focus on the product and market. This individual is the primary point of contact for procuring entities. The Sales Account Manager works closely with the Inside Sales Representative and the procuring entities covering special pricing requests, availability of new product, and roadmaps. The Sales Account Manager engages Corporate resources as a "Customer Advocate."	Inside Sales Representative (ISR)	The ISR is a member of the area sales team and serves as the point of contact for quotes and product information when the Sales Account Manager is unavailable. The ISR assists the account with questions or product information and solutions needs. The ISR also handles problem resolution, demonstration equipment requests, and product availability and delivery questions.	Order Management and Customer Services Representative	There are two roles in Order Management: Order Entry and Customer Service. The Customer Service Representative (CSR) is the initial point of contact for post-sales issues (order status, delivery, billing, product return and replacement, product transitions, warranty issues). The CSR is the primary contact for internal HP departments that are involved in processing orders. The CSR oversees fulfillment activities from order entry and acceptance to invoicing and delivery.		
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	Technical Solution Architect (SA)	The SA assists the Sales Account Manager and procuring entity on a consultative basis for project and technology planning. In addition, the SA acts as an escalation point for technical issues and trends.		
	Management for each team above	Vice Presidents, Directors and Managers of all levels are points of contact that the Master Agreement Manager/Primary Account Representative works closely with on escalations and quality improvement processes to ensure customer satisfaction and contract compliance.		
	Director of Inside Sales	The Director is an escalation point for issues effecting contracts and State and Local Government and Education accounts by the Printing and Personal Systems and Enterprise Groups. The Contract Program Managers work closely with management on escalations and quality improvement processes to ensure customer satisfaction and contract compliance.		
	District Sales Manager (DSM)	The DSM is responsible for the Sales Account manager and is an escalation point of contact. The Contract Program Managers work closely with management on escalations and quality improvement processes to ensure customer satisfaction and contract compliance.		
	Vice President	The Vice President is an escalation point for issues effecting contracts and Public Sector accounts by the Printing and Personal Systems and Enterprise Groups. The Contract Program Managers work closely with management on escalations and quality improvement processes to ensure customer satisfaction and contract compliance.		
	Public Sector Channel/Partner Management & State Program Management team	The Vice President and partner program management team work closely with the Primary Account Representative/Master Agreement Manager on program improvements, partner bulletins, escalations, and training to ensure compliance for approved reseller agents and subcontractors.		
	e-Business Consultant	The eBusiness Consultant works with the customer to develop an electronic purchasing process that best suits the customer's needs. This solution may be a web site or integration into the customer's eProcurement tool. This team member works closely with the PMO to ensure the site meets contract compliance.		
	Technical Support	Available 24 hours per day, 365 days per year.		

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	Reseller Agents	HP Reseller Agents are local specialists who can provide agencies with expert advice, guidance to customize solutions for specific technology needs, pre- and post-sales support, and customer service support. Agents work closely with HP team members to ensure the highest level of customer satisfaction.		
	Fulfillment Subcontractors	Subcontractors are assigned as approved by HP and a state to accept Purchase Orders, fulfill, ship and invoice the procuring entity directly. Subcontractors are local specialists who support agencies with their technology needs for pre and post support and sales. Subcontractors are limited to reselling HP-branded products and HP Services directly unless otherwise approved by HP and the WSCA-NASPO Master Agreement Administrator and participating state. Subcontractors are required to meet the terms of the contract and work closely with the assigned WSCA-NASPO Partner Program Manager. The Primary Account Representative works closely with the Partner Program Manager and is involved in many of the partner reviews as needed to ensure the highest quality of customer satisfaction.		
	Service Subcontractors (Services only – PO to HP only)	Subcontractors may be used to handle customized service offerings as a normal course of business, which can include and is not limited to installation, image loads, asset tags and additional deployment services. The servicing subcontractor works closely with HP team members, and all services are purchased directly from HP.		
	HP Authorized Service Providers (ASP)	An ASP provides an agency with expert warranty repairs by highly trained service engineers that are fully accountable and have direct access to HP spare parts and technical information.		
	HP sees the PMO as a dynamic entity flexible to meet the special demands of the WSCA-NASPO contract, including each participating state. Because the PMO is critical to the continued success of this contract, HP has assigned the most experienced Master Agreement Manager as the Primary Account Representative to cover each participating state's specific needs and deliverables. The Master Agreement Manager will work with assigned HP support staff to effectively manage and drive the contract deliverables for each participating state. In addition to the PMO, the US State and Local Government and Education organization is available to support the Master Price Agreement, from senior management to operations, covering the Printing and Personal Systems and Enterprise Group. Sample organization charts are provided below.			

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 16. Printing and Personal Systems Group (Bands 1, 2 and 3 including peripherals and third party products, an estimated 75-80% of the revenue from this contract)  <pre> graph TD VP[Vice President U.S. Volume Sales - Public Sector] --- EA[Executive Assistant] VP --- VP1[Vice President - State/Local Government and Education] VP --- CPM[Contract Program Management] VP --- BP[Business Planning] VP --- D[Director - State/Local/edu. Mass Sales Center] VP --- VP2[Vice President - Federal Govt.] VP1 --- SE[South East District Sales] VP1 --- SE --- SM1[Account Manager] VP1 --- SW[South West District Sales] VP1 --- SW --- SM2[Account Manager] VP1 --- NW[North West District Sales] VP1 --- NW --- SM3[Account Manager] VP1 --- NE[North East District Sales] VP1 --- NE --- SM4[Account Manager] VP1 --- SL[South Central District Sales] VP1 --- SL --- SM5[Account Manager] VP1 --- SC[South Central District Sales] VP1 --- SC --- SM6[Account Manager] VP1 --- NW[North West District Sales] VP1 --- NW --- SM7[Account Manager] VP1 --- NE[North East District Sales] VP1 --- NE --- SM8[Account Manager] VP1 --- SL[South Central District Sales] VP1 --- SL --- SM9[Account Manager] VP1 --- SC[South Central District Sales] VP1 --- SC --- SM10[Account Manager] CPM --- CPM1[Program Manager] BP --- BP1[Business Planning] BP --- BP2[Legal] BP --- BP3[Partner Programs] BP --- BP4[Partner Business Management] BP --- BP5[Sales Operations] BP --- BP6[Sales Management] BP --- BP7[Sales Team] BP --- BP8[Sales Management Center] BP --- BP9[Order/Logistics] BP --- BP10[Order/Logistics] BP --- BP11[Marketing] BP --- BP12[Customer Satisfaction] BP --- BP13[Customer Satisfaction] D --- D1[South East District Sales] D --- D1 --- DM1[Account Manager] D --- D2[South West District Sales] D --- D2 --- DM2[Account Manager] D --- D3[North West District Sales] D --- D3 --- DM3[Account Manager] D --- D4[North East District Sales] D --- D4 --- DM4[Account Manager] D --- D5[South Central District Sales] D --- D5 --- DM5[Account Manager] D --- D6[South Central District Sales] D --- D6 --- DM6[Account Manager] D --- D7[North West District Sales] D --- D7 --- DM7[Account Manager] D --- D8[North East District Sales] D --- D8 --- DM8[Account Manager] D --- D9[South Central District Sales] D --- D9 --- DM9[Account Manager] D --- D10[South Central District Sales] D --- D10 --- DM10[Account Manager] VP2 --- VP21[Federal Govt. District Sales] VP2 --- VP21 --- FM1[Account Manager] VP2 --- VP22[Federal Govt. District Sales] VP2 --- VP22 --- FM2[Account Manager] VP2 --- VP23[Federal Govt. District Sales] VP2 --- VP23 --- FM3[Account Manager] VP2 --- VP24[Federal Govt. District Sales] VP2 --- VP24 --- FM4[Account Manager] </pre>		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Figure 17. Enterprise Group (Bands 4 and 5) – State & Local Government and Education  © Copyright 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice.		
2	CONTRACT VENDOR RESPONSIBILITY. Contract Vendors shall be responsible for successful performance of the Master Agreement and also for the successful performance of any and all of their partners. The Contract Vendor is to be the sole point of contact as applicable by Master Agreement with regard to contractual matters, payment of any and all charges resulting from the purchase of the equipment and maintenance of the equipment for the term of the Master Agreement unless otherwise specified by a Participating State in a Participating Addendum and/or the Master Agreement.	M	YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	The Contract Vendor must be able to receive, process, and invoice orders unless the Participating State has agreed to assign these functions to a partner. The Contract Vendors will be responsible for compliance with requirements under the Master Agreement, even if requirements are delegated to partners. The Contract Vendors and partners must not in any way represent themselves in the name of the Lead State, WSCA-NASPO or Participating States.		
	HP understands and agrees that upon award of a WSCA-NASPO Master Agreement, HP will be the sole point of contact and responsible to meet the terms and conditions of the fully executed Master Agreement. At the approved HP WSCA-NASPO e-commerce site, HP will have the Primary Account Representative listed for escalations with contact name, email address, office number and cell number so that procuring entities can reach the sole point of contact. HP will also include the ordering address, fax number and ordering email address, main remittance address with toll free numbers and email addresses to HP Inside Sales and Order Management to receive, process and obtain invoices. HP's system automatically generates invoices upon shipment of the product mailed directly to the bill to address on the Purchase Order. HP also provides procuring entities the ability to pull a copy of an invoice from the HP e-commerce site using their logon and password and account number. Orders that are processed by the e-commerce site, faxed orders that include an email address, or emailed purchase orders normally receive an order and shipment confirmation. Order confirmations are generated to confirm the receipt of the order providing details of the order such as quantity, part numbers, description and configuration specifics of the product and/or services purchased, along with the HP sales order number, Purchase Order number, Ship to and Bill to addresses and estimated time for arrival. Shipment confirmations provide notice to procuring entities that the product is on its way to the designated ship to address on the Purchase Order so they can prepare for receipt. Shipment confirmations include the same information as order confirmations with additional details such as serial numbers, carrier name and air bill number, and delivery timeframe. The HP WSCA-NASPO e-commerce site will also include the warranty and technical toll free number and e-commerce site for technical support and HP authorized partners per programs allowed for and approved by the participating state noting that HP is responsible and still the escalation point of contact. Even if HP Partner programs are utilized, HP is fully responsible for compliance and requirements under the Master Agreement. HP provides training to HP Partners supporting the contract to ensure compliance to the contract. HP understands and agrees that HP and HP partners will not in any way represent themselves in the name of the Lead State, WSCA-NASPO or a participating state. If there are questions or verification is needed on a specific item, those will be raised to either the Master Agreement Administrator or participating state as designated and directed by the WSCA-NASPO Master Agreement Administrator.		

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3	PARTNER UTILIZATION. If utilizing partners, the Contract Vendor is responsible for the partners providing products and services, as well as warranty service and maintenance for equipment the partner provides. Each state represented by WSCA-NASPO that chooses to participate in this Master Agreement independently has the option of utilizing partners. Only partners approved by the Participating State may be deployed. The participating State will define the process to add and remove partners in their participating addendum. If partners are proposed, describe: • process to qualify partners and sales personnel to represent the product. • business relationship between partners and the manufacturer and services to be performed; for example, if partners will only be used for assistance in locating products/services; or if partners will be used to accept orders and payments (with the agreement of the Participating State). • how partners are certified • how partners are contractually bound to the Master Agreement terms and conditions; and • how partner sales will be accurately tracked and reported. • Remedy plan if the partner or sales personnel are not in compliance.		YES ☒ NO ☐
	HP will be utilizing Partners as 1) Reseller Agents; 2) Fulfillment Subcontractors; and 3) Authorized Service Provider's (ASP) to support an awarded HP Master Agreement. These partner programs will be available as allowed and approved by the participating state per their Participating Addendum (PA) with HP. HP understands and agrees to be responsible for the authorized partners providing products and services including warranty support provided by the Service Provider. Each HP Reseller Agent, Service Provider or Fulfillment Subcontractor signs a Business Development Agreement and addendum/service agreement, along with certification requirements detailed in this section. The HP Fulfillment subcontractors supporting this contract and each state and procuring entity addendum are specifically focused on supporting State and Local Government and Education and are referred to as Public Sector Network partners. These partners receive additional training and certification to enable them to assist procuring entities in meeting their special needs. HP only endorses those Fulfillment Subcontractors who are providing services and support to our State and Local Government or Education customers and who have been certified via training that they understand the WSCA-NASPO contract terms and conditions as implemented/executed in the state they serve. Upon award and finalization of a state PA, HP will provide a list of HP authorized partners based on the programs allowed per the State PA for State review and approval. Based on each state's requirements, HP will make every reasonable effort to verify each partner's compliance with that state's requirements to include, but not limited to, partner's registration with the Secretary of State, current good standing with state procurement, State Vendor Registration, physical location in the state, etc. As done today, HP will provide the state confirmation of the items		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	requested for review and consideration with the final PA and for additions requested throughout the contract term. State Specific Partner Additions/Changes For the Reseller Agent Program, HP may submit revised partner lists for approval every 6 months or at other times agreed to or allowed in a specific state following the required process by the participating state and the WSCA-NASPO Master Agreement Administrator. For the Fulfillment Subcontractor Program, HP may submit revised partner lists for approval annually or at other times agreed to or allowed in a specific state, following the required process by the participating state and the WSCA-NASPO Master Agreement Administrator. For partner removals, HP may make those requests at any time since removals may be required due to authorization status or performance related to supporting the contract. HP Authorized Service Providers (ASP) When a procuring entity calls the HP toll-free technical and warranty support number, the procuring entity may elect to select an HP Local Authorized Services Provider. HP respectfully requests that the local ASP listing be made available for review with the Participating State upon award and negotiation of a State PA. Such options will be based on a standard program allowing the procuring entity to select a local ASP closest to the procuring entity location: http://www8.hp.com/us/en/store-finder/find.do?bs=SR4&type=authorized If the Participating State requires service partners to be listed and approved, HP agrees to include for review and approval as required by the WSCA-NASPO Master Agreement Administrator and the Participating State Procuring official in the format required by the state. All state-approved partners will be listed on the HP WSCA-NASPO Contract Participating State website under "Information Center" on the left-hand side of the screen and/or in the front center for ease of viewing as agreed and approved by the appropriate WSCA-NASPO State officials. Please note that as a routine standard business practice, HP may offer third party services as part of a solution for maintenance or custom services. These services are available through HP's standard third party or Services team process via corporate alliances and/or marketing arrangements. HP considers these entities to be "suppliers" as opposed to "subcontractors" as they have been contracted specifically by HP to provide services unique to an opportunity. Any third parties working with HP in this capacity will be suppliers as defined above, and not subcontractors as defined in this section. HP is responsible for performance of any suppliers utilized in support of an awarded contract. HP is open to review this section with the Master Agreement Administrator and Participating State upon award, if required. Reseller Agent Model Option HP is submitting this option to the WSCA-NASPO states on behalf of authorized Reseller Agents. The HP reseller agent component of HP's WSCA-NASPO contract offers procuring entities the option to involve an HP Authorized partner (reseller agent) to provide support both before and after the sale. This includes sales support acting as an		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	extension of HP's Sales Account team and Post-Sales support. Reseller Agents include large national partners, local partners and locally designated diversity and disadvantaged small businesses. This reseller agent program allows the procuring entities to have a direct relationship with HP as the manufacturer while also utilizing the support of the local businesses. The procuring entities may select the reseller by simply putting the reseller number and/or name on the body of the Purchase Order or at the end of the shopping cart for online orders. Under the HP "reseller agent" model for WSCA-NASPO, all orders and payments are made out to HP and fulfilled through HP directly. HP also has a process that can be utilized on an exception basis where the Purchase Order and payments are made out to the "reseller agent" and the reseller agent forwards the order to HP directly for HP fulfillment. This process is generally utilized by diversity partners to facilitate a procuring entity's diversity credit needs. This option is only available where allowed and as approved by the Participating State per its PA or email approval process as defined by the Participating State Procurement official. Additionally HP offers a Fulfillment Subcontractor option which is described later in this section. The decision to utilize this program is completely at the option of the procuring entity. When the procuring entities utilize one of HP's resellers for support under this model, HP is still fully responsible for the contract. Since all orders under the HP Reseller Agent program are fulfilled by HP, HP tracks and submits reporting that is available through HP's automated reporting system as mutually agreed. Reseller Agent Program Description HP believes that one of the most important components in the procurement process is the relationship. For many public sector customers, a local relationship is preferred. That is why HP enlists the services of this vast network of authorized resellers, to provide pre-sales and post-sales service and support to the public sector customers with whom we hold direct contracts. For these pre-sales and post-sales services, HP pays a commission to the reseller. Reseller Agents may provide the following services in support of HP's direct contract in a marketing/sales role: • Guidance and advice as to the optimal HP Products and Services for the agency's unique needs • Assistance and advice to the procuring entity when appropriate regarding HP Products and Services, procuring entity's order, or any post-sale issues such as the following: – Provide contract price quote – Request Special Large Volume Pricing – Provide technical advice on solution/project requirements – Check on delivery status – Work with HP on expediting order(s) as necessary – Outline HP ordering and return details or any other guidelines – Assist on returns and other post sales issues working with HP		

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	- Engagement of the HP technical/sales team - Follow-up after order is placed and upon delivery of HP products and services to ensure customer satisfaction Utilizing HP's Reseller Agents allows the procuring entity to establish a working relationship with a Reseller Agent who they can turn to for many things: needs assessments, warranty service, or other services as provided by the contract. The procuring entity determines which, if any, Reseller Agent offers the optimal relationship to meet its individual needs. Naming the Reseller Agent in the body of the purchase order does not affect the transaction between the procuring entity and HP in any way. Under this program, HP is ultimately and fully responsible for the contract. One of the most important aspects of utilizing local partners in either an agent or true partner fulfillment motion for many public sector customer's is the fact that IT dollars spent by that state return immediately to their own states' economies: - Since customers choose the resellers and reseller agents who receive the sales agent commissions or orders (by referencing a reseller agent on each of their orders or by placing a purchase order directly with an approved partner in states that allow indirect fulfillment), it is the customer who ultimately decides which state economy benefits from those dollars being spent from their budgets. - Normally, customers choose to work with resellers partners/agents who are physically located in the area near their own place of business - for obvious reasons of accessibility, the chosen reseller partner/agents are generally located within their state. - When HP pays the reseller agent commissions or the state directly pays the partner as in the indirect motion, those dollars return to the state's economy. Fulfillment Subcontractor Option If approved by the Participating State under the PA or via email as defined by the assigned Participating State procurement official, HP may also provide the subcontractor fulfillment option that allows for orders and payments to be made out to the HP authorized Indirect Fulfillment Subcontractor determined and agreed to by the parties. Indirect Fulfillment Subcontractors obtain product through the distribution channel and process orders independently of the HP Direct fulfillment model. Reporting requirements are met in this order fulfillment option by HP in cooperation with our national distributors. All sales generated under this program are captured and reported by the Distributor directly to HP. HP reviews reports and submits reporting data and pays the appropriate administrative fees in accordance with the Master Agreement and/or Participating State Addendum. HP is fully responsible for the contract regardless of the method that the State or Purchasing Entity chooses to submit its order. By providing a fulfillment choice it is HP's intent to service the State and Purchasing Entity in the manner they prefer and to create an ecosystem of local business that can participate in the state's procurement if		

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	they meet the selection requirements of both HP and the individual Participating State and WSCA-NASPO Master Agreement contract requirements. Participation by any partner in any of these sale motions requires approval by HP and by the Participating State and is indicated by a listing of approved partners on each State's approved HP WSCA-NASPO contract website. Process to qualify partners and sales personnel to represent the product. HP has a formal process outlined below for the selection for our Reseller Agents Fulfillment Subcontractors which may change depending on the specific Participating State's requirements for in State preferences: Reseller Agents In addition to the selection process outlined above, partners who desire to be a Reseller Agent must apply for the Reseller Agent Addendum to their HP Partner Business Development Agreement. This additional contractual requirement defines the roles and responsibilities for reseller agents and facilitates the process whereby agent commissions can be paid to the partner for their participation in the sales process. Only those partners who have completed the Agent Program requirements are allowed to participate as reseller agents under this proposed contract. In support of the HP WSCA-NASPO Computer State Participating Addenda; 1. The listing is reviewed based on any State requirements, i.e. located in the State, facility in the State, Registered to do business in the State with the Secretary of State, holds a Vendor Registration, specific limitation on number of partners, service providers, etc. 2. A list is compiled meeting those qualifications 3. The listing may be further reviewed to include, but may not be limited to: a. Actively supporting State & Local Government and Education b. Authorized Public Sector Partner c. Revenue generated to supporting the State agencies Final listing submitted to the State for approval Upon approval, ARF is submitted to the WSCA-NASPO Master Agreement Administrator and the State specific HP e-commerce site is update with the approved partner list. ARF's may be done weekly or monthly based on the WSCA-NASPO Master Agreement Administrator approval based on the number of updates and activities Public Sector Partner Network The Public Sector Partner Network (formerly "Public Sector Elite") program is comprised of HP Partners that receive additional training and certifications, and meet specific criteria for authorization. These partners possess the necessary technical and dedicated sales resources to focus on the specialized needs of Government and		

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	Education. HP partners that qualify as Public Sector Partner Network partners receive additional marketing and sales support in selling HP products to their specific markets. To qualify for authorization and enrollment in the Public Sector Partner Network, partners must: • be an HP Authorized PartnerOne Business Development Partner in good standing • currently hold at least one public sector (SLED/FED) contract • sell \$3,000,000 annually of HP products through the agent tool or indirect resale motion into Public Sector • complete Public Sector training (Posted on HP's Partner Portal and as required by specific contracts) • have a minimum of 3 sales reps dedicated to public sector • provide an approved business plan to HP HP WSCA-NASPO Fulfillment Subcontractor Partner Program Selection Process HP authorizes the partners who are selected to participate as a Fulfillment Subcontract through a rigorous nomination, application and certification process. Only Public Sector partners who also meet the specific requirements of a particular state are nominated to apply for entry into the program. Partners who are invited to apply for participation in the program do so via an extensive application and business plan process. These applications and business plans are reviewed to select only those partners who are most qualified to operate as WSCA-NASPO fulfillment subcontractors based on the number of partners allowed. Upon final selection by HP and subsequent approval by the participating state, these partners are required to take training that is specific to the requirements of the WSCA-NASPO contract. After all required partner employees have completed the HP initiated training and all other contractual conditions are met, HP issues special authorization to the selected partners to facilitate participation in the program, These partners are then required to take additional training that is provided by our national distributors on order and invoice requirements to ensure all transactions are being conducted fully within the terms and conditions of the WSCA-NASPO contract. The partner selection process is a fully documented process to ensure that procedures and practices are consistent across the multiple participating states. The process includes but is not limited to the following procedures: 1. Obtain current listing of all Public Sector partners. 2. Create state-specific criteria based on the WSCA-NASPO and participating state requirements, to include but not be limited to partner's registration with the Secretary of State, current good standing, State Vendor Registration, and physical location in the State. 3. Once the final listing is created, sales data is captured to include: a. Overall sales volume for each Band of product that partner may support in other areas in that State b. Public Sector sales volume for each Band of product under the contract c. Obtain partner sales certifications and specialist designations		

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	4. Data and state-specific requirements are reviewed with sales and support teams. a. Document final list of partners recommended for participation as Fulfillment Subcontractors. 5. Finalize the partner nomination list per state and obtain concurrence from HP management. 6. Request program application and business plans from finalist list of nominated partners. 7. Review program applications and business plans to select final partners to submit for state approval. a. Ensure that HP has a broad spectrum of partners to cover all product bands, agencies and geographical area in a given state. b. Confirm each is registered with the state, has completed Vendor Registration, is in good standing with the state, is located in the state (if required), or any other requirements defined by the state. 8. Present final list of recommended partners to executive management for final review and approval. 9. Submit final partner list and any required documentation to the participating state for review and approval, and to the WSCA-NASPO Master Agreement Administrator through the ARF after state approval. After approval: 1. Conduct Training - Once all identified members of partner organization have successfully completed identified mandatory training, training will be considered complete. 2. HP Partner Letter of Authorization by State – Only after the signed partner agreement and other required documents are received and all necessary partner sales and support team members have completed the training, partners receive an HP Letter of Authorization. After final authorization of all approved partners, HP updates the WSCA-NASPO state-specific e-commerce site with Fulfillment Subcontractor information. 3. Distribution is advised of approved partners, which also triggers secondary partner training by the distributors. 4. Partners may commence selling in approved state(s). HP Authorized Service Providers The HP Services organization and designated HP authorized service providers deemed necessary for this proposal provide the warranty/maintenance services. HP Authorized Service Provider (ASP) personnel must have the qualifications, technical certification, skills, and behavior profile to meet HP's standards for professionalism. When HP uses Authorized Service Providers to deliver service in support of this contract, we use the same metrics used to measure HP's own resources. ASPs are viewed and treated as an extension of HP's service delivery organization, and their performance is measured accordingly, including their professionalism in		

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	interacting with HP customers. Business Relationship between Partners and the Manufacturer and Services to be Performed HP has a team of Public Sector Territory Managers specifically assigned to support State and Local Government and Education partners and the WSCA-NASPO Contract. Additionally, Partner Business Managers are assigned at the local level to manage the HP relationship with the partners. These teams manage the business relationship with each partner and conduct regular business reviews that include but are not limited to reviewing new program requirements and guidelines, new products, end of life products, road maps on future technology, and any other partner program, HP Company or product updates. By directly supporting the partners with these teams, the partners have immediate access to the same product and program training as HP employees, which enables them to fully represent HP in all aspects of the business. These business relationships with our partners include the different programs that HP has outlined and is offering under this contract. HP works closely with each partner to ensure training and compliance. In a Reseller Agent Model, the partner assists with recommending HP solutions, configurations, and technology and may serve as a local expert resource to the customer and may provide demo units for evaluation purposes and customer education on HP's products, offerings and solutions. This sales support is outlined above under the "Reseller Agent Model Option" section. In a Fulfillment Subcontractor Model, the partner assists with similar sales and customer satisfaction related support, but also manages the order, invoice and delivery process on behalf of HP. This model is outlined above under the "Fulfillment Subcontractor Option" section. Authorized Service Providers provide warranty break fix and may be authorized for all or a subset of products available in the Bands offered under this contract. HP has a team of service partner teams for both the Printing and Personal Systems Group and the Enterprise Group that manage the relationships, training and certifications to meet the warranty requirements of HP products. Experienced HP Authorized Service Providers HP has established the world's largest and most efficient network of Channel Partners in the industry with thousands of HP Authorized Service Delivery Partners (ASDPs) delivering HP hardware repair services. These ASDPs have the required HP training, certifications, and experience to meet HP's stringent repair guidelines and policies. WSCA-NASPO can be confident that HP takes significant measures to monitor and manage its relationships with third-party service delivery partners. Service delivery partners are managed by an HP vendor management organization. The vendor management team is responsible for service partner communications, expectation setting, customer information, product knowledge, process development, and contract negotiation. HP and the service delivery partners have worked together to develop very robust, electronic and automated communication processes to monitor and manage the delivery of service to customers, like WSCA-NASPO participants and		

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	procuring entities. When HP uses service providers or subcontractor personnel to deliver service to WSCA-NASPO participants and procuring entities, we will utilize the same metrics used to measure HP's own resources. At HP, service providers and subcontractors are viewed and treated as an extension of our own service delivery organization, and their performance is measured accordingly including their professionalism in interacting with our customers. Many of the service providers and subcontractors employed by HP have a long-standing relationship with our service organization, and provide materials and services to HP customers for many programs and projects on a U.S.-wide or global basis. Such subcontractors are under long-term Master Subcontractor or Basic Order agreements and have proven track records in delivering quality professional services to HP and our customers. HP retains responsibility for all aspects of contract performance regardless of the partner utilized, and HP's business relationship with our partners helps us serve participating states and procuring entities. How Partners are Contractually Bound to the Master Agreement Terms and Conditions HP legally binds Fulfillment Subcontractors and Reseller Agents through addenda to the partners' official HP Business Development Agreement (Authorization) contracts. For WSCA-NASPO Fulfillment Subcontract Partners specifically, this document will include the awarded "WSCA-NASPO Master Price Agreement and Participating State Addendum as part of the Exhibit to the U.S. Partner Agreement and U.S. Public Sector Fulfillment Entity Addendum." For Reseller Agent Partners, this document is the "Agent Addendum." Additionally, HP Partners are expected to abide by HP's "Partner Code of Conduct," which includes a Standard Business Code of Conduct relative to the State laws and statutes governed in HP Compliance training. How Partner Sales will be Accurately Tracked and Reported Reporting HP remains responsible for reporting all WSCA-NASPO related sales regardless of partner involvement or fulfillment option chosen. Under the standard Reseller Agent model, HP's order management systems track each Reseller Agent's sales. Because all orders are made out to HP, not the Reseller Agent, and therefore fulfilled by HP directly, reporting is managed under the same process as any order received under the contract. Upon receipt of a valid Purchase Order with the selected WSCA-NASPO Master Agreement and/or participating state contract number, referenced quote or referenced WSCA-NASPO selection, or subsequently per verification in email to the procuring agency for orders without a contract number selected, the contract terms and conditions and pricing is applied to the specific purchase order and entered under the contract in the HP system. The assigned HP WSCA-NASPO Contract Specialist requests the monthly and quarterly reports from the HP system that automatically pulls the sales data tied to the specific contract for reporting purposes. Even under the exception process, wherein the Purchase Order is made out to an HP authorized reseller agent,		

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	the order is fulfilled in the same method as noted above and is reported the same way. The reseller agent exception process approved today by some states is outlined below: Step 1: Eligible procuring entity places an order with the authorized reseller agent for this exception process as authorized by HP and the participating state and procuring entity if allowed to accept Agency Purchase Orders for the specific product band. Eligible Agency includes the State Contract number on the PO and references the quote or outlines the products based on a valid quote under the contract. The order must include a copy of the quote and a copy of the end user PO. Step 2: HP Authorized Reseller Agents on the state contract that are allowed to accept a Purchase Order from an eligible Agency makes a Purchase Order out to HP and sends it to HP State and Local Government and Education (SLED) Order Management following the same ordering instructions as noted at the contract website under the "Information Center," through the "Ordering Information" link. Step 3: HP fulfills the order, shipping the product directly to the agency ship to location. Step 4: HP invoices the HP Authorized Reseller Agent, and the HP Authorized Reseller Agent invoices the agency. Step 5: If the agency has questions on the order, the agency contacts the authorized reseller agent who processed the order so it can track the order and coordinate any inquiries with HP. Any escalations continue to go directly to the HP WSCA-NASPO Primary Account Representative/Master Agreement Manager. Partner Fulfillment Subcontractor Reporting: In the Partner Fulfillment Subcontractor program, HP's Approved Distribution partners provide regular reporting on sales generated by the authorized partners under the contract directly to the HP Channel team, Primary Account Representative and Contract Specialist. The assigned WSCA-NASPO Channel, Primary Account Representative and Contract Specialist review the reporting to the best of their ability to ensure the format and content meet the requirements of the contract. Once completed and approved by all assigned teams, the WSCA-NASPO Contract Specialist incorporates the reporting into the Master report and subsequent participating state reports as required monthly and quarterly. Remedy Plan if the Partner or Sales Personnel are not in Compliance All efforts are made to educate, inform, train and clearly communicate all WSCA-NASPO contract requirements to HP's WSCA-NASPO fulfillment subcontractors, to ensure compliance to contract terms and conditions. For any compliance issues, HP follows the current course of action, which may be different depending on the		

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	requirements set by a specific participating state, and agrees to modifications or updates as approved by the WSCA-NASPO Master Agreement Administrator: 1. Review compliance issue and actions with the state-designated Procurement Official. 2. Take appropriate action to correct compliance issue, which may include additional program training for the partner, HP Management involvement, compliance notification or removal of partner from the indirect fulfillment program. HP agrees to finalize a mutually agreeable course of action that meets the WSCA-NASPO Master Agreement Administrator and participating state's satisfaction. <u>Summary</u> HP currently has approximately 1500 Public Sector HP authorized reseller agents nationwide, 256 public sector partners, and 2300 HP authorized service providers nationwide to support the WSCA-NASPO Contract. To locate a particular reseller, participating entities can select from the authorized list that will be posted on each HP State WSCA-NASPO contract website by selecting the appropriate State in the map or as noted on the main contract portal page. Only reseller agents and/or subcontractors approved by each participating state, per the required process under the contract, will be listed on the site. One of the great values of a contract with HP is the vast community of local HP authorized partners to service and support procuring agencies with the highly personalized touch that increases customer satisfaction and support while supporting the local communities and providing economic value to the contract.		
4	EQUIPMENT AND SERVICES OVERVIEW. Describe ability to provide computer equipment and the services related to supporting the equipment. Include an overview of how the equipment is delivered and serviced. Thoroughly describe offerings and the ability to provide these services (not all services may be applicable to each band): • Warranty - Break Fix – Non-Warranty • Standard non customized Training • Installation/de-installation • Support • Migration • Asset Tagging • Staging/Deployment • Image loading • Image Consulting • System and Server Configuration • Rack and Stack Configuration	M	YES ☒ NO ☐

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	• Maintenance • Custom service solutions • Asset Management • Recycling/disposal • Training and Certification • Other services available as allowed in the solicitation		
	HP's computer equipment for each Band, and services related to support the equipment, are outlined below. HP Broad Product Portfolio The quality and diversity of HP computer equipment products in Bands 1 through 5 assures enduring dependability, choice and investment protection for WSCA-NASPO participating states and procuring entities. The HP product portfolio ranges from industry-standard desktops, workstations and thin clients in Band 1, notebooks and tablets in Band 2 and 3 to powerful data center storage in Band 5 and enterprise server platforms in Band 4 including HP branded peripherals, software and third party offerings. Scalable, efficient and highly available HP computing environments can help participating states and procuring entities achieve their vision of an agile enterprise that provides the headroom to handle demand spikes, the security to increase customer touch, the flexibility to add instant capacity and the tools to manage growth. HP award-winning products are designed to high standards of quality and engineered for reliability and performance. HP provides procuring entities the flexibility to order directly from HP or one of the HP authorized Partners, if allowed under the Participating State Addendum. Procuring entities ordering directly from HP can select the ordering method preferred whether on the HP WSCA-NASPO Computer contract e-commerce site, eMarketCenter, by email, fax or by phone. Value Add Services are available directly from the HP Manufacturing facility that includes but may not be limited to asset tagging, staging/deployment, image load and consulting services as well as relocation services with delivery to one or as many locations designated by a reliable and insured transportation Company. Product warranty commences upon product delivery to the Customer for products sold without installation and upon installation for products sold with installation. HP provides both Technical Support Center toll free numbers and online access providing one-stop, personalized access to the knowledge and tools needed to manage traditional and cloud-based IT environments HP utilizes both HP-badged employees and our extensive network of Authorized Service Delivery Partners (ASDPs) to deliver warranty break fix, maintenance services and out of warranty break fix repairs. HP has established the world's largest and most efficient network of Channel Partners in the industry with thousands of HP Authorized Service Delivery Partners (ASDPs) delivering HP hardware repair services. These ASDPs have the required HP training, certifications, and experience to meet HP's stringent repair guidelines and policies.		

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	HP Services Organization HP's Services organization presently has the people, processes and support infrastructure in place to support all of the products we are presenting within this proposal for all of the WSCA-NASPO member states and the various governmental entities. HP will use a combination of our own service delivery personnel and HP-authorized Service Delivery Partners to provide onsite maintenance and support services at all US locations. These talented professionals use technical insight, process excellence, and resource flexibility to help WSCA-NASPO participants and procuring entities optimize technology operations and drive business outcomes, from desktop to data center. Technology Services combines resources with other HP services organizations, giving WSCA-NASPO participants and procuring entities access to 73,000 service professionals and a comprehensive network of service partners. We provide a broad spectrum of services to WSCA-NASPO participants and procuring entities. In our depth, breadth, quality, and value of services, we set the standard of excellence in IT support. HP Value Add Services HP offers a broad portfolio of services that includes customer support, consulting and integration services, and education. HP can enter at any point of the engagement lifecycle, to design, build, integrate, manage and evolve a solution tailored to address procuring entities specific IT business requirements. HP offers technology solutions that help customers transform their IT environment into a business asset. The HP team of professionals draws upon a comprehensive set of integrated offerings to create custom solutions. With an experienced team of skilled professionals, procuring entities can reduce business costs, control operational risks and transform IT into an accelerator of business growth. HP will work collaboratively with you to provide better business outcomes through our depth of business and technical insight, high level of flexibility and tried and tested execution. Complemented by a global network of partners, HP Services can enhance your business results. The Power of Partnership HP understands that working cooperatively with other solution providers is vital to the success of complex IT projects. HP has therefore cultivated and sustained partnerships with 145,000 sales partners and 210,000 service partners around the world. These partners include leading software suppliers, systems integrators, and equipment providers worldwide. Among the top technology providers with which HP has forged significant alliances are Intel®, Microsoft®, and SAP, to name just a few. HP frequently collaborates on IT solutions with such leading firms as Accenture, Deloitte Consulting, BearingPoint and Capgemini. Together, HP and its partners deliver comprehensive, seamlessly integrated and fully optimized computing solutions that assure rapid project deployment and simplified ongoing management.		

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	HP has a rich technological heritage, strengthened with the cumulative knowledge that we have developed in delivering government and education solutions. In fact, we have more than 40 years of experience with the public sector, in the form of best practices, services, and solutions that have been developed for customers around the world. For more than 70 years, HP has helped public-sector customers in government, health care, and education achieve the highest possible levels of operational excellence and service delivery. Moreover, HP has institutionalized our best practices to provide consistently high-quality performance in all environments. HP will apply these same principles to the WSCA-NASPO Computer contract for successful program execution. Bands 1-3: Desktop, Notebook and Tablet Computing Products & Peripherals HP offers a wide selection of desktops, workstations, All In One, notebooks and Tablet computing products ranging from desktops, notebooks and workstations to tablets, thin clients, handhelds and monitors. Designed for ease-of-use and access, the broad line of HP personal computing products will empower procuring entities to choose the best client or access device to meet specific user needs. For business customers, HP offers a portfolio of enhanced solutions that includes • Lifecycle solutions to help reduce total cost of ownership at every phase, from new business-ready devices custom configured and deployed onsite, to usage support and care support services for repair and asset decommission. Offerings include custom software and component installation, value added logistics, onsite installation, data migration, certifiable data destruction, and asset reporting. • Security solutions that range from standard, built-in PC security features to advanced security services and technologies. Offerings include asset protection, data protection, access control, asset tracking and network security. • Mobility and wireless solutions that enable real-time access to business-critical data for increased productivity, accelerated responsiveness, and improved decision making. Offerings include e-mail and collaboration, sales force automation, device management, and mobile printing. • Consolidated Client Infrastructure solution, which centralizes desktop computer and storage resource into easily managed, highly secure data centers while giving end users the convenience and familiarity of a traditional desktop environment.		

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	Laptops, Tablets and Notebooks  HP Business Laptops deliver enhanced productivity and optimal performance in demanding enterprise business environments. Users can choose from models, ranging from the HP Mini, the smallest and lightest, full-function companion PC to the HP EliteBook Mobile Workstations for the best combination of high-performance processing and certified, professional graphics solutions in a business-rugged design. HP Slates are full- featured Windows®-based Slate with touch capabilities and light weight design. Desktops, Workstations and Monitor Peripherals  HP Business Desktops include essential, advanced and elite and all-in-one desktop models depending upon your particular business needs. These PCs provide proven technology, consistent reliability, and energy efficiency with security and manageability features.  HP Thin Clients offer end users performance and ease of use with the data stored on a central server it provides IT administrators simplified enterprise management and secure networks. HP offers a variety of models including specialty thin client categories to meet your unique needs: zero client, smart zero client, flexible thin client and mobile thin client. Thin Client Solutions reduce costs, increase efficiencies and simplify management while providing a rich, interactive computing experience for users.  HP Workstations are engineered to optimize the way hardware and software components work together, delivering massive, whole-system computational power that helps maximize productivity and make graphic design and visualization faster and more efficient. HP offers a variety of options including the world's first 27" diagonal all-in-one workstation, the HP Z1 Workstation.		

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	 HP Point of Sale are designed specifically to withstand the demands of the retail environment, is priced to fit within your budget. With industry standard architecture, a small footprint and a retail-hardened design, it gives you the reliability and durability you expect from HP. In addition, HP offers a mobile device for anytime, anywhere for a personalized customer experience.  HP Business Monitors and accessories are perfectly suited for your HP business desktop, laptop or workstation and offer the ideal way to complete your total computing experience. Designed from the beginning to be paired with HP PCs, HP Business Monitors do more than just display an image. They work with your PC to increase your productivity and make your workspace more complete. HP offers complete line of monitors including a value, essential, advantage and performance line as well as touchscreen and digital signage to meet your unique specifications. Printing Products: Peripheral Category: All Bands As the global leader in printing and imaging solutions, HP is exceptionally well qualified to help procuring entities capitalize on new output technologies. Long recognized for its leadership in this arena, HP is transforming traditional printing concepts through the development of Web-enabled devices that improve business productivity at leading price/performance ratios. Moreover, the integrated, modular and flexible design of HP products serves to enhance manageability and ease of use. Procuring entities will realize a variety of benefits by selecting products from the broad HP printing and imaging portfolio. High-quality HP ink and laser printers, large-format printers, digital-publishing solutions, scanners, cameras and print servers lead the industry in performance, reliability and low total cost of ownership. Combining these products with innovative HP print management solutions and services can help procuring entities improve operational effectiveness.  HP LaserJet Printers set the standard for high-quality, high-volume business printing. LaserJet printers are available in both black and white and color models spanning a range of price and performance levels.		

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	 HP Inkjet Printers offer versatility in color printing with speed, capacity and resolution options to match varying budget and output requirements. Specialized HP photo printers employ inkjet technology to deliver high-quality output directly from digital cameras, computers and mobile devices. Compact and lightweight mobile printers support users on the go.  HP Multifunction and All-in-One devices, such as the HP Officejet, combine print, scan, copy and fax functions into a single device that is compact and easy to use. Color and black and white models are available. Single-function copiers, fax machines and digital senders offer convenience, speed and flexibility for both office and home environments.  HP Print Servers and Network Software provide advanced solutions for shared printing and document management. Print servers are available in internal, external and wireless configurations.  Large-Format Printers offer high-resolution output for technical and commercial applications. Products include the Designjet family of printers and scanners, the HP Indigo Digital Press, HP Inkjet Web and HP Scitex industrial printing systems.  HP Supplies include Vivera Inks for HP Inkjet products, HP ColorSphere Toner for HP Color and Monochrome LaserJet printers, plus a variety of specialty papers designed for every day usage, high-quality photography and the visual arts. Bands 1-3 Value Add Services What makes HP a compelling choice as a service, solution and technology partner supporting WSCA-NASPO participating states and procuring entities, aside from our innovative and award-winning products, are the value-added services and programs designed to help procuring entities gain maximum return on their IT investment. A brief overview of services available to support this Band of products is outlined below with even more specific detail on some of these services: • Education (Training) Services with flexible scheduling, more than 650 different instructor-led course offerings, and more than 3,000 online courses in local languages • Hardware and Software Support Maintenance Services providing affordable and configurable coverage for		

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	servers and storage systems • Value Added Logistic Services including customized pallet packaging, desk side delivery, non-work day delivery, and extended weekends and onsite unpacking and waste removal • Implementation Services including factory, pre-configured and onsite project management for deployment projects. Global factory services offer standardized image building & loading, application loading, BIOS settings, and customizable asset tagging. Drop in box service and color image printing on devices also available. • Installation, Migration and Startup Services for Desktop, notebook, tablet product roll outs to the management of integrated of the network. Includes tiered, fixed price packages for onsite installation offering user settings, data migration, and asset reporting. • Security Services for identifying vulnerabilities, and monitoring environments and mitigating threats • Software Support Maintenance Services that provide direct access to HP Response Center engineers for rapid problem diagnosis and resolution, usage assistance and software updates • Care Pack Services offering a series of convenient, fixed-price Packaged Services, including HP Care Pack Extended Warranty packages. Also includes offers for accidental protection, theft protection, priority phone and onsite repairs, and cloud usage services for software support, storage and virtual hosted applications. • General Consulting Services to cover the broad range of services in support of the product and scope of services defined in the Master Agreement • Installation/de-installation and Startup Services for the Desktop, Notebook and Tablet Band products including Printer and Monitor peripherals • Staging/Deployment directly from Manufacturing or Service as a part of a suite of HP deployment services that are designed to give you the peace of mind that comes from knowing your HP and HP-supported products have been installed correctly. • System Configuration directly from Manufacturing or HP Services • Other Custom service solutions to meet the flexibility of procuring entities needs and requirements. • Recycling/disposal and Trade In of HP Desktop, Notebook and Tablet Band products, including Printer and Monitor peripherals. Includes decommission services for legacy devices offering hard drive wiping, certified hard drive/data destruction, and removal of hard drive for storage and security purposes. • Optional Defective Media Retention Service (“DMR”) gives the customer the ability to retain any hard disk drives (“HDD”) after repair of equipment if they feel that HDD may store or retain sensitive information.		

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	An additional enhancement to the DMR option is Comprehensive Defective Media Retention (“CDMR”). The CDMR optional warranty enhancement gives the customer the ability to retain any defective parts (including disk drives) after repair of equipment located in a Secure Environment if they feel that part may store or retain sensitive information. HP Care Pack Services To streamline the procurement and delivery of support services that includes installation, software support, education/training and uplifted and extended warranty options, HP offers a series of convenient, fixed-price Packaged Services, including HP Care Pack Extended Warranty packages, that help boost uptime, productivity and return on investment upfront. Care Packs are per unit offerings that are typically purchased at the time the product(s) are procured and is a named service HP has offered for a long time. These are not customized services, but a subset of standard services created based on what is typically requested by most customers for a per unit value add service item purchase. Maintenance services Maintenance services are considered “custom services” typically purchased to cover a subset of hardware and/or software products including third party (more than one unit) that are customized for a customer based on specific product and warranty coverage requirements. The benefits of maintenance services over a Care Pack include: • Warranty Services can be purchased when Care Pack Services are no longer available for that particular product (end of life) • Warranty Services cover HP/Compaq branded products up to 10 years past their end of life product cycle • Assigned HP Service Person to manage the environment • Customer can also pull reports that includes model numbers, serial numbers, specifications, warranty term (much like warranty look up link used for Care Packs) • Customer can add or remove products themselves via the HP online tool • HP notifies the customer of upcoming changes and provides suggestions • One person as Services point of contact to manage all support contacts. • Automatic renewal notices provided by service contract representative 90 days before expiration. • Maintenance services can be purchased following the product specific warranty period and are considered post-warranty maintenance services.		

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	Self-Maintainer Program HP has a Self-Maintainer Program available for reimbursing qualified U.S. customers for warranty repairs performed on select HP products during the product warranty period. HP provides more information on the HP Self-Maintainer Program, available for PPS product only, at: http://partnerportalpro.houston.hp.com/DownloadModule/GetContent?kurLkiWAvNa7YVBe28UvnsKKAqTtYRzwmxKzYgObLgNwwHEnHCd7PdsMvQk3b8L4tyh8brYdKKW2ZAJd34GtDy1%2Bf9rOqu31RM8qARX8bCY%3D Value Add Services through HP Manufacturing HP Configuration & Deployment Services (CDS) via our global factory capabilities offer complete solution development, implementation and end-to-end order management, with competitive turnaround and full customization services that are outlined below and also at the end of this section for services from HP Manufacturing facilities available for all Bands. PC Asset Tagging HP offers flexible options for asset tagging and labeling of hardware and/or packaging in the Customization Facilities prior to shipment. Asset tag numbers will be captured for inclusion in invoices and asset reporting at no additional charge. HP can create electronic asset tags by electronically recording asset tag numbers into the system BIOS as part of our PC BIOS Asset Tagging Service. For physical asset tags or labels, HP will affix a customer-supplied physical asset tag, or will create tags to meet a customer's requirements. HP's standard asset tags are barcode readable and can accommodate multiple customer-defined data fields. HP offers several options for customers that require additional fields of data, special graphics or labels, custom placement on the product or packaging, or other customized services. HP also offers ready-to-deploy asset tagging services that do not require input from the customer to support. Two of these services are available for placement on the hardware to include either the serial number and two MAC addresses or the serial number, the MAC address and the UUID. A service to place this information on exterior packaging includes all four items: serial number, two MAC addresses and the UUID. Each field on these tags is barcoded for faster asset management and warehouse processing. In addition, HP can affix a ready-to-deploy asset security tag to protect your systems from theft. "GetMore" services We collaborate with you to create high-level, custom solutions on a case-by-case basis, helping you integrate, secure, and deploy HP personal systems tailored to match your organization's requirements. • Create custom solutions for your company's unique business needs.		

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	• Get ongoing customization advice from a trusted HP advisor. • Gain project control with proven governance and management methodologies. HP over-packaging service (available in the U.S., Canada, and Latin America only) We package multiple devices on a single pallet for easier distribution, deployment, and disposal. • Reduce waste and simplify deployment. • Save on disposal costs. HP pad printing (available in the U.S., Canada, and Latin America only) We print inked images, such as customer logos or text, on the surface of HP devices prior to delivery. • Get high-quality, hassle-free printing, including fine details and tight multicolor registration. • Enjoy multiple placement options. Image loading HP offers a comprehensive portfolio of configured, customized and integrated factory solutions and deployment services. This single portfolio of more than 50 services spans HP's broad product offering, supporting desktops, notebooks, workstations, tablet PCs, thin clients, imaging and printing, software, servers, storage and qualified 3rd party options. Included in our portfolio is Software Image Management Services (SIMS). • An end-to-end image lifecycle management solution for your business • Fee based services that range from simply loading a customer supplied image to full development and QA of an image based on the customers' specifications. • Addresses customers who want: - o to outsource image development and management - o multi-language development and global delivery - o to accelerate transition to new technology - o to standardize their image and improve stability HP provides value by supporting you during the lifecycle of your product by: • PLANNING: SIMS allows you to identify a tailored solution to meet your needs. • DEPLOYMENT: SIMS provides a consistent platform and standard image replication. • MANAGEMENT: SIMS provides image updates and new platform qualification. • TRANSITION: SIMS provides quicker porting of current images to newer platforms and newer technologies.		

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	Engineering support is provided by HP personnel in our manufacturing facility in Indianapolis, IN for Desktop, Laptop and Tablet bands. PC Custom Image Offerings As part of our Custom Integration Services (CIS), HP Manufacturing offers four standard services within our Software Integration offering, each of which includes an in-factory image loading process for PCs. HP's standard Software Integration Services are available globally, and customers may select from the following categories of services. Image Development • <u>HP PC Image Load Service</u>- HP will process and load customer-provided images at HP factories prior to delivery. HP can accept images in the following formats: FTP file, CDR/CDRW or DVD, or USB key, and images must have been developed using a compatible cloning tool, and require no additional modifications prior to placing the image into production, including any legacy or special testing. • <u>HP PC Image Modification and Load Service</u>- HP will modify a customer's existing PC software image and load the image at HP factories prior to delivery. As part of this service, HP will modify the image based on the customer's specifications where up to six (6) additional drivers or three (3) additional software applications for a single platform, partition modifications, and the addition or modification of up to three (3) OS configuration settings are included. This service also includes up to one (1) image modification per quarter to in-production images. • <u>HP PC Image Build and Load Service</u>- HP will create a new custom image based upon a customer's functional needs and specifications, and will process the image to be loaded at HP factories prior to delivery. This service includes unlimited software applications or drivers for a single platform. • <u>HP Multi-Platform PC Image Service</u>- HP will build and install a customer PC master image on multiple HP PC platforms during the manufacturing process in the factory. Should WSCA-NASPO procuring entities require a more complex imaging solution, HP offers additional services beyond our standard which provide higher levels of customization. Specific details can be provided upon determining the exact requirements of the project. Image Recovery • <u>HP Back-Up Media Design & Replication</u>- HP will develop a specialized restore solution capable of recovering a custom image and ship a copy of the specialized restore CD/DVD with each unit. Test Procedures HP's Custom Integration Services Test Team performs the following list of test procedures (grouped into		

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	functional categories) during the HP PC Image Load Service. • System Installation – Verify the BIOS Settings are correct if applicable. – Verify the hardware is built to the customer's specification. – Verify the image installs correctly. – Any anomalies during or after the image unbundle process will be recorded, investigated for possible cause and resolution, and relayed back to the customer only if the system "blue screens" during the initial image boot up/login process • Base System Testing – Verify the file system, volume name and partition information is correct. • Software Tests – Verify the correct image is being processed based on an MD5 value. – Install or execute anti-virus program (using the latest available virus definition updates from the anti-virus program manufacturer's website) to ensure the image has no viruses. Additional testing may be performed for the HP PC Image Modification & Load Service, the HP PC Image Build & Load Service, and HP Multi-Platform PC Image Service or when other customization services are being performed in-factory along with the HP PC Image Load Service. All customer images are stored on HP's secured network and are available for download as required. When a procuring entity provides HP with its image(s), HP software engineers convert it/them to a format compatible with HP manufacturing facilities. Following a Proof of Concept (POC) testing process if determined necessary and agreed upon and the entity's approval of one system unit, HP factories can replicate the entity's image(s) on systems as requested. As an entity needs to modify image(s), HP can also perform the necessary modifications and functionality testing necessary for an update through HP's Image Modification and Load service, whereby HP makes image updates as required by driver, bios, virus and other changes. HP PC Applications Load Service • Applications installed on HP PC loaded with standard HP Operating System (up to 15) • Customer Software build is systematically validated by HP prior to mass-distribution. • Software applications' licenses are purchased by customer • Silent install packages with no applications conflict • Applications have been validated on target operating system		

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	• Customer will provide the component installation sequence • Software applications are hardware independent Custom System Settings Services Your hardware should fit your IT infrastructure. We help ensure your HP hardware is properly customized, integrated, tested, and ready to install. Standard BIOS settings service We configure BIOS parameters to meet your specifications and customize appropriate settings. • Globally standardize device BIOS settings. • Simplify device setup with factory-configured BIOS parameters. Custom BIOS settings service We configure device BIOS parameters that are not accessible from the F10 function key to meet your specifications. • Globally standardize device BIOS settings. • Simplify device setup with factory-configured BIOS parameters. • Deliver enhanced BIOS customization for configurations and settings only available through the factory. Custom logo BIOS setting service We customize your boot screen with the logo of your choice by updating firmware/BIOS at the factory. • Display your preferred logo each time a user boots up. • Reduce costs by standardizing the startup logo before device delivery. BIOS revision control service We configure BIOS settings to a customer-specified release for compatible HP devices, allowing for older BIOS version installations on newer devices. • Reduce support costs by standardizing device BIOS across your global fleet. • Ensure the stability of business applications. • Deploy devices with BIOS tested in their native environments. Intel® vPro™ setup and configuration service We configure your device according to Intel® vPro™ parameters and supported features (for AMT-capable devices).		

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	• Get globally-consistent Intel® vPro™ settings across your fleet. • Save time and reduce hassle by relying on HP's error-proof process. BIOS asset tagging service We record the asset tag numbers you specify in non-volatile BIOS memory. • Get globally-consistent asset information in device BIOS services. • Tightly control personal system assets by standardizing physical tracking and inventory capabilities. • Select the appropriate BIOS field for your tag. Integration and Packaging Services Rely on our hardware experts—who work with HP technologies every day—to integrate your component hardware at the factory. Device model management service We build custom device configurations on your requested HP devices for a pre-arranged manufacturing window. • Create a globally-consistent device configuration. • Ensure stability of business applications and leverage HP test center capabilities. • Reduce support costs by standardizing device configurations. Third-party hardware integration service We procure HP or non-HP hardware components and integrate and test them for proper functionality on your HP device. • Integrate consistent hardware across all your locations. • Get best-in-class hardware products. • Leverage HP expertise to manage logistics/inventory. • Increase transparency in the ordering process with HP reference numbers. Drop-in packaging service We insert special items you request, such as documents, cables, and accessories, into HP device packaging. • Standardize packaging contents across your global fleet. • Provide flexibility for a range of customer items. • Use HP expertise to manage logistics/inventory. • Increase transparency in the ordering process with HP reference numbers.		

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	Band 4: Powerful Server Platforms HP offers the broadest server portfolio in the industry. From its best-selling ProLiant servers and BladeSystem products to its large-scale Superdome enterprise platform and fault tolerant NonStop systems, HP has the right server to fit procuring entities' needs. Each of these server platforms delivers the stability, efficiency, and agility necessary to handle the multitude of computing demands in today's complex IT environments. Key competitive differentiators of the HP server family include the following: • Standards-based platforms and services that simplify IT environments and give greater control over costs • Simplified, integrated management solutions spanning heterogeneous IT infrastructures • Virtualization solutions that support automated pooling and sharing of IT resources to optimize utilization, with options for utility pricing that align payments with actual usage • Real time solutions that provide a single, up-to-the-second view of information • Innovative power and cooling solutions that help cut energy costs • Unmatched scalability that allows a procuring entity to grow as its business changes Currently, HP offers three strategic server families—ProLiant, Integrity and NonStop systems—plus one legacy platform—HP 9000 Server. While there is some commonality in terms of industries served, each strategic family of servers has a distinct value proposition and differentiating attributes. The three strategic server families are based on two industry-standard architectures—ProLiant (x86), Integrity (Itanium®), and NonStop (Itanium®)—with a multi-operating system strategy that offers a choice of HP-UX, Linux, NonStop Kernel, HP OpenVMS or Microsoft® Windows®. In fact, multiple operating systems may reside concurrently on the same server, running applications for which they are best suited. HP makes the transition for AlphaServer, NonStop/MIPS and HP 9000 customers smooth and cost effective. Customers can evolve their server environments at their convenience and with the assistance of upgrade programs designed to protect existing investments in hardware, software and knowledge assets. The focused yet flexible HP strategy demonstrates the value procuring entities will realize by partnering with the company that pioneered these advances and is already delivering future-ready systems.		

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	Servers  HP Integrity and BladeSystem Servers are based on the Intel® Itanium® processor family and are available in a range of configurations and performance levels. Integrity servers include the high-end HP Integrity Superdome servers, engineered for large-scale databases and demanding applications such as online transaction processing, system consolidation, decision support and collaborative product development. Also included in the Integrity family is a variety of mid-range and entry-level blade and rack systems that are ideal for commercial and technical computing. Flexible mission-critical server blades combined with the efficiency of HP BladeSystem can accelerate IT effectiveness. The ability to mix and match HP Integrity, HP ProLiant, and HP Storage blades within the same BladeSystem c-Class enclosure provides flexibility to grow as your business demands change.  HP ProLiant Servers deliver intelligent innovation, outstanding performance and demonstrated value for scalable computing with proven reliability for business environments ranging from small-medium business to the enterprise. The HP ProLiant family includes: DL servers that are density-optimized for rack-mount environments, ML servers with tower and rack deployment options for maximum internal storage and I/O flexibility, SL servers with a modular infrastructure for maximum compute density and scalability, and BladeSystem (BL) servers designed for performance, management, density, and total cost of ownership (TCO).  HP Integrity NonStop Servers are designed to be the backbone of business-critical enterprise IT environments and are ideal for large data-integration tasks, high-volume transaction environments, real-time computing and applications requiring 24 x 7 availability with fail-safe data integrity and virtually unlimited scalability. The Integrity NonStop BladeSystem doubles the performance in half the footprint while providing the same trusted 24/7 NonStop availability, scalability, and data integrity. Band 5: Smart Storage Solutions On the storage side of the computing equation, HP offers fast, secure data access across multivendor user environments. HP storage solutions include Storage array systems, Storage Area Networks (SAN), Network Attached Storage (NAS), tape storage systems, virtual library systems, archival products and storage management software. The portfolio is further enhanced by partnerships with third-party hardware and software		

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	vendors that assure interoperability. HP solutions give procuring entities a wide array of choices and the ability to • Optimize performance with powerful, scalable and reliable products • Maximize control without increasing IT headcount via a centrally managed, predictable data store • Capitalize on information by capturing, managing, retaining and delivering data according to relevance, using products such as HP StorageWorks Reference Information Managers for Messaging, Databases and File and the HP Reference Information Storage System for automatic data archival • Safeguard valuable information assets with Business Copy replication and Data Protector backup software, virtual library systems and tape libraries that protect procuring entities from data loss of any kind. • Improve data availability with continuous access, seamless host to LUN security, and reliable information delivery • Reduce total cost of ownership (TCO) with open, integrated support for heterogeneous operating environments • Protect investments with scalable, flexible and open systems that evolve as needs change Business-driven HP storage solutions are based on a comprehensive strategy that optimizes data storage and retrieval while enabling simplified, centralized management. This approach helps procuring entities manage the explosive growth of business-critical data by stretching capacity, multiplying storage management productivity and reducing application downtime. Storage Products  HP Storage Products HP offers one of the industry's broadest ranges of open and integrated storage systems that helps reduce costs, simplifies IT environments, protects data and provides fast access to the information you the State need. The comprehensive portfolio includes industry-leading storage array systems, utility storage solutions, NAS systems, disk-to-disk systems, Virtual Library System (VLS), tape library storage systems, archiving and active archiving storage, turn-key SAN solutions SAN infrastructure products, storage management and infrastructure services software, and HP consultative, management and break-fix services. With HP Converged Storage solutions, the State can eliminate the physical, logical and management boundaries that separate data storage from the rest of IT.		

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	Bands 4 and 5: HP Branded Software Products HP offers a broad range of software solutions. Products include industry-leading system, application and storage management software, as well as system software ranging from compilers and standards-based development tools to solutions for high availability and security. Our comprehensive software portfolio enables procuring entities to reduce costs, exceed service level expectations and gain control of complex distributed computing environments. Bands 4 and 5: Value Add Services HP Technology Services offers a broad portfolio of services to help WSCA-NASPO cut the cost and complexity of supporting hardware, software and network environments across the enterprise. Simplicity and responsiveness are assured with single-point-of-accountability lifecycle support; rapid-response coverage around the clock and the world; and flexible service plans to suit your needs and budget. HP Technology Services offerings range far beyond standard product support to include the following services that may be in HP standard or custom service offerings available: • Availability services to help reduce downtime, maintain operational readiness and meet service level objectives in mission critical environments • Data Center Services for WSCA-NASPO's operational and physical plant needs • Education (Training) Services with flexible scheduling, more than 650 different instructor-led course offerings, and more than 3,000 online courses in local languages • Hardware Support Maintenance Services providing affordable and configurable coverage for servers and storage systems • Implementation Services including factory, pre-configured and onsite project management for deployment projects • Installation and Startup Services ranging from single server installations to the management of integrated complex server, storage and networks • Migration and Relocation Services that include planning, execution and post-migration activities • Mission Critical Services offering dedicated teams of specialists, proven IT management processes, robust proactive support tools and global rapid response infrastructure • Operational Service Management for increased service quality and operational excellence • Performance services designed to analyze and improve system performance, prevent problems from occurring, anticipate future IT requirements and plan for successful growth and change		

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	• Security Services for identifying vulnerabilities, and monitoring environments and mitigating threats • Software Support Maintenance Services that provide direct access to HP Response Center engineers for rapid problem diagnosis and resolution, usage assistance and software updates • Care Pack Services offering a series of convenient, fixed-price Packaged Services, including HP Care Pack Extended Warranty packages • General Consulting Services to cover the broad range of services in support of the product and scope of services defined in the Master Agreement • Installation/de-installation and Startup Services ranging from single server installations to the management of integrated complex server, storage and networks • Staging/Deployment directly from Manufacturing or Service as a part of a suite of HP deployment services that are designed to give you the peace of mind that comes from knowing your HP and HP-supported products have been installed. • System, Server, Rack and Stack Configuration directly from Manufacturing or HP Services • Other Custom service solutions to meet the flexibility of procuring entities needs and requirements. • Recycling/disposal and Trade In of HP Server and Storage products. • Optional Defective Media Retention Service ("DMR"). This DMR service gives the customer the ability to retain any hard disk drives ("HDD") after repair of equipment if they feel that HDD may store or retain sensitive information. • An additional enhancement to the DMR option is Comprehensive Defective Media Retention ("CDMR"). The CDMR optional warranty enhancement gives the customer the ability to retain any defective parts (including disk drives) after repair of equipment located in a Secure Environment if they feel that part may store or retain sensitive information. Manufacturing Server Asset Tagging HP can create a standard physical asset tag (user-defined asset fields on a standard label) and affix it to a system, component, or box. This service provides: • Up to 4 fields of customer-selected information on HP-created standard physical asset tags – for additional fields, customers may use two asset tag services • Proper placement of Asset Tag on identified systems and components per agreed upon customer instructions		

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	• Burning of the “Electronic asset tag” in the BIOS or VRAM (ProLiant servers) • One field must be a unique asset tag number in machine and human readable format (code 3 of 9) • Other available fields for HP-created tags are: asset-tag number, customer PO number, customer PO date, HP serial number, HP order number and MAC address • Fixed text fields (e.g. customer name, service number, etc.) must be agreed to with HP prior to first order HP can also affix asset tags and labels provided by customers and provide customized labeling support. Server Custom Image Offerings HP has a dedicated team of engineers that can take customer specifications and build a server image from the ground up. The Custom Imaging team can also receive customer-created images via several different methods and formats, depending upon the customer’s needs. HP uses Symantec Ghost Solution Suite 2.5.1 or Altiris Rapid Deploy to receive, manage and apply most server images. Customers without these utilities may send the image to their HP facility contact with the entire machine, CDR/CDRW/DVDs, an FTP transmission or hard disks. Image management services are separate from the actual image load and consist of four different levels. • <u>Image Replication (Level 1)</u> - Capture of a gold image that has been provided by WSCA-NASPO for replication on servers in HP’s factory during the customization process. The image is deployed on all requested servers. Prior to the production process, the image is binary compared, virus scanned, and booted. • <u>Image Modification (Level 2)</u> - Customer provides an image and then needs the image changed to support a new server. HP can create a new image from the existing image with updated drivers. This level of Development includes Qualification Testing. Services can be provided for an existing image or Golden image provided by customer that is not ready for replication, or if development is required for the image to be successfully deployed through the factory. The customer simply provides a scripted install from which an image can be made. • <u>Image Design (Level 3)</u> - The customer provides a documented install path from which they build their servers. This document is followed to develop the image. All settings within the document are captured and set in the image, or a scripted installation is provided and additional scripting is required post install. This level of Development includes Qualification Testing. • <u>Custom Engineered Solution (Level 4)</u> - This service could include but is not limited to a testing service where HP tests the customer supplied image on the designated hardware or the designed image on a customer specific test plan provided by or co-developed with the customer. HP designs and tests a custom install to meet a specific customer’s need, or a custom install of the software where multiple install paths are utilized (i.e. over-the-network, from CD, and remotely over-the-network or from CD).		

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	HP Server Customization and Assembly Model HP Server Manufacturing and Distribution Facilities in Houston, Texas have the capacity to custom configure and ship over 85,000 individual servers and 5,000 racked servers per month with additional nearshore capacity for standard configurations. HP resellers work with an assigned Engagement Project Manager who is the primary point of contact for all support through the Houston server facility including engagement of technical, implementation, and transition support. The Engagement Project Manager works with a Fulfillment Engagement Team to engage the appropriate personnel and act as a liaison between the reseller/customer and the technical parties. Hardware Integration Capabilities HP's state of the art facilities are able to provide an extensive array of turnkey solutions for our server customers. Some of the capabilities include: • HW/SW integration • Custom image development and deployment • 3rd party integration • Turnkey testing including IP addressing • External access and control over proprietary applications • Component and firmware revision control for server roll-outs • Rack integration and cable management • Clustering and extended testing • Custom labeling, packaging and shipping Asset Management HP can provide WSCA-NASPO participating entities with a detailed asset reporting document that includes specific delivery and serial number information for each system. Additional User Defined Fields (UDF's) can also be added to capture additional data points for reporting. HP can provide asset reports, which are available in several different file formats (comma delimited, tab delimited, and MS Excel), and HP can email this automatically generated file via email to one or more email addresses. HP is also will to investigate other file delivery methods. Factory Services for Servers and Storage HP Factory Express offers an extensive portfolio of pre-priced, pre-packaged configuration, customization, integration and deployment services for servers and storage. Participating Entities can choose how solutions are built, tested, integrated, shipped and deployed. This portfolio includes services such as asset tagging, software image loading, rack integration, cable management and installation services customized to a Participating Entity's		

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	needs, and ready to deploy upon delivery. By leveraging HP engineering and factory services Participating Entities can save time, money and resources to maximize its IT investment. Figure 18. HP Factory Express: Ready-to-deploy Server and Storage Solutions Flexibility to choose • Pre-priced, pre-packaged tiered offering • Each package builds upon the services included in the previous package • Single, add-on services available to add to individual platforms or packages  <i>Pre-priced, pre-packaged tiered offering</i> A la carte services • Standard CTO server and storage products with add-on services Integrate with service package 1 • Customer-defined server configuration Rack with service package 2 • Customer-defined server and storage racking Install with service package 3 • Solution on-site setup and turn on at customer site Complex configuration with service package 4 • Customer-defined configuration with HP project management Solution design with service package 5 • HP designs the solution based on customer's need Custom quote • Custom solution based on statement of work, meeting needs beyond the pre-packaged offerings Flexibility to choose HP has pre-priced, pre-packaged and tiered its server and storage portfolio, providing entities a quick and accurate overview of Factory Express services to help plan and meet budget goals. The Factory Express portfolio for servers and storage offers unmatched value with four flexible options. • Package only Entities choose from defined packages that combine the most common services to meet most requirements. • Package plus à la carte services Entities select a service package and customize it by choosing additional services from the a la carte menu. • A la carte selection Entities purchase a la carte services along with its off-the-shelf HP products. • Custom quote If customization is not met by the packages or a la carte services, HP can generate a custom quote.		

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	Additional Factory Express capabilities A la carte services • HP standard physical asset tag • Customer-furnished physical asset tag • Custom Image load—automated from depot (image non-recurring engineering set-up services required) • Customer-furnished image load—from depot and from customer-furnished media • Third-party component installation • Third-party application load • Virtual private network (VPN) access • Virtual partition (vPar) configuration • Customer-defined firmware revision • Customer Box Labeling • Customer-defined cable labeling and management within the rack • Customer-furnished and third-party product drop-in-the-box • Recovery media design and installation Additional Value Add Services for all Bands HP's configuration, distribution and order management capabilities are complemented by dedicated customer service and technical support resources that provide world-class support before, during, and after the sale. Account-specific solution design teams make solution recommendations based upon customer requirements. Once the design is finalized, a customer support team is assigned to address deployment and ongoing requirements. HP Direct Procurement Services The following services are features of the direct fulfillment model that provide value and benefit to our customers. • Solution Design and Implementation—HP Direct offers comprehensive solution design and implementation services suitable for customers with complex or large-scale project deployments that involve multiple locations, custom product configurations, or critical time schedules. The implementation process consists of four basic stages: Discovery, Preparation, Transition and Maintenance. • Customer Services—A dedicated HP Customer Services Team and dedicated Customer Services Representative are engaged to provide fulfillment support and solidify the customer relationship. These teams provide end-to-end order management support and are the main points of contact for day-to-day order fulfillment issues.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• eTools—An HP.com Business to Business Web site is the ideal solution for customers who want enhanced, customized access to information about HP products, services and solutions. HP.com Business to Business offers a complete online buying relationship with HP, including access to the full HP product catalog or a customer-specific catalog. Business to Business also offers custom catalogs to customers using their own eprocurement applications. • Software Sales and Services—HP Software Acquisition is a complete, single-source program for volume software purchasing. The program allows customers to work with one supplier to fulfill all of their software requirements throughout the product life cycle, including procurement, licensing, distribution, deployment and support. • Manufacturing and Customization—HP's world-class manufacturing and customization facilities can assemble systems precisely to customer specifications using proven quality control procedures that ensure every system is produced accurately. Regardless of the complexity of the configuration, HP's ISO-certified facilities can produce plug and play machines that include in-factory services such as Imaging and Asset Tagging. • Logistics—HP Distribution partners are located onsite at each of the HP Direct manufacturing and customization facilities which creates a highly efficient and cost-effective deployment. HP offers 24-hour tracking capabilities, including order summary, purchase order and shipping acknowledgment, packing lists, electronic advanced shipping notices, electronic proof of delivery and back-order summary. Complete managed rollout services are also available through our logistics partners. • Reporting Options—HP has developed extensive reporting capabilities to help customers accurately gauge and benchmark HP Direct's performance. Sales and fulfillment reporting are available both from Customer Services and through a customer-accessible Web-based tool. Custom reports can be designed for special requirements, and user-defined fields can be included in HP reporting. Reports are available in hardcopy or electronic formats to facilitate the asset management process. HP Non-Warranted Items WSCA-NASPO participants and procuring entities may purchase an HP Care Pack for items that are no longer covered under warranty. WSCA-NASPO participants and procuring entities may also purchase maintenance support on a per instance basis, paying the standard time and material rates when service is required. Further, WSCA-NASPO participants and procuring entities may also service items themselves after warranty has finished by purchasing parts through the HP Parts Store. For cost effectiveness, HP recommends purchasing an HP Care Pack at the time of product purchase or prior to warranty expiration.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?						
	HP Care Packs The following table outlines selected available HP Care Packs. HP provides hardware only, and hardware and software service options. Please note that all options may not be available for all product lines. Table 4. Hardware Support Level Options <table><tr><th>Option</th><th>Delivery Specification</th></tr><tr><td>Pick up and return (9x5) (Standard Warranty for Notebooks)</td><td>HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turnaround time does not include the time required to return ship the repaired product to the Customer. The Customer may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on Customer location. All other calls will be scheduled for next-business-day pickup.</td></tr><tr><td>Advanced Replacement (Available for Servers and Storage)</td><td>HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day.</td></tr></table>	Option	Delivery Specification	Pick up and return (9x5) (Standard Warranty for Notebooks)	HP will provide door-to-door service that features pick up, repair or replacement of the failed unit, and return of the operational unit. A three (3)-business day turnaround time may be available for eligible locations, except for intermittent hardware failures and availability of parts that may require additional repair time. The 3-business day turnaround time is measured from the time the product is received at a HP-designated Repair Center until the repaired product is ready to be shipped to the Customer. Turnaround time does not include the time required to return ship the repaired product to the Customer. The Customer may call the HP Customer Solution Center 24x7 to log a support request. Calls must be received before 4:00 pm local time for same-day pickup; cut-off times may vary based on Customer location. All other calls will be scheduled for next-business-day pickup.	Advanced Replacement (Available for Servers and Storage)	HP will ship a permanent replacement product, freight prepaid, with next business day delivery for service calls received by HP during HP standard business hours. Calls must be received before 2:00 pm PST, Monday through Friday, excluding HP holidays, to activate HP Next Day Exchange for next-business-day delivery. This service provides a permanent replacement unit the following business day in most areas. Delivery time may vary based on geographic location. The replacement unit is shipped overnight via premium airfreight carrier to your location free of freight charges. Replacement units are refurbished to like-new condition and are free of major cosmetic defects. Customer must return failed product to HP within ten (10) business days of customer's receipt of the replacement product. HP will ask the customer for their credit card number in the event the product is not returned to HP. Most areas within the continental United States can be serviced the next day.		
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	Next-day response, standard business hours (9x5) (Standard Warranty for Desktops, Available for Notebooks)	An HP authorized representative will arrive at the customer's site between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays, to begin hardware maintenance service during the next working day after the initial service request is logged. The service request must be received between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays. Service requests received after 5:00 pm will be logged the next business day and serviced on the following business day.		
	Accidental damage protection (9x5) (Available for Notebooks)	Accidental Damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCD (for notebooks), or broken parts.		
	4-hour response, 24x7 (Available for Desktops, Servers and Storage)	An HP authorized representative will arrive at the customer's site any time of day, any day of the year to begin hardware maintenance service within 4 hours of the initial service request being logged.		
	24-hour "Call to Repair" (Available for Servers and Storage)	HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 24 hours from the time of the call receipt. HP Hardware Support Onsite Call-to-Repair is available for sites located within 100 miles of a primary HP Support Office.		
	6-hour "Call to Repair" (Available for Servers and Storage)	HP Hardware Support Onsite Call-to-Repair provides an IT manager with a team of support resources to immediately begin troubleshooting the hardware product and ensure the availability of the hardware within a maximum of 6 hours from the time of the call receipt. HP Hardware Support Onsite Call-to-Repair is available for sites located within 50 miles (80 km) of a primary HP Support Office. For sites that are located within 51 to 100 miles of a primary HP Support Office, an eight-hour hardware call-to-repair time commitment is provided.		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?						
	Hardware and Software Service Level Options <table><tr><th>Option</th><th>Delivery specifications</th></tr><tr><td>Support Plus 24 (Available for Servers and Storage)</td><td> Support Plus 24 provides a 24x7 4-hour response time for hardware and 24x7 Software Support availability based on response time goals by severity levels. Software support also includes license to use new versions of software and distribution of software updates. Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. HP provides usage assistance on the features of applications, operating systems, and utilities. </td></tr><tr><td>Proactive Select Credits (Available for Servers and Storage)</td><td> HP Proactive Select provides a flexible way to purchase proactive services and priority incident support. WSCA-NASPO participants and procuring entities can simply purchase a Proactive Select service package that includes credits, and then choose the necessary services from a menu of options. Each service option requires a set number of credits for redemption. Proactive Select Credits can be purchased in 10, 30, 60 or 180 service credits per year. These credits can be redeemed for the service activities of your choice. Additional proactive service credits—in increments of 10 credits—may also be purchased to supplement the main HP Proactive Select services. Account Support Manager and Proactive Delivery Plan Each Proactive Select package provides an assigned Account Support Manager (ASM). The ASM is responsible for and assists with the following activities: • Service activity selection, planning, and initiation • Service delivery and resource engagement for delivery • Delivery review HP Proactive Select services start with a proactive delivery plan developed by the ASM that will identify your IT goals and critical success factors. The ASM will recommend a selection of service activities that align with the objectives in the proactive delivery plan. The final decision on how your credits are used is made by WSCA-NASPO participants and procuring entities. The ASM will then organize the delivery of the specified service activities by delivering these service activities directly or by bringing in specialist resources. </td></tr></table>	Option	Delivery specifications	Support Plus 24 (Available for Servers and Storage)	Support Plus 24 provides a 24x7 4-hour response time for hardware and 24x7 Software Support availability based on response time goals by severity levels. 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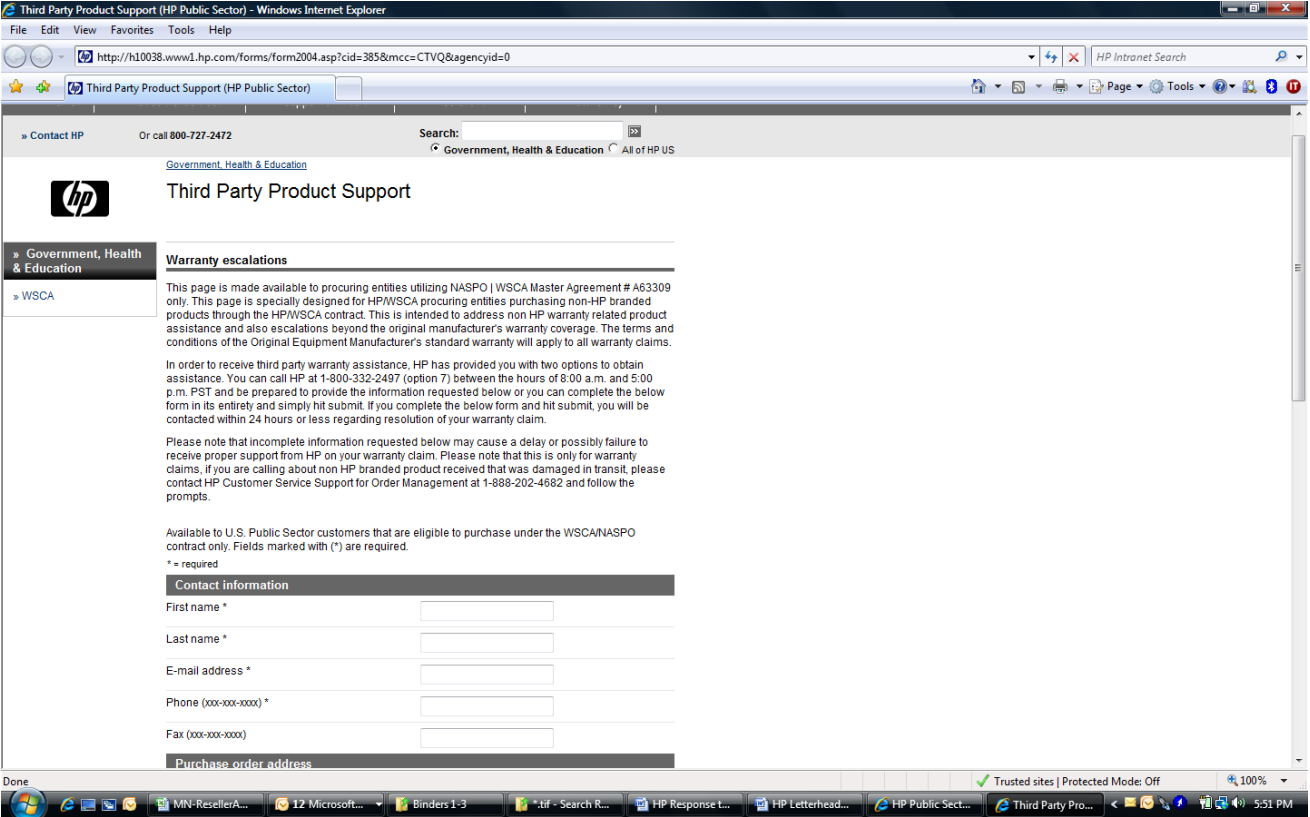
C	RESPONSE REQUIREMENTS: QUALIFICATIONS		M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
		The ASM will periodically review the plan with WSCA-NASPO participants and procuring entities and update it annually (for multiyear contracts) to help ensure that the plan and chosen service activities remain relevant to your changing needs. WSCA-NASPO participants and procuring entities have the flexibility of choosing from a variety of service activities, including assessments, performance analyses, firmware management, infrastructure solution support, and technical forums. These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, third party software, virtualization, power and cooling, management software, security, and ITSM.		
	Critical Services (Available for Servers and Storage)	Through the right combination of people, processes, and technology, HP Critical Service enables WSCA-NASPO participants and procuring entities to meet the service-level commitments and availability objectives of your most demanding mission-critical environments. The service includes the following benefits: • Assigned customer support team: Your HP ASM works with you to identify your specific support needs, develop a plan to address them, and coordinate delivery of relevant services. A mission-critical response center advocate assigned to WSCA-NASPO participants and procuring entities monitors calls from your company to the HP response center, identifies trends and potential problems, and enables calls to be handled in a timely manner. A specialist trained in mission-critical hardware works with the ASM to provide integrated support across the environment. • Account support plan: The account support plan documents your environment and specifies how HP can work with WSCA-NASPO participants and procuring entities to help meet their service-level objectives. This plan is reviewed periodically to verify that it continues to meet support requirements and will be adjusted as needs change. • Assessments: HP evaluates your IT infrastructure and processes annually to identify areas that create downtime risk exposure, and then makes specific recommendations for improvements to mitigate these risks. • Operating system patch management: HP monitors all patches as they are released and discusses recommended patches with you, to provide assistance with the change-management processes. • Firmware and software updates: HP monitors all updates to your server, storage, storage area network, and network firmware and software; recommends which updates to pursue; and provides basic phone support for		

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		the installation of these updates. • Proactive Select Credits: Credits for specialized technical assistance so customers can focus on key areas including capacity, performance, change management, security, and infrastructure management. • Priority recovery: To reduce recovery time in the event of a critical incident, WSCA-NASPO participants and procuring entities have direct access to a recovery specialist through a dedicated mission-critical phone number. This individual troubleshoots and resolves problems remotely and, if necessary, escalates them to the highest-level resource required or dispatches a hardware specialist to resolve the issue in person. • Remote-support technology: Monitor your environment to predict potential problems and initiate fast resolution before problems occur. Secure access to experts within the HP monitoring center is available and can speed problem diagnosis and provide collaboration with your IT staff to implement solutions. • Hardware call-to-repair commitment: HP provides a 6-hour call-to-repair commitment for critical hardware problems, which returns the covered hardware to operating condition within six hours of your initial call to HP.		
	Collaborative Support (Available for Servers and Storage)	HP Collaborative Support offers a single point of contact for server problem diagnosis, hardware problem resolution, basic software diagnosis, problem isolation, and advice on known software fixes where the required information is available to HP. With the Collaborative Support solution, you do not have to bounce between multiple vendors or wade through multiple support levels to identify whether you have a hardware problem or a software problem. You can directly call HP to determine the problem. If the reported incident is related to a supported third-party product and cannot be resolved by applying a known fix, HP will contact the third-party vendor and create a problem incident on your behalf. This service option can enhance your support experience and help boost productivity by reducing the time it takes to identify and resolve problems in your environment.		
	Foundation Care (Available for Servers and Storage)	With this support option, WSCA-NASPO participants and procuring entities get economical reactive services and scalable support offers. They can choose hardware and software support separately, with service levels ranging from next-business day to 24x7 coverage. Alternatively, they can choose combined hardware and software support with HP Support Plus or HP Support Plus 24, which are integrated hardware and software support options. These options speed up complex interoperability problem diagnosis and resolution, reducing		

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		the amount of time a server is out of action. We resolve a majority of independent software vendor (ISV) support issues directly, leveraging strong relationships with the industry's leading ISVs in the event further support escalation is required. If a WSCA-NASPO participant or procuring entity buys its server hardware from HP or an HP partner, and software licenses from other sources, and prefers a single point of contact for help with integrated problem diagnosis, then HP Collaborative Support is what that entity needs. This support solution offers a single point of contact for server problem diagnosis, hardware problem resolution, basic software diagnosis, problem isolation, and advice on known software fixes where the required information is available to HP. With the Collaborative Support solution, you do not have to bounce between multiple vendors or wade through multiple support levels to identify whether you have a hardware problem or a software problem. You can directly call HP to determine the problem. If the reported incident is related to a supported third-party product and cannot be resolved by applying a known fix, HP will contact the third-party vendor and create a problem incident on your behalf.		
	Proactive Care Services (Available for Servers and Storage)	HP Proactive Care Service (Proactive Care) offers an integrated set of proactive and reactive services designed to help WSCA-NASPO participants and procuring entities improve the availability and performance of their converged infrastructures. In a complex environment, many components need to work together effectively. Proactive Care has been specifically designed to support these complex environments, providing an end-to-end environment support solution that covers servers, operating systems, hypervisors, storage, storage area networks (SANs), and networks. In the event of a service incident, Proactive Care provides access to technical solution specialists who can help WSCA-NASPO participants and procuring entities rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, your support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and increase productivity. The service includes onsite hardware repair if it is required to resolve the issue. WSCA-NASPO participants and procuring entities can choose from a range of hardware reactive support levels to meet their business and operational needs. Proactive Care helps a WSCA-NASPO participant or procuring entity avoid issues by providing such services as firmware release and software patching analysis and recommendations, so that its environment is current and		

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		compatible. They will receive a regular Proactive Scan of covered products which can help uncover configuration, availability, and security problems more proactively. Proactive Care also provides regular incident reporting to help avoid repeat problems. For further personalization or technical assistance, WSCA-NASPO participants and procuring entities can augment their Proactive Care Service by purchasing the following additional service options: • Personalized support • Availability and performance improvement • Insight Software optimization • Technical skills on demand		
	Data center Care (Available for Servers and Storage)	HP Datacenter Care Service is HP's most flexible support service designed to help WSCA-NASPO participants and procuring entities consistently meet service-level targets and other business objectives. HP Datacenter Care can be customized to fit specific requirements, from the support of a discrete IT solution to the support of an entire data center containing thousands of devices. WSCA-NASPO participants and procuring entities can use HP Datacenter Care to complement their own skills and capabilities by mixing and matching any of HP's support offerings with different elements of their IT solution or data center based on the role and importance of the devices in question. IT environments are becoming increasingly diverse, combining low-cost virtualized and bladed technology deployed alongside more traditional high-end devices—each of which can have very different reactive support needs. Application and database servers may require rapid on-site response and 4-hour repair commitments, whereas the inherent high-availability features provided by a large number of Web servers may only require “next business day” support. Regardless of the level of routine reactive support WSCA-NASPO participants and procuring entities choose for specific devices in their IT infrastructures, the end-to-end IT services they support can be crucial to their overall business; when the unexpected happens, WSCA-NASPO participants and procuring entities may still need rapid escalation and incident resolution. In the event of a service incident, HP Datacenter Care provides access to HP technical solution specialists who can help WSCA-NASPO participants and procuring entities rapidly resolve critical issues. HP employs accelerated escalation procedures to resolve complex incidents. In addition, a support team of HP specialists is equipped with remote technologies and tools designed to reduce downtime and		

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	increase productivity. A set of optional proactive services, ranging from technology-specific activities such as firmware and OS patch analysis/recommendations and change management support, to a systematic approach to continual improvement based on IT Service Management (ITSM) HP best practices including IT Infrastructure Library (ITIL), ISO/IEC 20000, and COBIT, have been designed to augment the skills of entities' own IT staff and complement reactive support options. HP Datacenter Care Service includes an assigned account team led by a trained HP Account Support Manager (ASM). The team's goal is to form a close working relationship with designated members of WSCA-NASPO participants and procuring entities' IT staff and gain a clear understanding of their business objectives, key service-level agreements (SLAs), and the key performance indicators (KPIs) they need to meet. Delivery of the various support options that WSCA-NASPO participants and procuring entities have chosen will be overseen by the ASM and directed at meeting their goals. A mutually agreed and executed Statement of Work will detail the precise combination of reactive and proactive support, the devices to be covered, geographic coverage, and any other aspects of support. As part of the startup phase of HP Datacenter Care Service, an ASM will confirm all support commitments in an account support plan for formal agreement. Third Party Peripherals Support As the manufacturer, HP is responding to Bands 1 through 5 with HP branded products meeting the manufacturer product warranty requirements and those of an awarded contract covering warranty as agreed in a final executed Master Agreement. HP is also including third party product peripherals as an option for agencies. As provided and available under the current contract and noted below, upon award, HP will provide a link on the main HP WSCA-NASPO website that provides procuring entities instructions on how to call a toll free line or make a request online covering a warranty claim escalation/assistance for the third party products.		

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	Figure 19. Third Party Product Support Link  HP has relationships with thousands of third party manufacturers. HP can provide proof upon request of its relationship through a letter confirming HP authorization from the third party manufacturer. Training HP has built its education services on a solid foundation of experience, content, delivery, and innovation. With over 30 years of meeting complex training requirements worldwide, HP experience creates successful outcomes. HP offers technical training in a variety of content-delivery modes as well as an extensive catalog of off-the-shelf or customized courses. HP can also create learning solutions for challenges that are specific to a procuring entity's IT environment. HP education specialists have extensive consulting and project management experience		

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	as well as expertise in engaging innovatively with technology. HP's goal is to provide training that boosts return on a procuring entity's infrastructure investments. Courses to Improve Performance With more than 80 education centers, 1,500 instructors and educational consultants, and 200 partner locations around the globe, HP Education Services has a wide reach and unmatched technical depth in HP technologies. HP trains more than 200,000 people a year, helping to achieve performance excellence. HP offers an industry-leading IT instructional portfolio with flexible scheduling, more than 650 different instructor-led course offerings, and more than 3,000 online courses. WSCA-NASPO procuring entities no longer need to choose between a training provider who offers great breadth, depth, and coverage and one who fills a specific niche. HP education specialists can easily customize standard courses based on a procuring entity's timeline and specific needs. Key Benefits • Business-driven results—Technology and processes alone do not create business success. HP helps build the skills needed to support near- and long-term growth. HP begins with the procuring entity's needs, plans an effective training strategy, and executes on that strategy to produce measurable business results. • Cost-effective—When WSCA-NASPO procuring entities cannot respond to business challenges with infrastructure enhancements alone, HP Education Services helps deliver the business results needed through well-trained staff. • Flexible and convenient—Unlike providers who fill specific niches, HP offers a wide range of education services, including an extensive course catalog, course customization, and comprehensive learning solutions that develop specific competencies. In addition, HP offers a variety of training delivery modes, including classroom instruction at an HP learning center or onsite at the procuring entity's site, live and self-paced instruction using HP training and collaboration tools, and the HP Virtual Classroom and HP Virtual Lab. If WSCA-NASPO participating states or procuring entities want to learn more about HP Education Services to help them meet their goals through education and training, please visit the HP website: www.education.hp.com. Recycling/disposal HP offers several options for customers to return hardware equipment when they no longer have a use for it. HP employs a hierarchy of reuse and recycling options that maximize value while minimizing environmental impact: • Reuse of hardware products by others, including other businesses and consumers • Reuse of components in used equipment and refurbished spare parts markets • Recycling of materials into raw materials for use in new products		

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	• Energy recovery—using the heat generated by burning materials that cannot be reused or recycled directly • Responsible disposal HP makes sure customers' data security is protected for all products we take back, whether by trade-in or through our recycling services. Asset Recovery HP's worldwide asset-recovery program provides enterprise, public-sector, and large commercial customers worldwide with cash or credit for qualifying used equipment. HP removes the company identification, deletes proprietary data from hard drives, and removes and transports used equipment for proper recycling or reuse. Trade-in In partnership with Market Velocity, Inc., HP offers customers in North America and Europe the opportunity to trade in their used hardware and upgrade to new HP products, while receiving credit for the value of the used equipment. Used equipment collected through the trade-in program is sold on the secondary market or recycled through our environmentally responsible recycling process. HP Equipment Management and Remarketing offers a similar program to customers in some Asia-Pacific countries, including Australia and New Zealand. Donation HP provides U.S. customers with the opportunity to donate working computer hardware to charitable organizations through the National Cristina Foundation (NCF). NCF provides computer technology to people with disabilities, students at risk, and economically disadvantaged persons. HP and NCF accept most models of any manufacturer's hardware for donation. Recycling The HP Planet Partners Program offers return and recycling options for HP LaserJet printer supplies, Inkjet printer supplies, and all manufacturers' computer hardware, in more than 69 countries or territories worldwide. Leasing HP offers customers around the globe competitive financial solutions to acquire and retire leased IT products in a cost-effective and environmentally responsible manner. At the end of the lease term, customers return equipment to HP for refurbishment and resale or recycling following HP's recycling standards. For detailed information on all product-return options, see http://www.hp.com/go/gcr_reuse_recycling.		
5	REFERENCES. Submit five (5) examples of current or previous states or other larger governmental entities and/or large educational institutions that have or are currently receiving similar products and services to those proposed by the Responder for this solicitation. List any contracts where the responder has been awarded a statewide price agreement for computer equipment by a central purchasing authority. These must be for	M	YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Contracts that have been in place during the past three years. The information required in response to this specification should include the name and telephone number of the Contract Administrator, the dollar value of the Contract, plus the effective dates of the contract(s). The State reserves the right to contact these entities.		
	HP submits the below references of current states and procuring entities that manage performance of the HP contract, receive products and services outlined in the WSCA-NASPO Computer contract solicitation, and have held a contract with HP for over three years or more under the current contract and previous contracts. Current WSCA-NASPO States for Overall Contract Performance/Procuring Entity Experience References State: State of Minnesota Contact Name: Greg Peterson, IT Standards and Resource Management, Office of Enterprise Technology Telephone number: (651) 556-8016 Current Contract Effective Date: 9/1/2009 Dollar Volume: \$138,356,135.57 State: State of Nevada Contact Name: Marti Marsh, Purchasing Officer, Nevada State Purchasing Division Telephone Number: (775) 684-0180 Current Contract Effective Date: 9/1/2009 Dollar Volume: \$34,872,437.62 State: State of South Dakota Contact Name: Steven Berg, Assistant Director Telephone Number: (605) 773-5270 Current Contract Effective Date: 9/1/2009 Dollar Volume: \$65,752,928.88 State: State of Colorado Contact Name: Cyndie Miller, IT Strategic Sourcing Specialist, Dept of Personnel & Admin, Div of Finance & Proc. Telephone Number: (303) 866-6104 Effective Date: 9/9/2013 Dollar Volume: \$626,472,541.87 State: South Carolina Contact Name: Agnes Copeland, SC Budget and Control Board, Information Technology Management Office Telephone Number: (803) 896-0068 Effective Date: 9/1/2009 Dollar Volume: \$81,788,384.93		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	State: Oregon Contact: Lori Nordlien, State Procurement Analyst Telephone: (503) 378-6781 Effective Date: 12/17/2009 Dollar Volume: \$51,934,430.40 Agency Name: State of California Department of Transportation Agency Contact Name & Title: Cathy Kurtz, Office of CADD and GIS Engineering Support Procurement Telephone Number: (916) 227-2626 Contract Used: HP/State of California WSCA-NASPO Computer Contract (Printers) Effective Date: 9/1/2009 Current Contract Volume: \$626,472,541.87 Agency Name: Oregon Department of Corrections Agency Contact Name & Title: Roy Bruce, IT Supervisor Telephone Number: (503) 373-7545 Contract Used: HP/State of Oregon WSCA-NASPO Computer contract Current Contract Effective Date: 12/17/2009 Contract Volume: \$51,934,430.40 Agency Name: Vancouver Public Schools Agency Contact Name & Title: Steve Bratt, Director of Technology Telephone Number: (260) 313-1000 Contract Used: HP/State of Washington WSCA-NASPO Computer contract Current Contract Effective Date: 9/1/2009 Contract Volume: \$185,129,612.29 State: State of South Dakota Agency Name: Bureau of Information Telecommunication Agency Contact: Deb Dufour Telephone: (605) 773-6334 Contract Used: HP/State of South Dakota WSCA-NASPO Computer contract Current Contract Effective Date: 9/1/2009 Dollar Volume: \$65,752,928.88		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	State: State of North Dakota Agency Name: Information Technology Department Contact Name: Dean Glatt Telephone Number: (701) 328-4306 Effective Date: 9/26/2009 Dollar Volume: \$34,911,330.63 Other State and/or Cooperative contract references Contract Name/State: Washington Schools Information Processing Cooperative (WSIPC) / Washington Contact Name: Janell Gilmore, CFO, Business Services Telephone Number: (425) 349-6640 Effective Date: 8/16/1999 – 7/31/2015 Dollar Volume: \$10M/Year (Approximate) State: Texas Department of Information Resources Contract No. DIR-SDD-1364 Contact Name: John Besser, Contract Manager Telephone Number: (512) 936-5432 Effective Date: 5/5/2010 – 5/5/2014 Dollar Volume: \$160M/Year Contract Name: PEPPM; Technology Bidding and Purchasing Program Contact Name: Dave Manney Telephone Number: (570) 523-1155 x2174 Contract Used: PEPPM 2011 Product Line Effective Date of Current contract: 12/10/2010 Volume: (beginning to date): \$7,951,104.56 Last Contract: HP Held is the PEPPM 2007 Product Line Contract 1/1/2007 to 12/31/2010 Contract: MHEC MC11-F05 Contract Name: Massachusetts Higher Education Consortium (MHEC) Contact Name & Title: Joan Miller, Sr. Contract Manager/Customer Service Manager Telephone Number: (413) 577-3550 Effective Date: 8/1/2011 Volume of Revenue (beginning to date): current contract to 6/30/13 is \$2,851,438.80 Previous contract was MC10-F05 started 9/1/09-7/30/11		
6	CUSTOMER SATISFACTION. Describe success in customer satisfaction. This could include current customer satisfaction statistics or survey results concerning the quality of the Products and services offered.		YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP is committed to customer satisfaction and meeting the ever growing needs of our customers. That is why HP provides procuring entities with the good will return policy noted in Attachment 5, Return Policy that provides procuring entities the ability to return product for any reason within 30 days from receipt of product. Customer Satisfaction is so important to HP that in 2013, HP implemented a survey program for HP Public Sector Order Management. Each and every email received from a Customer Service Representative in HP Order Management includes a link to complete a survey. HP Customer Service Representatives encourage input from customers that have recently placed orders. The results of this additional Customer Satisfaction survey program has helped HP improve process that will better serve procuring entities in their total purchasing experience. HP also conducts an annual WSCA-NASPO survey to procuring entities under the existing contract, based on the survey questions provided by WSCA-NASPO and subsequently updated as requested by WSCA-NASPO. The overall experience results compiled from these annual survey results have consistently shown that the majority of procuring entities completing the survey were either very satisfied or satisfied with their overall purchase experience with HP. HP welcomes input from customers so that we can take the necessary steps to improve our quality process. HP's quality process improvements are intended to make each end-user experience a positive one. That is why HP will continue to survey procuring entities under the contract and as a normal course of business continue to conduct other customer satisfaction surveys as noted below. Customer Satisfaction Survey Reporting To measure customer satisfaction and gauge performance, HP will survey customers that have been notified of an order confirmation and a shipment confirmation, and will not survey the same person more than once in a 30 day window. Customer Services performance is rated by categories including: • Response Time • Order Processing Accuracy • Communication Skills • Courtesy and Professionalism • Follow-up • Overall Satisfaction The customer is asked to rate survey items from 1-5. Our customer satisfaction follow-up procedures are ISO 9001-certified. A formal report on Customer Survey Results is published quarterly to HP management; a report on your specific surveys can be provided upon request.		

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	Continuous Process Improvement In addition, HP uses a web-enabled database tool, the CRS (Customer Response System) database, to track and report service level metrics and customer satisfaction issues for all types of post-shipment issues. The CRS database allows an entity's Customer Service Representative to log issues, involve internal HP resources to identify root causes, and track the issue through resolution. The database helps identify systemic flaws that indicate a need for change in a procedure, product, system, or service so that HP may ultimately improve our customer service and prevent further errors. Quality has been a primary focus throughout the history of HP. Over the years, HP quality programs have produced higher reliability, improved durability, lower production costs, and more competitive product prices. The comprehensive HP approach to quality encompasses product design, manufacturing, and delivery, as well as excellence in administrative processes and service functions. Measuring Quality and Customer Satisfaction The HP Quality Measurement System and Balanced Scorecards are strategic management tools that drive performance and accountability throughout the organization. Using these tools, HP takes a holistic view of the entire organization and its business objectives. Traditional financial measures are balanced with three important non-financial dimensions: 1) customer loyalty, 2) operational excellence, and 3) employee satisfaction. Goals are established and updated annually and are deployed at all levels throughout HP. Additionally, HP has developed a comprehensive set of analytics to measure progress along key Total Customer Experience and Quality (TCE & Q) metrics. Among these analytics is a strong customer feedback system, including a clear escalation process for handling dissatisfaction. The feedback system provides a variety of mechanisms for customers to communicate their suggestions, recommendations, comments, and complaints to HP. Cataloging and analyzing the feedback provides HP entities with valuable insight into trends, information, and issues that can be applied to improve products and process performance. HP proactively monitors quality by conducting periodic customer surveys. For example, HP contracts annually with a third party that assesses the level of satisfaction among existing customers on a wide range of support issues. HP also conducts frequent per-incident surveys to gauge customer satisfaction with specific support experiences. HP Customers and Analysts Speak Out Customers across a wide spectrum of organizations—large and small and in both public and private sectors—have expressed their satisfaction with the dedication to quality products, support excellence, and ease of doing business that HP demonstrates. The following sampling of customer quotes attests to the success of HP in delivering superior total customer experiences through TCE & Q initiatives.		

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	Figure 20. Customers Attest to HP Excellence in Quality and TCE "HP is deeply committed to total customer satisfaction. Their immediate attention to issues, documentation, and resource allocation to resolution has made maintaining HP equipment efficient and cost-effective. HP's TCE program has brought Customer Service to a new plateau." <i>Daniel G. Hallihan, Corporate Vice President Accounting Operations, Volt Information Sciences</i> "I always use HP as an example when I tell other vendors what quality customer service should be. One of the best features of HP's customer service is its 'one-stop-shop' quality. When I call our account representatives at HP, I get solutions and not just information. HP's customer service is outstanding." <i>Ali Farahani, CIO LA County Probation Department</i> "An incredible benefit of HP products is the tech support . . . you get down-to-earth professional service without attitude. For us, TCE is best defined as patience, insight, and a real commitment to our satisfaction and success." <i>Steven A. Ludsin, President S.A. Ludsin and Company</i> Many industry analysts share these views. For example, prominent IT visionary Patricia Seybold profiles HP as setting the standard for a positive customer experience. Using HP as a case study in her books, Seybold writes, <i>"HP has made the deepest corporate commitment to the total customer experience of any of its competitors . . . HP is one of the first companies in the world to commit at the highest executive level to managing and improving the total customer experience across product lines, distribution channels and interactive touch points."</i> HP is not able to share HP sponsored customer satisfaction results due to the confidential nature of the surveys; however, we have provided below a sampling of reports from external sources of recognition. Additional awards are listed at http://www.hp.com/hpinfo/newsroom/awards/. HP Awards and Recognition Hewlett-Packard's longstanding commitment to quality and customer satisfaction has earned widespread recognition from customers, trade publications and industry associations. An acknowledged leader across the full spectrum of IT products and services, the growth and success of HP are based on the extraordinary loyalty of		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	over one billion customers worldwide. Industry analysts, media, resellers and customers have long recognized the HP tradition of product and service excellence. HP wins hundreds of awards annually and is featured prominently in leading business and technical publications. The consistently high number of product awards received each year is testimony to breadth, quality and innovation of the HP technology portfolio. HP EliteBook Revolve wins best notebook at CES by notebooks.com Date: January 11, 2013  The editors at notebooks.com met with the top computer companies to see nearly every notebook announced at CES 2013. They focused on key devices and technology that will change the way consumers and business employees work, the way they use notebooks, and the type of notebooks and notebook-like devices that will be available in 2013. “We chose the HP EliteBook Revolve as the Best Notebook of CES 2013 because it is a fully capable business machine capable of giving corporate users the tools they need to get work done in a very mobile form factor.”—notebooks.com. HP's Global Digital Support team Support receives Customer Service Award Date: October 15, 2012  The HP Global Digital Support (GDS) team was awarded a Gold Stevie award for customer service excellence from the International Business Awards. The team was specifically applauded for expanding the reach of the HP Consumer Support Forum.		

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	HP scores big in 2012 CRN ARC Awards for volume servers and notebooks/mobile computers Date: October 19, 2012  HP received high marks in this year's CRN Annual Report Card, the benchmark by which solution providers rate their satisfaction of vendor partners in three areas: product innovation, support, and partnership. For Volume Servers, HP won the three subcategories as well as 12 out of 18 criteria used to judge vendors, with HP's strongest scores in the product innovation subcategory. HP's product quality and reliability score of 100.3 is the highest score in any area for any company in the category. HP also received the overall gold in the Notebooks category and high in the presales support and ease of doing business criteria. HP Commercial Support and Services earns industry recognition Date: October 25, 2012  For the fifth consecutive year, HP earned the Excellence in Service Operations certification from the Technology Services Industry Association (TSIA), for delivering superior technical support and services in North America for its commercial PCs and peripheral services. This third-party industry recognition includes a comprehensive evaluation of customer-centric service operations through all touch points, including phone, field service, and web.		

D. RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT

Confirm the responder meets, understands and will comply with the requirement by checking YES. Mandatory Requirements are indicated with “M” need to be checked yes. DESCRIBE FULLY AND PROVIDE DETAIL HOW THE PROPOSAL SATISFIES EACH ITEM.

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	ORDERING AND PAYMENT PROCESS. The ordering and payment process for Products or Services is to be defined in the Participating Addendum. This process may be unique to each State.		YES ☒ NO ☐
	HP has read and acknowledges and will work with each participating state in reference to ordering and payment processes as defined in the fully executed Participating Addendum. HP provides procuring entities the flexibility for processing a valid Purchase Order either by mail, fax, email, phone or order via an e-commerce site. E-commerce sites can be created to meet the specific needs of the participating state or procuring entity whether through the standard e-commerce site or an e-procurement site. Payment for orders can be made by check to an HP remittance lock box or through a Procurement Card (credit card) at the time of the order placement, EFT or other electronic payments as mutually agreed based on the needs and process that may be unique to a given state or procuring entity. HP looks forward to reviewing these requirements to help better serve the needs of the state and procuring entities.		
2	SALES SUPPORT TRAINING. Detail how the responder will train sales staff and partners to ensure they are well versed in the terms and conditions of the WSCA-NASPO Master Agreement. Detail a remedy plan for sales staff and partners who do not comply with Master Agreement terms and conditions.	M	YES ☒ NO ☐
	As a normal business practice at HP, all employees are required to take Standard Business Code of Conduct training, and employees supporting Public Sector are mandated to complete the Code of Conduct & Compliance training website modules that may include testing to ensure an understanding of the laws and requirements of State Government that include but are not limited to Procurement Integrity, Organizational Conflict of Interest, Gifts policy, Consultants, False Statements/Claims, Product Substitutions and Ethics. Upon award, the Primary Account Representative will conduct training on the overall Master Agreement and specific requirements for teams supporting a participating state that may have requirements different from the Master Agreement to include, but not limited to, product or service exclusions, thresholds, contract numbers. This training will be conducted with the Inside Sales Teams on-site and the Field Account Manager and other operational teams by phone or a webinar through pre-set training calls and staff calls.		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP also has a goal to develop web based training modules that can be reviewed and approved by the WSCA-NASPO Master Agreement Administrator once available that will be used for training the partners and also used as a training tool for the sales and operations teams. The goal is to have training modules that will also require the person to complete a test. Any person taking this test at the end of the training module that misses any specific item will be required to have additional training either by phone or on-site with the Primary Account Representative to re-review the requirements so that person can re-take the module. It is our goal to have a different test for those re-taking the training module to ensure an understanding of the contract requirements. With the huge number of employees and partners, HP will make every reasonable effort to ensure that all team members are trained as quickly as possible and to re-train those individuals that may not be able to grasp contract concepts as quickly. As done today, the Primary Account Representative is available on a daily basis to answer questions from employees, partners or partner program managers. HP encourages all team members to ask questions and will make every reasonable effort to ensure that all employees and partners have training for compliance purposes throughout the term of the contract. For any compliance issues, HP follows the current course of action, which may be different depending on the requirement set by a specific participating state and agreed to modifications or updates as approved by the WSCA-NASPO Master Agreement Administrator: • Review compliance issue and actions with the State designated Procurement Official. • Take appropriate steps to correct compliance issue, which may include additional training by Primary Account Representative, Management involvement, compliance notification or for a partner removal of support of the contract. HP agrees to finalize a mutually agreeable course of action that meets the WSCA-NASPO Master Agreement Administrator's and Participating State's satisfaction.		
3	CONTRACTING PERSONNEL. Responder must provide contracting personnel to assist states with the completing and processing Participating Addenda. Experience has shown that an adequate number of trained contracting personnel are key to the success of a Master Agreement. Detail how many personnel will be dedicated to provide support to States in securing Participating Addendums with contracting personnel who understand the cooperative purchasing concepts and challenges of signing participating addendums with States who have a variety of additional terms and conditions. Detail how the Contract personnel are chosen and provided training.	M	YES ☒ NO ☐
	HP has an entire dedicated team to support State and Local Government and Education, with a team assigned to support completing and processing the WSCA-NASPO Master Agreement and State and Entity Pas that includes three (3) Contract Negotiators, three (3) Contract Specialists, and the Primary HP WSCA-NASPO Program Manager. Each of the HP Contract Negotiators have proven experience in negotiating State agreements including WSCA-		

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	NASPO PAs and are familiar with required terms and conditions, successfully negotiating contracts in states across the US. In addition, the dedicated WSCA-NASPO Contract Specialists along with the WSCA-NASPO Team Lead Contract Specialist have experience processing WSCA-NASPO State and Entity PAs. Contract personnel were chosen to support the WSCA-NASPO Contract based on their experience and knowledge. Debra Lee (WSCA-NASPO Primary Representative/Master Agreement Manager) – Debra was chosen by the Vice President of Public Sector for the Printing and Personal Systems Group because of her experience supporting the WSCA-NASPO contract since its inception and as Team Lead managing the contract for over ten years. Debra's relentless passion and dedication can be seen in her day to day activities ensuring that WSCA-NASPO Master Agreement Administrator, participating states and procuring entities that reaches out to her for assistance receives an immediate response and resolution to their satisfaction. HP is committed to ensuring that the WSCA-NASPO Master Agreement Administrator, participating states, all State and agency procurement officials, Directors and procuring agencies have the Senior experienced Master Agreement Manager assigned to maintain and ensuring contract compliance requirements and satisfaction. Debra has spent close to thirty years in the industry supporting State Government, working in many different facets through her career learning the industry operations from beginning to end, providing her the ability to have the knowledge, leadership and problem solving skills to quickly resolve any issue that may arise. Debra has also managed State Government contracts for about 15 years and continues to learn from the best teachers and mentors in the industry, State Procurement officials and NASPO through supporting the contract and attending the NASPO event each year. Chris Backs (Manager of State and Local Government and Education Contract Negotiators) – Chris and her team of State and Local government Negotiators have years of experience in negotiating technology contracts at the national consortium, and state and local government marketplace. The team of Negotiators, under our Office of General Counsel, is familiar with and experienced in state procurement rules and regulations for master contracts. They have worked with the entities intending to participate on existing WSCA-NASPO contracts, and/or through handling negotiations for other master contracts within their assigned regional states of coverage. They will work with the Participating Entities to establish the mutually agreed upon terms and conditions of the Participating Addendums. Nancy Lenkowski (WSCA-NASPO Team Lead Contract Specialist) – Nancy has been with HP for over 24 years. While her HP experience has included leasing, sales, financial analysis and compensation, Nancy has been supporting State and Local Government and Education contracts/customers, including the WSCA-NASPO Computer Equipment contract for the last 6 years. Nancy was chosen for the position for many key reasons HP believes are essential and crucial to the success of this valuable contract: 1) prior knowledge of contracts; 2) extensive knowledge of the industry and HP systems; 3) strong grasp of the WSCA-NASPO Computer Equipment Contract specifically; 3) attention to detail; 4) dedication to timely reporting and compliance; 5) mentoring and one-on-one training provided by the Primary Account Representative since joining the Contract Operations team; 6) team spirit; and 7) ongoing compliance training. Nancy has been the lead for the current 2009-2014 WSCA-NASPO Computer Equipment		

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	Contract since its inception and manages two additional team members supporting the Cooperative/Consortium Contract Operations. Nancy has been instrumental in the successful administration, accuracy and the compliance of the current Computer Equipment contract, including audits, pricing and reporting, and we are pleased to have her on the team to support the WSCA-NASPO Computer contract. HP also has additional team members in Contract Program Management (5) and Contract Specialists (7) that can assist through the process if additional resources are necessary to support this valuable contract.											
4	PRIMARY ACCOUNT REPRESENTATIVE. Responders must provide a Primary Account Representative to work with the WSCA-NASPO Master Agreement Administrator on all aspects of the Master Agreement. This account representative is responsible for the performance of the Master Agreement and must provide timely response to all requests from WSCA-NASPO Master Agreement Administrator and Participating State. Detail how the account representative is chosen and provided training. <table border="1" data-bbox="289 623 1341 716"> <tr> <td>NAME:</td> <td>Debra Lee</td> <td></td> </tr> <tr> <td>TELEPHONE #:</td> <td>847/537-0344 (office Line), 847/922-2977 (cell)</td> <td></td> </tr> <tr> <td>EMAIL ADDRESS:</td> <td>Debra.lee@hp.com</td> <td></td> </tr> </table>	NAME:	Debra Lee		TELEPHONE #:	847/537-0344 (office Line), 847/922-2977 (cell)		EMAIL ADDRESS:	Debra.lee@hp.com		M	YES ☒ NO ☐
NAME:	Debra Lee											
TELEPHONE #:	847/537-0344 (office Line), 847/922-2977 (cell)											
EMAIL ADDRESS:	Debra.lee@hp.com											
	Debra Lee, located in Deerfield, Illinois, is the Primary Account Representative for HP, responsible for maintaining performance of the Master Agreement and providing the ultimate excellence in ensuring customer satisfaction for you and each participating state and your clients. Debra was chosen by the Vice President of Public Sector for the Printing and Personal Systems Group, Todd Gustafson, because of her experience supporting the WSCA-NASPO contract since its inception and as Team Lead managing the contract for over ten years. Debra's relentless passion and dedication can be seen in her day to day activities ensuring that the WSCA-NASPO Master Agreement Administrator, participating states or procuring entities that reach out to her for assistance receive resolution to their satisfaction. HP is committed to ensuring that the WSCA-NASPO Master Agreement Administrator, participating states, all State and agency procurement officials, Directors and procuring agencies have the Senior experienced Master Agreement Manager assigned to maintain and ensuring contract compliance requirements and satisfaction. Debra has spent close to thirty years in the industry supporting State Government, working in many different facets through her career learning the industry operations from beginning to end, providing her the ability to have the knowledge, leadership and problem solving skills to quickly resolve any issue that may arise from time to time. Debra has also managed State Government contracts for about 15 years and continues to learn from the best teachers and mentors in the industry, State Procurement officials and NASPO through supporting the contract and attending the NASPO event each year. <table border="1" data-bbox="289 1305 1341 1398"> <tr> <td>NAME:</td> <td>Debra Lee</td> <td></td> </tr> <tr> <td>TELEPHONE #:</td> <td>847/537-0344 (office), 847/922-2977 (cell)</td> <td></td> </tr> <tr> <td>EMAIL ADDRESS:</td> <td>Debra.lee@hp.com</td> <td></td> </tr> </table>	NAME:	Debra Lee		TELEPHONE #:	847/537-0344 (office), 847/922-2977 (cell)		EMAIL ADDRESS:	Debra.lee@hp.com			
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D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?								
5	COMPLAINT RESOLUTION. Responders must thoroughly describe their procedures for addressing and resolving customer problems and complaints regarding service, equipment, or billing. Include timelines and escalation process.	M	YES ☒ NO ☐								
	HP will work with WSCA-NASPO and participating states to customize the procedures to the states' specific escalation requirements. HP's formal order management, service escalation and customer feedback escalation procedures are described in this section. Most problems are readily resolved before escalation is necessary. This section details activities for those instances in which problems cannot be so quickly resolved. In keeping with HP's understanding of the importance of system availability to WSCA-NASPO procuring entities, HP is receptive to discussions on how it may modify any escalation procedures to better meet specific customer needs. As seen today, each State Procurement office, as well as procuring entities, has an assigned HP Primary Account Representative to assist as the escalation point of contact, eliminating the need to contact multiple people. To the best of our knowledge, this single point of contact has provided complaint resolutions successfully and will be assigned on the new contract with a goal to obtain 100% customer satisfaction. Customer Feedback Escalation HP has a strong customer feedback system, including a clear escalation process for handling dissatisfaction. The feedback system provides several methods for customers to communicate suggestions, recommendations, comments, and complaints to HP. Cataloging and analyzing the feedback provides HP valuable insight into trends, information, and issues that can be applied to improve products and process performance. Order Management Escalation Process A Customer Service Representative (CSR) assigned to the WSCA-NASPO account oversees order fulfillment activities from the point of order entry and acceptance to invoicing and delivery. This includes customer satisfaction and any issues that WSCA-NASPO may have during the deployment. The CSR is responsible for ensuring any issues or potential issues are escalated to prevent deployment delays, and sees problems through to resolution. Customer Services is required to adhere to the following standard service levels. Table 5. Standard Service Levels <table><tr><th>Action</th><th>Standard Service Level (in business hours)</th></tr><tr><td>PO Receipt to CSR order entry</td><td>4.0 hrs</td></tr><tr><td>PO Receipt to clean (executable) order</td><td>8.0 hrs</td></tr><tr><td>Confirmation sent to customer/sales/mgmt that orders has been placed and provide order number and ETA if available.</td><td>4.0 hrs</td></tr></table>	Action	Standard Service Level (in business hours)	PO Receipt to CSR order entry	4.0 hrs	PO Receipt to clean (executable) order	8.0 hrs	Confirmation sent to customer/sales/mgmt that orders has been placed and provide order number and ETA if available.	4.0 hrs		
Action	Standard Service Level (in business hours)										
PO Receipt to CSR order entry	4.0 hrs										
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Confirmation sent to customer/sales/mgmt that orders has been placed and provide order number and ETA if available.	4.0 hrs										

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	<table><tr><td>Estimated Ship Date upon order entry (Provided to customer as requested or as part of regularly scheduled open order report)</td><td>Estimate based on best information available. Follow-up as new information is available.</td></tr><tr><td>Updates to estimated ship date (Provided to customer as requested or as part of regularly scheduled open order report)</td><td>As new information becomes available.</td></tr><tr><td>Call Back/Email Response to customer from CSR (from point customer leaves voicemail/email to point CSR calls customer back or responds to email request)</td><td>4 hrs</td></tr><tr><td>RMA Request (From time CSR receives to RMA being generated)</td><td>12 hrs – 24 hrs</td></tr><tr><td>Warehouse Receipt of RMA'd goods to completion of Credit</td><td>3 days</td></tr></table>	Estimated Ship Date upon order entry (Provided to customer as requested or as part of regularly scheduled open order report)	Estimate based on best information available. Follow-up as new information is available.	Updates to estimated ship date (Provided to customer as requested or as part of regularly scheduled open order report)	As new information becomes available.	Call Back/Email Response to customer from CSR (from point customer leaves voicemail/email to point CSR calls customer back or responds to email request)	4 hrs	RMA Request (From time CSR receives to RMA being generated)	12 hrs – 24 hrs	Warehouse Receipt of RMA'd goods to completion of Credit	3 days		
Estimated Ship Date upon order entry (Provided to customer as requested or as part of regularly scheduled open order report)	Estimate based on best information available. Follow-up as new information is available.												
Updates to estimated ship date (Provided to customer as requested or as part of regularly scheduled open order report)	As new information becomes available.												
Call Back/Email Response to customer from CSR (from point customer leaves voicemail/email to point CSR calls customer back or responds to email request)	4 hrs												
RMA Request (From time CSR receives to RMA being generated)	12 hrs – 24 hrs												
Warehouse Receipt of RMA'd goods to completion of Credit	3 days												
All billing disputes should be brought to the attention of your HP Direct Customer Services Team. Customer Services works with HP's internal Finance Department, who researches the dispute, including gathering purchase order information from your CSR. While customers may request that bills be submitted in a batch, all records are individually maintained by order number. Complete order information follows the order throughout the fulfillment process, and can be traced to each separate process to determine the source of any errors and the necessary action for resolution. The Finance Department communicates the resolution to the customer, and any credit due is processed by the CSR. Pricing Errors Special contract pricing is maintained on a per customer basis within the order fulfillment system. If a customer believes that a system price has been maintained incorrectly and therefore billed incorrectly, Customer Services will research the cause of the discrepancy. In the event that HP has maintained an incorrect price, additional research is performed to determine the extent of error. Billing adjustments are made as necessary. Applying Credits Generally, credits are applied directly against the open amount they represent on the order invoice. When credits are issued for invoices that have already been paid, the credit will be applied to another open invoice. If you need to apply credits to specific open invoices, your Customer Services Team will work with you and a Credit Manager to coordinate these specific designations. Your HP Customer Services team will act as your first point of contact for credit issues. Straightforward credits that do not require a return shipment may take up to five days for processing. Turnaround time for returns processing can be impacted by factors that make it difficult to measure an average, but your Customer Services team is charged with ensuring that all returns and related credits are processed timely. WCSA-NASPO will have access to a designated Inside Sales Representative who can also act as a point of													

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	escalation to own issues and be a liaison to the internal HP resources until a resolution is achieved. Continuous Process Improvement HP uses a web-enabled database tool, called the CRS (Customer Response System) database to track and report service level metrics and customer satisfaction issues for all types of post-shipment issues. The CRS database allows a Customer Service Representative to log issues, involve internal HP resources to identify root causes, and track the issue through resolution. The database helps identify systemic flaws that indicate a need for change in a procedure, product, system, or service so that HP may ultimately improve our customer service and prevent further errors. HP Global Escalation Process for Service Events The HP Escalation Process provides a consistent support delivery model for solving complex problems quickly and efficiently. This formal, documented process facilitates solution of complex problems by HP technical resources and is central to the HP support philosophy. As a result of this process, technical resources can remain focused on achieving business goals. The delivery model defines the roles and responsibilities of members of the escalation team. This team provides technical and managerial expertise beyond the standard. Additionally, the team lead has the capability to engage additional resources as required. In this process, the customer is a key contributor to the action planning process. These components differentiate HP's Escalation Process from that of our competitors. Figure 21. HP takes a five-step approach to escalation management.  <pre> graph TD A[Create Escalation Team] --> B[Develop Escalation Action Plan] B --> C[Define Communication Plan] C --> D[Execute Escalation Action Plan] D --> E[Monitor Solution] </pre>		

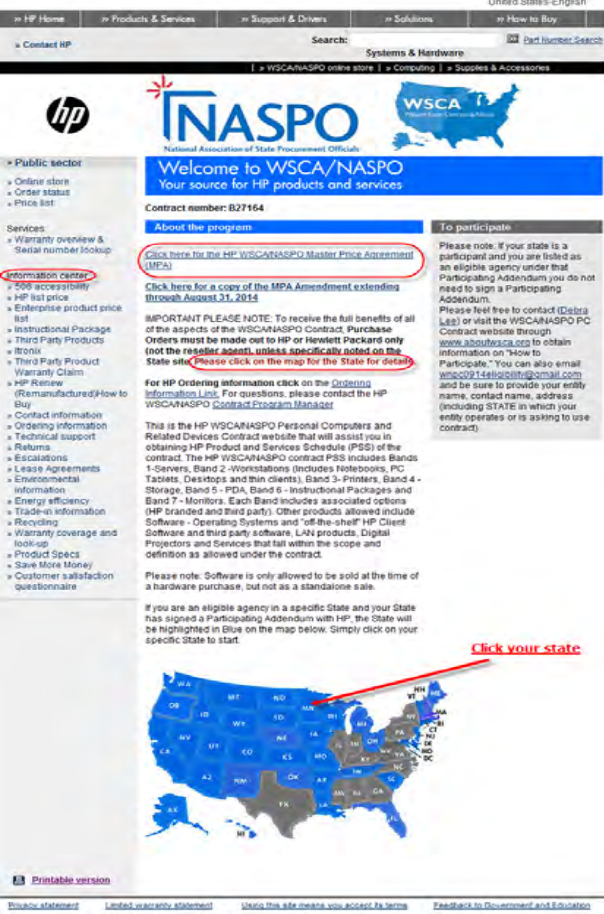
D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?				
	The Escalation Team Management and technical members from HP and WSCA-NASPO participants and procuring entities form the Escalation Team. Each team member has a specific role and responsibilities in the successful conclusion of the escalation. Members of the Escalation Team often include: • Escalation Management Owner—leads the Escalation Management team, creates the Escalation Action Plan, and is the focal point for communication between HP and WSCA-NASPO participants and procuring entities • Escalation Specialist—develops and coordinates the technical aspects of the Escalation Action Plan • Customer Management Contact—primary contact for management issues • Customer Technical Contact—primary contact for technical issues • Additional Resources—may be added for specific product knowledge and can include the following: – Engineering – Complex Problem Manager to coordinate engineering and partner resources – Delivery Partners – HP Management and Executives Escalation Action Plan Development Action planning is central to the successful resolution of serious customer situations. Developing an Escalation Action Plan to resolve the issue at hand is the Escalation Team's primary objective. The plan includes the following: • Actions required to mitigate and solve the problem • Named individual responsible for each action • Deadline and expected outcome for each action • Contingency plan if the desired results are not achieved • Defined communication plan, including frequency and method of communication • Criteria for success describing when escalated issue will be regarded as solved						
6	REPORTING. Describe how Contract Vendor adheres to reporting requirements as stated in the Terms and Conditions and ensure accurate reporting to each State. The goals of reporting include: 1) Summary Reporting to calculate Administrative Fees to WSCA-NASPO and as required by Participating Entities 2) Detailed Product Reporting to manage contract to WSCA-NASPO and as required by Participating Entities Participating States may require additional reporting requirements and will address through their Participating Addendum. Responders must identify below a primary contact responsible for providing the mandatory usage reports <table><tr><td>NAME:</td><td></td></tr><tr><td>TELEPHONE #:</td><td></td></tr></table>	NAME:		TELEPHONE #:		M	YES ☒ NO ☐
NAME:							
TELEPHONE #:							

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT			M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?												
	EMAIL ADDRESS:																
	HP adheres to the reporting requirements as stated in the terms and conditions by pulling all sales data that has the contract selected across all participating states and individual entities in states that are not participating. The reporting tied to the Master and/or Participating State contract number/ID is then aggregated, including subcontractor (partner) sales; this is what HP refers to as the Master Agreement Report. All WSCA-NASPO reports, including participating state or entity reports (even special report requests), are generated and applicable admin fees calculated from the Master Agreement Report. We maintain all due dates of reports and admin fees by State to ensure timely compliance through HP's compliance log, which Management reviews. The summary reporting tool data is derived from the Master Agreement Report via Excel Pivot Table. HP has a team of Contract Specialists with a Team Lead supporting the WSCA-NASPO Contract reporting requirements working closely with the assigned HP WSCA-NASPO Master Agreement Manager/Primary Account Representative. The Team Lead that submits reports through the Summary Reporting tool and provides the detailed product report is listed below: <table><tr><td>NAME:</td><td>Nancy Lenkowski</td></tr><tr><td>TELEPHONE #:</td><td>404/774-0255</td></tr><tr><td>EMAIL ADDRESS:</td><td>Nancy.lenkowski@hp.com</td></tr></table> The main contact for all questions on any report submissions, reconciliations or special report request is the Primary WSCA-NASPO Contract contact listed below: <table><tr><td>NAME:</td><td>Debra Lee</td></tr><tr><td>TELEPHONE #:</td><td>847/537-0344 (office) 847/922-2977 (cell)</td></tr><tr><td>EMAIL ADDRESS:</td><td>Debra.lee@hp.com</td></tr></table> HP agrees to complete and submit the WSCA-NASPO Summary Reporting tool per the instructions and requirements of the WSCA-NASPO Master Administrator and the designated WSCA-NASPO reporting contacts, as done today. HP further agrees to provide detailed reporting as done today to the WSCA-NASPO Master Agreement Administrator and participating states per the instructions of the Master Agreement or Participating State's PA based on HP's automated reporting fields available, as provided today. HP further agrees to provide additional reports as needed and as mutually agreed for the states and procuring entities, as done today, that include requests for detail on the number of systems purchased in a given time period, Open Order reports, quote reports, or even the top procuring entities. HP will continue to make every reasonable effort to assist the WSCA-NASPO Master Agreement Administrator, participating states and procuring entities with standard or special reporting requests and requirements.			NAME:	Nancy Lenkowski	TELEPHONE #:	404/774-0255	EMAIL ADDRESS:	Nancy.lenkowski@hp.com	NAME:	Debra Lee	TELEPHONE #:	847/537-0344 (office) 847/922-2977 (cell)	EMAIL ADDRESS:	Debra.lee@hp.com		
NAME:	Nancy Lenkowski																
TELEPHONE #:	404/774-0255																
EMAIL ADDRESS:	Nancy.lenkowski@hp.com																
NAME:	Debra Lee																
TELEPHONE #:	847/537-0344 (office) 847/922-2977 (cell)																
EMAIL ADDRESS:	Debra.lee@hp.com																

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7	COMMERCIAL OFF THE SHELF AND OPERATING SYSTEM SOFTWARE. Upon request the Software License Agreement is to be presented to the ordering agency at the time of quote. Provide updated releases of licenses originally purchased through the entire contract term if applicable. Provide details regarding operating system and maintenance updates on products sold and detail process to communicate updates to users.	M	YES ☒ NO ☐
	HP has read and acknowledges. Per the answer to Question 171 in Addendum 3, upon request of a procuring entity or as negotiated by each State, HP will present the software license agreement at the time of the quote if available by the software publisher. Operating System software and HP branded and third party off the shelf software publisher license agreements are typically provided in the box with the product and can be obtained directly from most major software publishers' e-commerce websites. The HP sales team has provided input and assistance for procuring entities when these types of requests are received, and agrees to continue to provide assistance to support procuring entities on their software purchases. Software updated releases or maintenance support is available for purchase under the contract, if a procuring agency requires updated releases, maintenance updates on software previously purchased. Upgrades and releases are available for purchase at additional cost, unless otherwise provided by the software publisher.		
8	WEBSITE. Describe commitment to maintaining a website in adherence to the items provided below. Contract Vendors shall develop and maintain a URL to a web site specific to the awarded Master Agreement that MAY provide: • Copy of Solicitation & Response • Signed Master Agreement • Signed Participating Addendums • Designated Baseline price list (MSRP, List, Education) • Product and Service Schedule (PSS) • Product specifications, pricing, and configuration aids for the major product categories proposed that can be used to obtain an on-line quote, • Online ordering capability with the ability to remember multiple ship to locations if applicable to product • Service options, service agreements • Contact information for order placement, service concerns (warranty and maintenance), problem reporting, and billing concerns • Sales representatives for participating entities • Purchase order tracking • Links to environmental certification, including but not limited to take-back/recycling programs, EPEAT, Energy Star, etc. • Information on accessibility and accessible products If elements of the website require a secure log-in, Responder to provide listing of item that would require a secure sign-in option e.g. reprinting of invoices, or purchase order tracking.	M	YES ☒ NO ☐

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	THE REQUESTED WCAG VPAT APPLIES TO THE RESPONDER'S WEBSITE TO BE OFFERED UNDER THE CONTRACT. Responder to provide completed VPAT forms found in the FORMS section of the RFP. The Master Agreement website shall offer twenty-four (24) hours per day, seven (7) days per week availability, except for regularly scheduled maintenance times. The website must be separate from the Contract Vendor's commercially available (i.e., public) on-line catalog and ordering systems. No other items or pricing may be shown on the website without written approval from the Lead State Within 30 calendar days of Master Agreement award, the Contract Vendor must provide a sample URL of the Master Agreement webpage to the Lead State for review and approval. The Lead State will review and determine acceptability of the website format and data. If the information is determined to be unacceptable or incorrect, the Contract Vendor will have 15 calendar days to provide revisions to the Lead State. Once the website is approved, the Contract Vendor may not make material changes to the website without notifying the Lead State and receiving written approval of the changes.		
	HP is committed to creating and maintaining an e-commerce site(s) upon award that includes specific items relating to the contract based on a WSCA-NASPO Master Agreement Administrator approved redirect URL name and site. HP agrees to provide a new format as presented at the 2013 performance meeting for review and approval by the WSCA-NASPO Master Agreement Administrator similar to the view below. Figure 22. Potential format for WSCA-NASPO e-commerce site WSCA-NASPO Learning Technology Initiative Contract 		

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	This site URL will identify the PSS categories or category exceptions available for ordering on HP's standard website catalog offering. The pricing listed will be the pre-calculated pricing for each item that can be purchased standalone based on the "guaranteed minimum discount and category exception discounts" including any state specific standards or PSP participation, meeting the per unit thresholds. For those Enterprise products or custom services that are not orderable on the web, HP will follow the same guidelines under the current contract as approved by the WSCA-NASPO Master Agreement Administrator. HP agrees to post the following items on both the main HP WSCA-NASPO portal and the state sites as approved by the WSCA-NASPO Master Agreement Administrator and participating state. • Signed Master Agreement – Main Portal Page • Signed Participating Addendums • Designated Baseline price list (MSRP, List, Education) • Product Specifications • Access to the online shopping tool for pricing and configuration aids for the majority of products to obtain an on-line quote, save a quote, process an order. Online ordering is capable of accepting and remembering multiple "ship to" locations, noted in the comment section of the online ordering tool. • Capability to obtain and download electronic certified copies of HP invoices • Online order status and reporting tools • The ability to obtain extended and uplifted warranty (Care Pack) services • Product Warranty information (coverage, look up and registration) • Third Party products and warranty assistance links • Main Contact, Sales Representative and Customer Service Representative contacts (Order Management) for escalations, quotes, product information, order tracking, invoicing questions, returns, etc. • Escalation contact - WSCA-NASPO Master Agreement Manager • Order Address, fax, email and remittance information • Technical Support and Warranty Repair Contact • 508 Accessibility – Access to VPATs for products and other accessibility information • Environmental certification links including take-back/recycle programs, EPEAT and ENERGY STAR • Approved reseller agents and/or subcontractors (Partners)		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• How to Save More Flyer • PSP Savings • Customer Satisfaction Survey • Promotional product banners • Assistance with live Chat and website assistance contact number if needed 		

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	 WSCANASPO-State of Minnesota Important Please Note: To receive the full benefits of all of the aspects of the WSCANASPO Contract, Purchase Orders must be made and to HP or Vendor Packaged only (not the reseller agent). SPECIAL NOTE CONCERNING THE PURCHASE OF MICROSOFT OPERATING SYSTEMS: The purchase of any Microsoft operating system marketed or identified for home use will be limited to those products that qualify under an active Microsoft Volume License Agreement (Government or Academic) which includes provisions for upgrade/downgrade options using these operating systems. Products: - Desktops - HP Desktop 3940 - HP Education Desktop Intel 3940 - HP Education Desktop Intel 3940 - HP Education Desktop Intel 3940 - HP Education Desktop Intel 3940 - Notebooks - HP Performance Desktop - Servers - HP HP L42000 21.5in LED LCD - HP HP L42000 21.5in LED LCD - HP HP L42000 21.5in LED LCD - HP HP L42000 21.5in LED LCD - HP HP L42000 21.5in LED LCD Contact information: For quotes and product information, please contact HP's Enterprise Center at 800.727.2472 and you will be directed to the appropriate inside Sales Representative that can provide you a quote and assist you with any product questions. For Product Information or Quotes Contact: Printing & Personal Systems Group Inside Sales Representative Assistant Director Phone 800.727.2472 Email: inside_sales@hp.com Account Manager: Brent Hamilton Phone 800.727.2472 Email: bhamilton@hp.com HP Enterprise Inside Sales Representative: Service Group Phone 800.727.2472 and 771.9553 Email: inside_sales@hp.com For Product Sales Items Such as Order Changes, Order Status, Service Questions, Delivery, or Any Other items Contact: WSCANASPO@hp.com For direct orders only: Purchase Orders should be submitted directly to HP via fax at 800.821.2729 or via email at inside_sales@hp.com. The Purchase Order should include a copy of the quote, the ship-to location, delivery date requirement, the Contract Number, and any other special requirements and if applicable, the HP Authorized Reseller Agent name or authorization number (OID number). The reseller agent's authorization number (OID number) and name should be designated in the body of the PO, fax cover page, email or can be selected or noted in the Special Instructions portion of the online order. Ordering address: HP Direct C0000		

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	The HP WSCA-NASPO site is available publically as required under the contract. Procuring agencies can log on at the time they access the site and are only required to log on when a quote needs to be saved, when submitting an order, when accessing invoicing or order tracking, or when utilizing any of the other tools such as reporting. Figure 23. Login page  The HP WSCA-NASPO Master Agreement and participating state websites are available twenty-four (24) hours per day, seven (7) days per week, except for regularly scheduled maintenance times. This site is a separate site from HP's regular hp.com site and is created specifically for this contract for access by eligible procuring entities as allowed and required under the Master Agreement and state PA. HP agrees that the test site will be created for review within 30 calendar days or sooner from award of the Master Agreement for the Lead State WSCA-NASPO Master Agreement Administrator's approval. If any changes are required, HP agrees to make required changes on or before 15 calendar days upon receipt of the requested change. Upon approval of the Master website by the WSCA-NASPO Master Agreement Administrator, changes will follow the		

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	required process for approval prior to modification. As instructed by the WSCA-NASPO Master Agreement Administrator, each state site will be set up in the same format unless otherwise approved by the Administrator and participating state. Due to their size, HP agrees to provide the Solicitation and Response to procuring entities upon request unless otherwise required and requested by the WSCA-NASPO Master Agreement Administrator. HP agrees to include additional information as requested by the WSCA-NASPO Master Agreement Administrator or participating state to provide easy navigation and access for information required through the contract term. HP has included the WCAG Report generated based on the current contract main site.		
9	EMARKETCENTER. The Contractor agrees to cooperate with WSCA-NASPO and SciQuest (and any authorized agent or successor entity to SciQuest) with uploading a hosted catalog or integrating a punchout site. Review the eMarket Center requirements provided on next page and confirm adherence.	M	YES ☒ NO ☐
	HP understands and agrees to adhere to the eMarketCenter Requirements outlined in this section. HP currently has a WSCA-NASPO eMarketCenter activated and operational, and agrees to continue to cooperate with WSCA-NASPO and SciQuest for a newly awarded contract eMarketCenter site activation.		
10	IMPLEMENTATION PLAN AND MARKETING METHODOLOGY. Describe a thorough implementation rollout plan for the first year as part of the proposal. At a minimum, the response should include a description of the methodology (mailings, meetings, seminars, press releases, personal contacts) proposed, estimated dates and location of activities, including tasks to be performed and the timeframe for the completion of each task. Include sample rollout and follow-up marketing materials with their proposals. Responders are reminded that once a statewide participating addendum is in place, nearly every governmental entity, public school and university within the state may use the Contract Vendor's Master Agreement.		YES ☒ NO ☐
	Upon contract award for the new WSCA-NASPO Contract, HP plans to promote the contract award through internal and external communications as approved by the WSCA-NASPO Master Agreement Administrator. The goal of marketing the WSCA-NASPO contract is not only to communicate the value proposition, benefits, and the WSCA-NASPO and HP story, but also to emphasize HP's flexibility in delivering and promoting the WSCA-NASPO PSP or State-specific standards and savings as appropriate and approved by the WSCA-NASPO Master Agreement Administrator and the participating state. To ensure a harmonized and effective marketing plan execution, the HP WSCA-NASPO Primary Account Representative, with the collaboration of the WSCA-NASPO Master Agreement Administrator and WSCA-NASPO designated participating states, will develop a plan annually that will help in promoting contract awareness and value for the contract. HP looks forward to reviewing and discussing the proposed plan with WSCA-NASPO after award. Attachment 6, Marketing Plan and Sample Promotions includes examples of the current contract marketing that was developed collaboratively with the WSCA-NASPO Master Agreement Administrator and designated WSCA-		

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	NASPO team and participating states in order to educate procuring entities on what used to be a common theme, "What is WSCA-NASPO? and "Why use the HP WSCA-NASPO contract?" Public Relations HP will provide public relations support to promote the WSCA-NASPO contract. HP will collaborate with the designated WSCA-NASPO Master Agreement Administrator and other designated WSCA-NASPO contacts to prepare and distribute a press release, after approval, announcing the contract award to HP. Once a press release is written and approved, and with permission from WSCA-NASPO, HP will manage all efforts with the media. The press release will be sent to all government industry publications and released over the business wire for pickup by major media. HP will also leverage the announcement over social media sites to include LinkedIn, Facebook, and Twitter. As required under the contract, all marketing materials will be provided to WSCA-NASPO for review, modification and approval prior to distribution. Communication will not be released without approval in writing from the WSCA-NASPO Master Agreement Administrator. Advertising HP will drive contract awareness and product/service promotions under the WSCA-NASPO contract through HP web banners on www.hp.com/buy/wscaiii. Promoting the HP WSCA-NASPO contract value proposition and product/service promotions through web banners provides an opportunity to reach a large audience of WSCA-NASPO procuring entities. Web banners have a "call to action" inviting the reader to contact HP for pricing and information. HP will distribute periodic email newsletters and promotions to eligible procuring entities throughout the contract term. These email promotions will provide the most current ongoing WSCA-NASPO promotions. The email newsletter will provide an opportunity to focus on the success of the HP WSCA-NASPO contract and promote upcoming contract promotion specials and even state-specific standards or the PSP's. As required under the contract, all marketing materials will be provided to the WSCA-NASPO Master Agreement Administrator for review, modification and approval prior to distribution. Communication will not be released without approval in writing from the WSCA-NASPO Master Agreement Administrator. Contract Promotions Due to the product scope, HP will provide contract promotions, as seen on the current contract, directly on the contract website and eMarketCenter, as allowed per the newly awarded contract per the WSCA-NASPO Master Agreement Administrator approved process. Contract promotions will be distributed through various methods of delivery, to include email, newsletters, web banners, and postcard mailers to procuring entities as allowed in a particular State after approval. The contract promotions will remind WSCA-NASPO procuring entities of special promotions, special pricing, and state-specific standards. The contract promotions will emphasize the aggressive HP WSCA-NASPO pricing offered exclusively to WSCA-NASPO participants and procuring entities.		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Included in Attachment 6 are sample promotions created for email and hardcopy distribution that promote specials and/or new products added to the current WSCA-NASPO contract. "HP Renew" is an example of this type of promotion. HP will continue to work with each WSCA-NASPO participating state on PSP's or state-specific standard brochures and promotions as requested by interested states or statewide participants. The samples in Attachment 6 were created under the current contract; one is for a state-specific standard and one is for statewide participants. These promotions and brochures will be developed by HP and given to the WSCA-NASPO Master Agreement Administrator, and to a participating state if it is state-specific, for final approval before distribution per the required process defined upon award. Web Presence The HP WSCA-NASPO contract website that will be developed with a potential landing page redirect URL named www.hp.com/buy/wsca-naspo4 similar to the current site at www.hp.com/buy/wscaiij, along with the eMarketCenter, will offer customers extensive information on the WSCA-NASPO contract. WSCA-NASPO states can visit the current site for information regarding product, warranty, pricing, and more, and HP is working on making improvements to our websites throughout the term of this new contract to provide more information and an even better shopping experience. Contract Listing on the Internet As developed with the current contract, HP will create an eMarketCenter SciQuest page and a special landing page similar to the current WSCA-NASPO contract page (www.hp.com/buy/wscaiij), with a new redirect URL name that can be changed based on WSCA-NASPO Master Agreement Administrator request. The website will provide a map of the United States with participating states highlighted or can include a listing by state based on WSCA-NASPO requirements. By clicking on a highlighted participating state, visitors will have access to the HP WSCA-NASPO state. Each WSCA-NASPO state website will be personalized, as allowed by WSCA-NASPO and as approved by the Participating State Procurement official, to meet the needs of that state and maintain the approved format. The HP Online Store features an easy-to-use interface that displays product and pricing information specific to the HP WSCA-NASPO contract. The Online Store allows agencies to: • Access the latest HP WSCA-NASPO contract pricing, environmental certifications, trade-in, promotions • Obtain quotes • Place orders online using a Procurement Card (P-card) or purchase order • Inquire about order status and delivery • Access reporting tools, tracking, invoice copies and much more		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	NASPO Marketing Events and More HP will continue to participate in the annual NASPO marketing events annually and attend other NASPO events and the NIGP Annual Marketing event. The HP Primary Account Representative will attend this event along with the Contract Program Management team and potential management team members. The HP Primary Account Representative and other Program Management team members will meet with participating states throughout the year to review participating state marketing plans and events, which may include Management. HP has scheduled seminars in local major cities to review the latest IT trends and new HP products with both local agencies and HP authorized partners. HP would like the opportunity to promote this contract at these events. HP will work with the WSCA-NASPO Master Agreement Administrator, designated WSCA-NASPO teams and/or participating states to make them aware of these events or schedule additional seminar events or Webinars similar to what some states initiated in 2012-2013. These Webinars gave important information to agencies on contract specifics including product scope, ordering information, PSP's or State Specific Standards, and how to save more using this contract. In 2013, HP participated in the following events targeting State and Local Government and Education: State and Local Events • CAPS CIO Academy • CA Mobility Conference • NASIO Mid-year • Florida Digital Government Summit • Arizona Digital Government Summit • Pacific Northwest Digital Government Summit • Pennsylvania Digital Government Summit • Missouri Digital Government Summit • Minnesota Digital Government Summit • GTC SW • GTC East • NASPO • NIGP Annual and other Local Events • North Carolina Digital Government Summit • COVITS/Virginia Digital Government Summit • Colorado Digital Government Summit • Los Angeles Digital Government Summit • Dallas Ft. Worth Digital Government Summit		

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	• Michigan Digital Government Summit • Illinois Digital Government Summit • NASIO Annual • Texas Technology Forum • Los Angeles Technology Forum • New York City Technology Forum • YASSCC – Texas State Government • TAGITM – Texas Local Government • ITM/APSHA – Human Services Agencies • AAMVA Annual Conference – Motor Vehicles • Georgia Digital Government Summit • Wisconsin Digital Government Summit • Massachusetts Digital Government Summit Education Events • BBWorld • Educause • SETDA • NECC • FETC • TCEA Additional Seminars and Events HP participates in many conferences and seminars attended by State, Local and Education customers. At these events, HP will have a booth to display product and services. At events in WSCA-NASPO states, an 8 ½" x 11" line card will be placed in the booth to promote the HP WSCA-NASPO contract as approved by WSCA-NASPO similar to the recent NIGP event. Promoting the HP WSCA-NASPO contract in events at the booth makes it easy for event attendees to identify HP as an awarded Vendor with WSCA-NASPO, and provides an opportunity for the HP sales team to engage with WSCA-NASPO procuring entities and buyers. State, Local and Education Forums HP will host educational forums to teach State, Local and Educations customers about some of the latest technology changes and solutions impacting government. The Forums will be led by specialists from HP experienced in IT solutions, and customers from State, Local and Education that will share best practices. This is an opportunity for State, Local and Education customers to learn how to make the most use of the technology offered from HP, while		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	gaining insight from peer-to-peer networking. As allowed and approved by the WSCA-NASPO Master Agreement Administrator, HP WSCA-NASPO state-approved partners can assist in the marketing activities in this section to promote the contract through telemarketing campaigns, events and distribution of WSCA-NASPO Master Agreement Administrator approved marketing documents. This will allow HP to reach even more agencies for contract awareness.		
11	ECOMMERCE. Thoroughly describe the ability or commitment to accept and process purchase orders electronically, as well as online payment via a purchase card. The ability to provide electronic funds transfer and/or a seamless electronic interface to governmental accounting systems should be thoroughly described.		YES ☒ NO ☐
	HP is committed to accept and process purchase orders electronically through either the HP WSCA-NASPO contract website created upon award (similar to the current site at www.hp.com/buy/wscaiii) or the WSCA-NASPO eMarketCenter SciQuest punch out site. As a technology leader in providing electronic procurement solutions for business-to-business purchasing, designed to help customers reduce the costs and resources associated with procurement of goods and services, HP has made streamlining procurement systems part of an overall strategy. Today under the current contract and expected even more with a new contract, WSCA-NASPO procuring entities can reduce the cost of processing purchase orders by up to 70 percent by placing orders electronically. Upon award, HP will create an updated e-commerce site similar to the current HP WSCA-NASPO contract e-commerce site that will provide electronic e-commerce to accept and process purchase orders, product and configuration specifications, service options and service agreements, order tracking, and contact information for questions and billing concerns.		

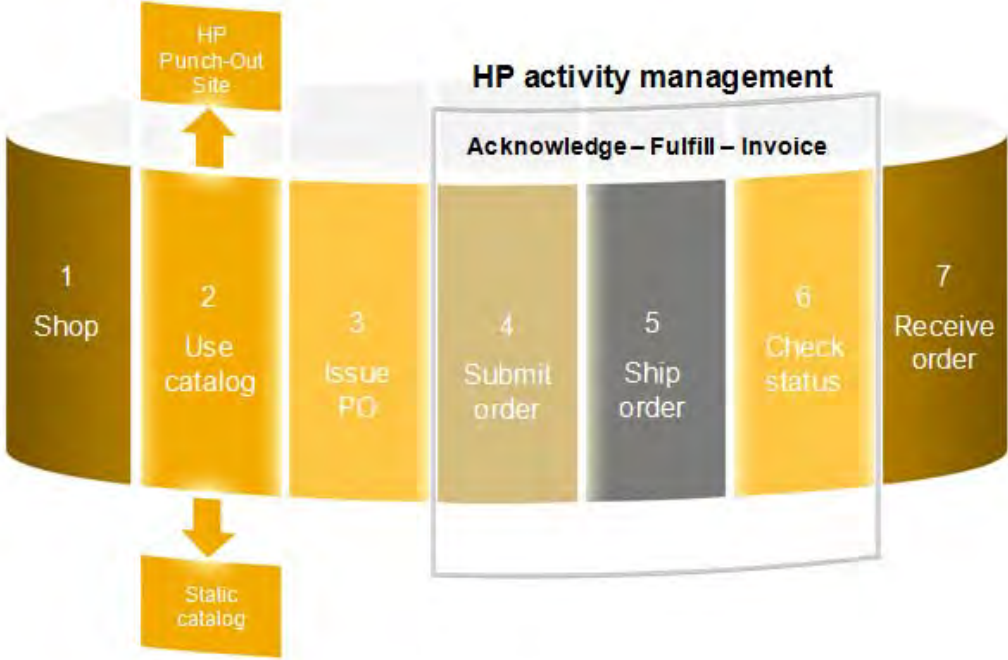
D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?															
	Figure 24. HP e-commerce site Contract: WSCA/NASPO PREMIUM SAVINGS CONFIGURATIONS This page will allow you to review your current order, modify items in your shopping cart or add items to your shopping cart via our Fast Add feature listed below. Once you have items in your shopping cart you can change quantities (then click RECALCULATE at the bottom to adjust the total), remove items, save as a quote or proceed to checkout. If you have any issues please call 1.800.607.3567 or email us at ebusinessSupport@hp.com. Continue Shopping » Printable View » Save Quote » Empty Cart » Checkout » ☐ Hide product components / details <table><thead><tr><th>Item / description</th><th>Part no.</th><th>Unit price</th><th>Qty</th><th>Ext.price</th></tr></thead><tbody><tr><td>Value/Education Desktop AMD - 6305 SFF</td><td></td><td></td><td>1</td><td></td></tr><tr><td>-Configurable- HP Compaq Pro 6305 Small Form Factor Desktop PC - QZ711AV-SEB</td><td>Base</td><td>\$470.00</td><td>1</td><td>\$470.00</td></tr></tbody></table> Once the selected configuration is submitted via the Checkout process, the procuring agency will be asked to log in if not already logged in for security purposes. At that time, the procuring entity will be able to select billing information, shipping information, and secure payment information (credit cards, purchase orders, or leasing, if available and allowed), and confirm the Order Details before final submission and completion of the order. Figure 25. The procuring entity selects billing, shipping, and payment information. Select a payment method Please select payment method to place an order. ☐ Credit Card Place your online order using our Secure Server (SSL) ☐ Lease HP Financial Services offers total leasing solutions for qualified customers (Excluding Federal Customers). ☒ Purchase Order Receive invoice for payment when product ships Continue »	Item / description	Part no.	Unit price	Qty	Ext.price	Value/Education Desktop AMD - 6305 SFF			1		-Configurable- HP Compaq Pro 6305 Small Form Factor Desktop PC - QZ711AV-SEB	Base	\$470.00	1	\$470.00		
Item / description	Part no.	Unit price	Qty	Ext.price														
Value/Education Desktop AMD - 6305 SFF			1															
-Configurable- HP Compaq Pro 6305 Small Form Factor Desktop PC - QZ711AV-SEB	Base	\$470.00	1	\$470.00														

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	Purchase order * Purchase Order Number Please use an Alphanumeric PO that does not contain the letter O. Select a payment method Please select payment method to place an order. ☒ Credit Card Place your online order using our Secure Server (SSL) ☐ Lease HP Financial Services offers total leasing solutions for qualified customers (Excluding Federal Customers). ☐ Purchase Order Receive invoice for payment when product ships Credit card Billing address on your order must match the billing address on your credit card statement. * Card Number Expiration Date Month ▾ / Year ▾ Would you like to Reference a PO Number? Please use an Alphanumeric PO that does not contain the letter O.		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	After submission, an Order Confirmation is submitted with the HP Sales Order Number that can be used later to track the status of the order. The Order Status and Order History links on the sites offer comprehensive order reporting capabilities. With visibility into business trends and events, the customer is better equipped to make informed purchasing and supplier management decisions, and reporting encompasses all procurement activities regardless of the vehicle used (online, fax or email). Order change notification is also available via email and can be customized to meet the needs of each procuring entity. Purchase order tracking can be done online. Account information is secured by the user's ID. To access this information, users are prompted for their email or account ID and password, along with the order ID number. The order tracking report will show order header information, line item detail down to the unit's serial number, and shipping details. If the order has been transferred to a carrier, this report will query the carrier's online tracking sites and return the results for complete end-to-end order tracking. Procuring agencies ordering online, as well as orders received in other methods as long as the procuring entity provides an email address, will receive an order and shipment confirmation. The information center area on the left-hand side of the main WSCA-NASPO site and each participating state or procuring agencies website will provide specific information for the contract, including technical support. HP can include a live chat option to assist customers through their website experience. In summary, HP e-commerce offers customers more than just a convenient online shopping experience. The built-in reliability, flexibility, and innovation of e-commerce actively support the continuous improvement of purchasing and procurement management functions. All HP e-commerce tools and capabilities work cooperatively to improve resource planning and budgeting processes. HP e-commerce is a user-driven resource that scales from an easy to use simple website solution to a customized procurement site. WSCA-NASPO eMarketCenter and Other eProcurement Platform e-commerce site requests HP customers that want to drive purchasing through the WSCA-NASPO eMarketCenter SciQuest site or develop their own e-procurement site using the contract can benefit from HP's extensive experience in integrating with the industry's leading enterprise eProcurement platforms. Through the HP eProcurement solution, HP provides a proven and standards-based implementation methodology that delivers significant benefits. • Leverage business process standardization with a solution that spans across geographical boundaries • Encourage adherence to established IT standards with a consistent catalog and predefined product set • Reduce order management costs by increasing control over purchasing activities • Improve order accuracy and efficiency through automated processes aligned with existing systems As one of the industry's leading integrated procurement IT suppliers, HP is well qualified to provide customers with a powerful and seamless solution that increases purchasing power and maximizes return on investment.		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	HP e-Procurement Integration is an ideal solution for customers who have already installed an eProcurement system and have established business processes designed to capitalize on that investment. It is also suitable for those in the process of deploying an enterprise-wide eProcurement system. HP can support the transition by providing a hosted HP.com e-commerce site for online purchasing that evolves into an integrated solution as the eProcurement system is introduced in new divisions or geographic regions. In either case, it is important that the purchasing volume be significant enough to make the integration return on investment beneficial for both the customer and HP. How Does the Solution Work? The HP e-commerce and e-procurement integration server is at the heart of the solution, enabling HP to connect quickly and easily to a variety of different platforms while providing a consistent set of transactions to HP's backend systems. Upon receipt of an order, the HP fulfillment system configures (if requested) and ships the products. Security HP protects the integrity and security of transactions through a robust authentication process for all documents and requests received by the integration server. The server checks a unique set of credential keys that are automatically sent from the customer's eProcurement system. These keys must authenticate with matching keys on file with HP. Further, HP requests that all eXtensible Markup Language (XML) transactions be encrypted using Hyper Text Transfer Protocol Secure sockets (HTTPS) to provide an added level of security. Contract choice and specific scope of products HP e-procurement integration provides a punch out to a secure storefront that features a customized catalog, configuration tools, and up-to-date product information. Users can select and configure products at the punch out site, then bring their selections back for processing through the internal procurement system. The user experience is enhanced through punch out by: • Easy-to-use HP catalog layout and search functionality • Detailed product information and specifications • Online product configuration • Localized interface, with availability in eleven languages • Support for centralized purchasing A static, internal catalog is also offered although the features listed above are not available to the same degree. Consequently, most customers whose platforms support punch out select it in order to avoid catalog maintenance and to gain access to more comprehensive product information and online configuration tools. In deciding whether to select a static catalog or the punch out option, the customer should first determine whether or not their eProcurement platform supports punch out. Other considerations include the need for configuration capability and if there is a preference for catalog updates to be managed in house or by HP.		

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	Broad Platform Support HP offers support for all of the leading eProcurement platforms and maintains close relationships with key eProcurement vendors. HP's support activities include monitoring vendors' roadmaps and providing input to ensure that their planned enhancements are consistent with customer requirements. HP's proactive partnering strategy has proven successful, as evidenced by a long list of recognitions and certifications. Although the supported capabilities vary across these platforms, core features include catalogs, purchase order submission and acknowledgement, and sales reporting. Additionally, several of the platforms support punch out, invoice and advance ship notification. The eProcurement Process The eProcurement Integration solution is built on a complement of HP and customer systems that efficiently support each step in the buying process, as outlined below. 1. To begin shopping, the user logs on to their internal procurement system. 2. The user begins to shop in either the HP-managed punch out Website or the customer-hosted static catalog. 3. After the user has selected products to buy, the internal system routes the requests for the appropriate approvals. 4. Once approved, the request is converted to a purchase order tied to procuring agency payment terms or submitted via Procurement Card (credit card) and is submitted to HP. 5. HP receives the purchase order, configures the product (if required), and ships the order. 6. HP sends an invoice for the shipped order, which is available via paper, xml, or electronic data interchange (EDI). The user may access reporting and spending data from the internal system. 7. The HP product order arrives at the user's site. This process relies on the user to create and submit the order and on HP to handle the business activity associated with order management - namely acknowledgement, fulfillment and invoicing.		

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	Figure 26. The Integrated Procurement Process  Making It Happen HP has developed a process for determining which deployment options are most likely to serve customer needs and can provide assistance at every stage in the process, from evaluation through implementation and ongoing support. Although the length of the process varies depending on numerous factors, most deployments take three to four weeks. Some standard deployments may be accomplished in a shorter time. HP currently has a WSCA-NASPO eMarketCenter that is being utilized by several states, and also has numerous states and other procuring agency e-procurement sites in operation today under the WSCA-NASPO Computer contract accepting Purchase Orders and procurement card payment methods. Through HP e-procurement e-commerce sites, WSCA-NASPO, participating states and procuring agencies have achieved cost reduction, operational efficiency and global standardization objectives.		

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	EDI Capabilities EDI allows data in the customer's system to be electronically transmitted into VISTA, HP's order processing system. Similarly, order acknowledgments and invoices can be transmitted back to the customer's system. Using EDI to exchange business documents eliminates the rekeying of data, resulting in more accurate data. In EDI, data necessary for conducting business is transmitted directly into the systems without human intervention. The timeframe to set up EDI may take additional time, depending on the specific agency using this format. HP Direct's EDI offering for qualifying customers includes: • Dedicated staff—A full-time staff is dedicated to coordinating and expanding the utilization of electronic commerce. • Transmission—Transmission can be established via a third party value-added network (VAN - HP's VAN is GXS) or via AS2. HP requires AS2 products to be certified by the Drummond Group (www.drummondgroup.com). Please note that fee-based marketplace VANs require preapproval by HP. • ANSI X12 format standards—The EDI protocol HP uses is based on the Accredited Standards Committee X12 of the American National Standards Institute (ANSI X12), and HP supports multiple versions of ANSI X12. The transaction sets HP currently utilizes for EDI transmission or receipt are: - o 810—Outbound Invoice - o 824—Application Advice - o 832—Price/Sales Catalog - o 850—Inbound Customer Purchase Order - o 855—Outbound Purchase Order Acknowledgment - o 870—Order Status - o 856—Advanced Shipment Notice - o 997—Functional Acknowledgement • Order Processing—When an order is received via EDI, in most instances, it is held in a "Review and Release" queue pending approval by operations personnel. Upon approval, it is converted to a live order, and the appropriate processing will take place. EDI Costs HP splits the cost with the customer, which means that the customer pays the cost of sending their order to the VAN mailbox and HP pays the cost of pulling the order from the mailbox. In turn, HP pays the cost of sending an acknowledgment to the VAN mailbox and the customer pays the cost of pulling the acknowledgment from the mailbox. Determination of financial responsibility for these costs must be made prior to implementation of an EDI relationship with HP.		

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	Electronic Funds Transfer and ACH HP also encourages customers to pay via Automated Clearinghouse (ACH) payment methods. An ACH payment is an Electronic Funds Transfer with the potential to transmit text information along with the funds, and is received within 24-48 hours. HP requires CTX or CCD+ formats for electronic payments. These formats allow the sending party to provide full remittance information with the funds so that HP's bank (and HP's Accounts Receivable) receives both at the same time, allowing payments to be applied automatically for faster and more accurate invoice applications. The physical address for ACH payments is: Wells Fargo Bank 1525 W.T. Harris Blvd Charlotte, NC 28288 (Routing number and account information are provided upon establishment of an ACH agreement.) Participating states or procuring entities interested in Electronic Funds Transfers and ACH should contact the HP Primary Account Representative/Master Agreement Manager to establish a formal ACH agreement. Both HP and the procuring entity utilizing this option will be required to fill out the agreement form.		
12	EMPLOYEE PURCHASE PROGRAM: Employee purchase programs are within the scope of this procurement. If provided for by an Entity's Participating Addendum, the Contractor may offer discounted products, within the scope of the contract, to employees of that WSCA participating entity as Individual Liable (IL) accounts ("Employee Purchase Program"). This may include, but not limited to Bring Your Own Device (BYOD) programs. All terms and conditions, related to the Employee Purchase Program will be detailed in the entities Participating Addendum.		YES ☐ NO ☒
	HP has read and acknowledges. HP's standard State and Local Government Employee Purchase Program is a separate program generally available and separate from any Government contract and therefore outside the scope of the HP WSCA-NASPO Computer Equipment contract.		

eMarketCenter Requirements

In July 2011, WSCA-NASPO entered into a multi-year agreement with SciQuest, Inc. whereby SciQuest will provide certain electronic catalog hosting and management services to enable eligible WSCA-NASPO entity's customers to access a central online website to view and/or shop the goods and services available from existing WSCA-NASPO Cooperative Contracts. The central online website is referred to as the WSCA-NASPO eMarket Center Contractor shall either upload a hosted catalog into the eMarket Center or integrate a punchout site with the eMarket Center.

Supplier's Interface with the eMarket Center

There is no cost charged by SciQuest to the Contractor for loading a hosted catalog or integrating a punchout site.

At a minimum, the Contractor agrees to the following:

1. Implementation Timeline: WSCA-NASPO eMarket Center Site Admin shall provide a written request to the Contractor to begin enablement process. The Contractor shall have fifteen (15) days from receipt of written request to work with WSCA-NASPO and SciQuest to set up an enablement schedule, at which time SciQuest's technical documentation shall be provided to the Contractor. The schedule will include future calls and milestone dates related to test and go live dates. The contractor shall have a total of Ninety (90) days to deliver either a (1) hosted catalog or (2) punch-out catalog, from date of receipt of written request.
2. Definition of Hosted and Punchout: WSCA-NASPO and SciQuest will work with the Contractor, to decide which of the catalog structures (either hosted or punch-out as further described below) shall be provided by the Contractor. **Whether hosted or punch-out, the catalog must be strictly limited to the Contractor's awarded contract offering (e.g. products and/or services not authorized through the resulting cooperative contract should not be viewable by WSCA-NASPO Participating Entity users).**
 - a. Hosted Catalog. By providing a hosted catalog, the Contractor is providing a list of its awarded products/services and pricing in an electronic data file in a format acceptable to SciQuest, such as Tab Delimited Text files. In this scenario, the Contractor must submit updated electronic data quarterly to the the eMarket Center for Lead State's approval to maintain the most up-to-date version of its product/service offering under the cooperative contract in the eMarket Center.
 - b. Punch-Out Catalog. By providing a punch-out catalog, the Contractor is providing its own online catalog, which must be capable of being integrated with the eMarket Center as a. Standard punch-in via Commerce eXtensible Markup Language (cXML). In this scenario, the Contractor shall validate that its online catalog is up-to-date by providing a written update quarterly to the Contract Administrator stating they have audited the offered products/services and pricing listed on its online catalog. The site must also return detailed UNSPSC codes (as outlined in line 3) for each line item. Contractor also agrees to provide e-Quote functionality to facilitate volume discounts.
3. Revising Pricing and Product Offerings: Any revisions (whether an increase or decrease) to pricing or product/service offerings (new products, altered SKUs, etc.) must be pre-approved by the Lead State and shall be subject to any other applicable restrictions with respect to the frequency or amount of such revisions. However, no cooperative contract enabled in the eMarket Center may include price changes on a



more frequent basis than once per quarter. The following conditions apply with respect to hosted catalogs:

- a. Updated pricing files are required by the 1st of the month and shall go into effect in the eMarket Center on the 1st day of the following month (i.e. file received on 1/01/13 would be effective in the eMarket Center on 2/01/13). Files received after the 1st of the month may be delayed up to a month (i.e. file received on 11/06/09 would be effect in the eMarket Center on 1/01/10).
 - b. Contract Administrator-approved price changes are not effective until implemented within the eMarket Center. Errors in the Contractor's submitted pricing files will delay the implementation of the price changes in eMarket Center.
4. Supplier Network Requirements: Contractor shall join the SciQuest Supplier Network (SQSN) and shall use the SciQuest's Supplier Portal to import the Contractor's catalog and pricing, into the SciQuest system, and view reports on catalog spend and product/pricing freshness. The Contractor can receive orders through electronic delivery (cXML) or through low-tech options such as fax. More information about the SQSN can be found at: www.sciquest.com or call the SciQuest Supplier Network Services team at 800-233-1121.
5. Minimum Requirements: Whether the Contractor is providing a hosted catalog or a punch-out catalog, the Contractor agrees to meet the following requirements:
- a. Catalog must contain the most current pricing, including all applicable administrative fees and/or discounts, as well as the most up-to-date product/service offering the Contractor is authorized to provide in accordance with the cooperative contract; and
 - b. The accuracy of the catalog must be maintained by Contractor throughout the duration of the cooperative contract between the Contractor and the Contract Administrator; and
 - c. The Catalog must include a Lead State contract identification number; and
 - d. The Catalog must include detailed product line item descriptions; and
 - e. The Catalog must include pictures when possible; and
 - f. The Catalog must include any additional WSCA-NASPO and Participating Addendum requirements.*
6. Order Acceptance Requirements: Contractor must be able to accept Purchase Orders via fax or cXML.
- a. The Contractor shall provide positive confirmation via phone or email within 24 hours of the Contractor's receipt of the Purchase Order. If the Purchasing Order is received after 3pm EST on the day before a weekend or holiday, the Contractor must provide positive confirmation via phone or email on the next business day.
7. UNSPSC Requirements: Contractor shall support use of the United Nations Standard Product and Services Code (UNSPSC). UNSPSC versions that must be adhered to are driven by SciQuest for the suppliers and are upgraded every year. WSCA-NASPO reserves the right to migrate to future versions of the UNSPSC and the Contractor shall be required to support the migration effort. All line items, goods or services provided under the resulting statewide contract must be associated to a UNSPSC code. All line items must be identified at the most detailed UNSPSC level indicated by segment, family, class and commodity. More information about the UNSPSC is available at: <http://www.unspsc.com> and <http://www.unspsc.com/FAQs.asp#howdoesunspscwork>.



8. Applicability: Contractor agrees that WSCA-NASPO controls which contracts appear in the eMarket Center and that WSCA-NASPO may elect at any time to remove any supplier's offering from the eMarket Center.
9. The Lead State reserves the right to approve the pricing on the eMarket Center. This catalog review right is solely for the benefit of the WSCA-NASPO Contract Administrator and Participating Entities, and the review and approval shall not waive the requirement that products and services be offered at prices (and approved fees) required by the Master Agreement.

* Although suppliers in the SQSN normally submit one (1) catalog, it is possible to have multiple contracts applicable to different WSCA-NASPO Participating Entities. For example, a supplier may have different pricing for state government agencies and Board of Regents institutions. Suppliers have the ability and responsibility to submit separate contract pricing for the same catalog if applicable. The system will deliver the appropriate contract pricing to the user viewing the catalog.

Several WSCA-NASPO Participating Entities currently maintain separate SciQuest eMarketplaces, these Participating Entities do enable certain WSCA-NASPO Cooperative Contracts. In the event one of these entities elects to use this WSCA NASPO Cooperative Contract (available through the eMarket Center) but publish to their own eMarketplace, the Contractor agrees to work in good faith with the entity and WSCA-NASPO to implement the catalog. WSCA-NASPO does not anticipate that this will require substantial additional efforts by the Contractor; however, the supplier agrees to take commercially reasonable efforts to enable such separate SciQuest catalogs.

Response:

HP has read and understands.



Section 4: Cost Proposal

Response:

HP's Cost Proposal is provided in a separate sealed package as instructed.



Section 5: Evaluation Process

Except at the invitation of the Master Agreement Administrator, no activity or comments from responders regarding this RFP shall be discussed with any of the sourcing team during the solicitation and the evaluation of the responses. A responder who contacts a sourcing team member may, as a result, have its response rejected.

Non-selection of any response will mean that either another response was determined to be more advantageous to the Lead State or that the Lead State exercised its right to reject all responses. At its discretion, the Lead State may perform an appropriate cost and pricing analysis of a vendor's response, including an audit of the reasonableness of any response. During the evaluation process, all information concerning the responses submitted will remain private and will not be disclosed to anyone whose official duties do not require such knowledge. At any time during the evaluation, the Lead State may request that a responder provide explicit written clarification to any part of its response.

Responses are private or nonpublic data until the completion of the evaluation process as defined by Minn. Stat. § 13.591. The completion of the evaluation process is defined as the Lead State having completed negotiating the Master Agreement with the selected vendor. If no award is made the responses are not made public. The State will notify all responders in writing of the evaluation results.

If only one response is submitted to the solicitation, the Lead State reserves the right to review the response submitted for compliance and to award without assigning points or to reject the offer and re issue the solicitation, whatever is in the Lead State's best interest.

Per the contract terms and conditions: Notwithstanding anything to the contrary, the Lead State reserves the right to:

- a. reject any and all responses received;
- b. select, for Master Agreements or for negotiations, a response other than that with the lowest cost;
- c. waive or modify any informalities, irregularities, or inconsistencies in the responses received;
- d. negotiate any aspect of the proposal with any responder and negotiate with more than one responder;
- e. request a BEST and FINAL OFFER, if the Lead State deems it necessary and desirable; and
- f. Suspend and/or terminate negotiations for the State, prepare and release a new RFP, or take such other action as the State deems appropriate if negotiations fail to result in a successful Master Agreement.
- g. Eliminate an item from consideration from all responses.
- h. Enter the highest price item of all responses received when an item has not been provided by a responder.
- i. Request additional pricing items for consideration.
- j. Clarify pricing responses with responder(s).
- k. Include options, quantity discounts and/or services for basis of calculating the cost utilized in evaluation.



Preferences and prompt pay discount will be applied when evaluating cost as detailed in the Terms and Conditions or as otherwise specified in the solicitation

PHASES.

The State shall conduct an evaluation of responses to this RFP. The evaluations will be conducted in four phases:

Phase I - Review and select responsive, compliant responses

Phase II - Evaluate responses

Phase III - Select finalists

Phase IV - Sign Master Agreements

Phase I - Review and Select Responsive, Compliant Responses. The purpose of this phase is to determine if each response complies with the mandatory terms, conditions, and specifications in the RFP. A pass/fail criteria will be used. A response must comply with all instructions listed in this RFP. The Lead State reserves the right to reject any and all responses, to modify these RFP specifications, or to waive any informalities in the RFP. Any response found to be non-responsive will be eliminated from further evaluation.

Phase II - Evaluate Responses. Only those responses found to be responsive under Phase I will be considered in Phase II. The Lead State may request clarification from one or more responders. The responses must be made in writing as the Lead State will only use what is in writing for evaluation purposes. The response to the request for clarification may be considered along with the original response for the evaluation.

However, the Lead State reserves the right to make an award without further clarification of the responses received. Therefore, it is important that each response be submitted in the most complete manner possible.

Responses will be rated as follows:

Acceptance of Terms & Conditions	50 Points
Accessibility	50 Points
Environmental	50 Points
Qualifications	75 Points
Business	125 Points
Customer Support	150 Points
Cost Component	500 Points
TOTAL	1000 Points

As indicated above, points will be awarded based on the level of acceptance of the Terms and Conditions as specified in this RFP. Acceptance of all terms and conditions will result in the award of the maximum points available. Responders should note that the State reserves the right to pursue negotiations on any exception taken in Phase III. Responders should also note that the awarding of points does not automatically mean that the State has accepted the Responder's proposed language.

Phase III - Select Finalists. Only those responses that are found to be responsive under Phases I and II will be considered in Phase III.

The Lead State reserves the right to request oral presentations, and/or Best & Final offers by the responders and the opportunity to interview key personnel during Phase II and/or III. The Lead State reserves the right to select the number of responders for the Best & Final



offer, oral presentations, and/or to enter into negotiations. The evaluation scores may be revised as a result of the responses to the oral presentations, Best & Final Offer, and/or negotiations.

The award of this solicitation will be based upon the total accumulated points as established in the RFP, for separate items, by grouping items, or by total lot, and where at its sole discretion the State believes it will receive the best value. The Lead State reserves the right to award this solicitation to a single responder, or to multiple responders, whichever is in the best interest of the Lead State. The Lead State reserves the right to accept all or part of an offer, to reject all offers, to cancel the solicitation, or to re-issue the solicitation, whichever is in the best interest of the Lead State.

The Sourcing Team will make recommendations on the award of this RFP. The commissioner of Administration or designee may accept or reject the recommendation of the Sourcing Team. The final award decision will be made by the Commissioner of Administration and provided to the WSCA-NASPO Management Board for approval.

Phase IV. Sign Master Agreement with Awarded Vendor.

Response:

HP acknowledges that HP has read, understands and complies with this section.



Section 6: Attachments

- A. Participating States Terms & Conditions
- B. Model Participating Addendum
- C. Model Master Agreement
- D. Action Request Form Sample
- E. Product and Service Schedule Sample
- F. Bulk/Volume Pricing Examples
- G. Detail Sales Report Template
- H. Price Workbooks (UPDATED PRICE WORKBOOKS ISSUED VIA ADDENDUM 5)

Response:

HP has read and acknowledges our intent to comply with the intended form of the Master Agreement; and, consideration of these sample templates respective of the capabilities of our existing system generated data.



HP Attachments

Attachment 1 – Additional Provisions

Attachment 2 – Total Cost of Ownership

Attachment 3 – HP ISO 14001 Global Certificate

Attachment 4 – HP Onsite Field Service Engineer Locations

Attachment 5 – Return Policy

Attachment 6 – Marketing Plan and Sample Promotions

Attachment 7 – HP Question Forms



Attachment 1, Additional Provisions

HP's acceptance of the RFP terms and conditions (Master Agreement Terms and Conditions, MN-WSCA-NASPO Computer RFP – 2014_0122 Addendum 12) includes HP's RFP response, including the modifications noted therein, this Amendment One, and the complementary Additional Provisions which are relevant to the sale of the commercial Products and Services proposed for purchase. HP is open to negotiate these modified terms and conditions, in good faith, upon award.

Amendment One to Master Agreement Terms and Conditions MN-WSCA-NASPO Computer RFP – 2014_0122 Addendum 12

This Amendment One (hereinafter "Amendment") is made and entered into by the State of Minnesota (hereinafter referred to as "State", or "Customer") and Hewlett-Packard Company, (hereinafter referred to as "HP" or "Contractor"), which may be referred to individually as a Party or collectively as Parties.

The Parties agree to amend the Master Agreement Terms and Conditions with the following supplemental terms:

I. Documents constituting the Agreement

1. Incorporation of Master Agreement Terms and Conditions: WSCA-NASPO Computer RFP Master Agreement Terms and Conditions are hereby incorporated by reference into this Amendment as if set forth herein in their entirety.

In the event of any conflict between the terms and conditions of this Amendment One to the WSCA-NASPO RFP Master Agreement Terms and Conditions, the terms and conditions of this Amendment One, inclusive of Section II below, will govern.

II. Alternate Terms & Conditions.

HP proposed modifications (Alternate Language Suggestion) included in HP's proposal, titled "Terms, Conditions and Specifications Exception Form".

III. Additional Provisions

1. **Orders. "Order"** means the accepted order including any supporting materials which the parties identify as incorporated either by attachment or reference ("**Supporting Material**"). Supporting Material may include (as examples) product lists, hardware or software specifications, standard or negotiated service descriptions, data sheets and their supplements, and statements of work (SOWs), published warranties and service level agreements, and may be available to Customer in hard copy or by accessing a designated Contractor website. These terms may be used by the Contractor's "**Affiliates**", meaning any entity controlled by, controlling, or under common control with a party.

2. **Title.** Title for hardware products will pass upon delivery to Customer or its designee. Where permitted by law, HP retains a security interest in products sold until full payment is received.

3. Installation. If HP is providing installation with the product purchase, HP's site guidelines (available upon request) will describe the facilities Customer is required to provide. HP will conduct its standard installation and test procedures to confirm completion.

4. Warranty and Licenses: Products and services are provided with standard manufacturer's published warranty, support, and software licensing terms.

HP provides third-party products and software that are not HP Branded "AS IS" without warranties of any kind, although the original manufacturers or third party suppliers of such products and software may provide their own warranties.

This Agreement states all remedies for warranty claims. To the extent permitted by law, HP disclaims all other warranties.

5. Services Performance. Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any service concerns.

6. Prices and Taxes. Prices will be as quoted in writing by HP or, in the absence of a written quote, as set out on our website, customer-specific portal, at the time an order is submitted to HP. Prices are exclusive of taxes, duties, and fees, unless otherwise quoted. If a withholding tax is required by law, please contact the HP order representative to discuss appropriate procedures.

7. Customer Default. HP may discontinue performance if Customer fails to pay any sum due, or if after thirty (30) days written notice Customer has not cured any other failure to perform under this Agreement.

8. Confidentiality. Contractor information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

9. Personal Information. Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered.

10. US Federal Government Use. If software is licensed to Customer for use in the performance of a US Government prime contract or subcontract, Customer agrees that consistent with FAR 12.211 and 12.212, commercial computer software, documentation and technical data for commercial items are licensed under HP's standard commercial license.

11. Global Trade compliance. Products and services provided under these terms are for Customer's internal use and not for further commercialization. If Customer exports, imports or otherwise transfers products and/or deliverables provided under these terms, Customer will be responsible for complying with applicable laws and regulations and for obtaining any required export or import authorizations. HP may suspend its performance under this Agreement to the extent required by laws applicable to either party.

12. Limitation of Liability. HP will be responsible for damages that Customer may incur as a result of purchasing products and services from HP, up to the greater of \$1,000,000 or the amount payable by Customer to HP for the relevant Order. Except for unauthorized use of Customer's or HP's intellectual property, neither Customer nor HP will be liable for lost revenues or profits, downtime costs, loss or damage to data or indirect, special or consequential costs or damages. Neither party limits their liability for: death or bodily injury caused by their negligence; acts of fraud; wilful repudiation of the Agreement; nor any liability which may not be excluded or limited by applicable law.

13. Change Orders. We each agree to appoint a project representative to serve as the principal point of contact in managing the delivery of services and in dealing with issues that may arise. Requests to change the scope of services or deliverables will require a change order signed by both parties.

14. Assignment. Customer shall not assign, delegate or otherwise transfer all of any part of this Agreement without prior written consent from Contractor, except for assignment or delegation to a Participating Entity State agency or eligible Purchasing Entity.

15. Audits. Customer will provide HP with thirty (30) days prior written notice of each audit. The parties will work together in good faith to establish an audit process that does not interfere with HP's ability to perform its obligations under this Agreement or any other agreement, or compromise any reasonable security processes or procedures. HP will provide the auditor with information reasonably required to effect the audit, provided however that HP reserves the right to impose limitation or require additional assurances from Customer and its auditor as may be necessary to protect the Confidential Information of HP. In no event will HP be required to provide Customer or its auditor with access to HP's internal cost and resource utilization data, or data related to employees or other customers of HP.

16. Survivability. Software licenses, warranty, and service agreements that were entered in to under the terms and conditions of the Agreement shall survive the expiration or termination of this Agreement.

All other provisions of the Agreement, to the extent they are not inconsistent with this Amendment; remain in full force and effect.

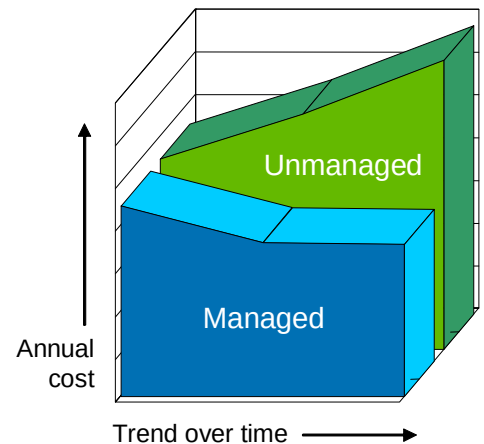
[Insert Signature Block for State of Minnesota and HP]

Total Cost of Ownership

As the cost of computer hardware has declined, the cost of managing technology has continued to escalate, in many cases with an accompanying decrease in end-user satisfaction and productivity. As a result, information technology (IT) departments have learned the wisdom of weighing the **total** costs and benefits of owning and operating technology. Rather than merely comparing the price of hardware options, they also have begun evaluating the indirect costs of installation, training, upgrades and other requirements. In preparing to undertake a major IT investment, Hewlett-Packard suggests carefully considering all the factors associated with total cost of ownership (TCO).

Four Major Cost Categories Explored in TCO Analyses

- **Capital**
 - Hardware, upgrade, and software costs
- **Support**
 - Helpdesk, maintenance contracts, business application development
- **Administration**
 - Installation, procurement, security moves/adds/changes, disposition
- **End-user operations**
 - Training, peer support, downtime



Total cost of ownership is defined as the cost of procuring, deploying, managing and maintaining information technology systems. Interestingly, many financial decision-makers focus solely on controlling capital expenditures, not realizing that post-deployment costs may comprise up to 80 percent of aggregate IT expenditures. According to Gartner, “a 10 percent saving in non-purchase costs—something most corporations can easily achieve through the adoption of HP management technologies—is the equivalent of a 50 percent saving in buying price.” As this statement suggests, non-purchase savings such as management software, training, support and asset tracking can greatly outweigh initial acquisition savings.

A Lifecycle Approach to TCO

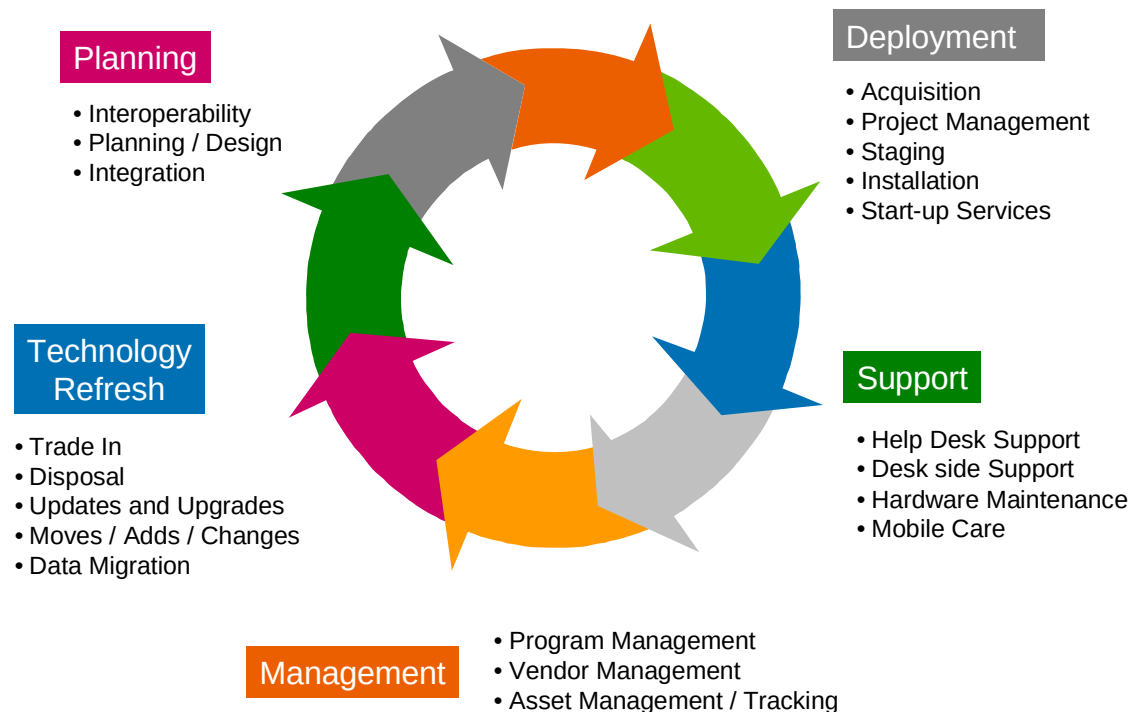
HP recommends an approach to TCO that addresses the entire IT lifecycle—from initial planning all the way through to asset disposal or technology refreshment. Gartner’s widely recognized and accepted framework for evaluating TCO includes an evaluation of costs for the following areas:

- **Acquisition**—including the costs of configuration, ordering and installation
- **Management**—including the staffing and resource costs needed to administer the system and network



- **Platform Resilience**—including all service and support costs, such as help-desk operations and features to improve reliability, availability and supportability
- **Platform Upgrades**—including the costs of upgrading to latest releases and scaling to larger capacities
- **IT Re-Engineering**—including the costs of changing IT infrastructure or information system (IS) management to minimize business risks or costs
- **Performance**—including the costs of reducing capital investments through higher-performing technology
- **Architectural Longevity**—including the costs of protecting investments in hardware and software, and achieving, for example, backward binary compatibility
- **Independent Software Vendor Solutions**—including the costs of preparing platforms to support leading independent software vendor (ISV) solutions

Lifecycle Approach to TCO Reduction



TCO Lifecycle Model Benefits

Enterprises that adopt a TCO lifecycle model to track costs and use the findings as a basis for decision-making invariably realize measurable cost savings in the management, maintenance, upgrade, and support of their overall IT environment. Implementing a TCO lifecycle model requires enterprise-wide rigor and commitment, but can deliver significant dividends:

- Faster decision-making backed by rational justification
- Sharpened forecasting and better change control
- Tighter cost management and budget controls
- Enhanced productivity and streamlined functionality
- Higher customer satisfaction
- Mitigated risks



- Increased business value and performance

HP has proven the value of applying TCO reduction strategies within its own organization, reaping a dramatic savings of over **\$200 million annually in overall IT costs**. HP can leverage the knowledge gained internally as well as its experience working with enterprise customers worldwide to help create or customize a cost model and set of business processes that fit its unique IT environment.

Return on Investment

When organizations consider purchasing new technology, they typically want to know how the technology can enhance the strength and health of their business. In other words, they want to evaluate their potential return on investment (ROI). ROI projections typically focus on three general categories:

- **New Business Opportunities**—With so many companies implementing e-commerce, data mining, customer relationship management, and other applications, it becomes obvious that new technology can open up new markets and create new profit centers. The challenge is deciding if the value of the new opportunities justifies the investment.
- **Increased Competitiveness**—Technology can also enable businesses to operate more efficiently and effectively. It can create a competitive advantage by giving companies an edge in several areas, including:
 - Heightened employee productivity through repetitive task automation
 - Faster time-to-market through better communication and collaboration
 - Increased customer satisfaction through improved response times and higher system availability
 - Enhanced product and service quality through improved data analysis and quality assurance applications
- **Investment Protection**—Organizations that have already invested heavily in technology are eager to leverage their previous expenditures. If two proposed systems provide comparable business opportunities and enhanced competitiveness, organizations should choose the one that can take greater advantage of legacy hardware and software.

Many of the “returns” in ROI analysis are intangible or difficult to quantify. For example, it is nearly impossible to assign a dollar value to improved customer service, even though better service undoubtedly helps build customer loyalty and retention. In spite of the quantitative challenges, such returns often reflect the true value of IT investments. They are crucial to a total analysis of technology and should be the focal point of a technology evaluation.

A Holistic TCO-RoIT Framework

While TCO analysis can determine which of various technology options is the least costly over time, it cannot necessarily tell which option will provide the greatest competitive advantage. As a result, a company could run the risk of wasting IT dollars on technology that under- or over-performs.

For the most useful analyses, IT consumers should scrutinize both the potential costs **and** the potential benefits of their systems—in effect, combining TCO analysis with Return on IT investment (RoIT) analysis. A company must consider the difficult-to-quantify benefits of higher availability, greater scalability and greater application flexibility, for example.



Organizations can develop shortlists of systems that meet minimum requirements and then perform cost studies.

Lifecycle Cost Analysis Methodology

TCO Savings

- Acquisition
- Management
- Platform resilience
- Upgrades and updates
- IT re-engineering
- Performance
- Architectural longevity
- ISV solutions



Demonstrated ROI

- Investment protection
- Customer satisfaction
- Business growth
- Product service/quality productivity
- Time to market
- Flexible IT infrastructure
- Competitiveness

$$\text{Cost} + \text{Benefits} = \text{Value}$$

Why Choose HP for TCO?

TCO services from HP are differentiated in several key ways:

- The service is **customized** to meet objectives—not a canned program designed to sell a product.
- HP combines TCO with a technology assessment to provide a **detailed plan** on how to improve
- HP uses **real-world data and experience** to quantify the TCO improvement potential from implementing a standardized enterprise desktop environment. Other computer vendors have not implemented and leveraged a proven internal desktop environment like the HP PC-COE (Common Operating Environment).

HP is committed to delivering a total cost of ownership that is among the industry's lowest while providing the highest value information technology (IT) solution. HP can help achieve business objectives by implementing financial impact as an internal metric for product and service development and recommending IT solutions based on lifecycle total cost of ownership and superior return on investment.



BUREAU VERITAS
Certification



Certification

Awarded To

HEWLETT-PACKARD COMPANY

HQ: 3000 HANOVER ST., PALO ALTO, CA 94304 USA

SEE APPENDIX FOR ADDITIONAL CERTIFIED LOCATIONS

Bureau Veritas Certification North America, Inc. certifies that the management system of the above organization has been audited and found to be in accordance with the requirements of the management system standards and scope of supply detailed below

STANDARDS

ISO 14001:2004

SCOPE OF SUPPLY

**WORLDWIDE MANUFACTURING OF COMPUTING AND
IMAGING PRODUCTS AND RELATED OPERATIONS**

Original Approval Date: **23 JULY 2012**

Subject to the continued satisfactory operation of the Organization's Management System, this certificate will remain valid until: **22 JULY 2015**

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization.

Certificate No: **US004979-1**

Issue Date: **23 JULY 2012**

For Bureau Veritas Certification North America, Inc.
390 Benmar Drive, Houston, Texas, USA
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APPENDIX TO CERTIFICATE NUMBER US004979-1

STANDARDS

ISO 14001:2004

CERTIFIED LOCATIONS

Sub-Certificate	Sites Address	Site Specific Scope
US004979-1A	3000 Hanover Street, Palo Alto, California, 94304	HP Global Environment, Health & Safety, including administration of Company-wide EMS activities
US004979-1B	1070 NE Circle Blvd., Corvallis, Oregon, 97330	Inkjet/piezo printhead and pen production, testing and facilities support operations
US004979-1C	16399 West Bernardo Drive, San Diego, California, 92127	Ink jet printhead and pen production, testing and facilities support operations.
US004979-1D	11455 Compaq Center Drive, Houston, Texas, 77070	Manufacturing of computing and storage products, and facilities support operations.
US004979-1E	11311 Chinden Blvd., Boise, Idaho, 83714	The support functions of materials science lab, IPG hardware test, model shop, and facilities support operations.
US004979-1F	Puerto Rico PRMO & ISB, PRIMO and PRRO Highway 110 North KM 5.1, Aguadilla, Puerto Rico	Manufacturing of inkjet cartridges, commercial ink, CD/DVD, assembly of printed circuit boards, Network Operations Center, R&D operations, repair operation, and facilities support operations.

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STANDARDS

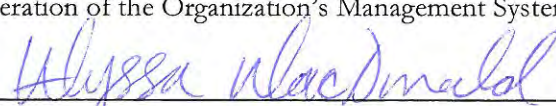
ISO 14001:2004

CERTIFIED LOCATIONS

Sub-Certificate	Sites Address	Site Specific Scope
US004979-1G	Dublin Inkjet Manufacturing Operations Liffey Park Technology Campus, Barnhall, Leixlip, Kildare, Ireland	Final assembly and print head manufacture of ink jet cartridges, and facilities support operations.
US004979-1H	Barcelona International Center (HP Española & HP Services) Camí de Can Graells, 1-21, 08174 Sant Cugat Del Valles (Barcelona), Spain	Large Format Printers (LFP) prototyping and testing, Demo & Training Center for Graphic Arts (GA), admin offices and facilities support operations.
US004979-1I	Hewlett-Packard Computadores, Ltda. Rodovia SP 340 Campinas Mogi Mirim, KM 118.5 Campinas – Site Nortel, Campinas SP Brasil	Management, manufacturing, integration, storage and distribution of network servers, supply chain management for desktops and notebooks, and facilities support operations.
US004979-1J	EMAP/PSDA 452 Alexandra Road, Singapore, 119961	The management of manufacturing, planning and distribution of computer and network products/solutions, and facilities support operations.

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STANDARDS

ISO 14001:2004

CERTIFIED LOCATIONS

Sub-Certificate	Sites Address	Site Specific Scope
US004979-1K	Inkjet Supplies Business (ISB) Singapore and Indigo Singapore 1150 Depot Road, Singapore 09673 138 Depot Road, Singapore 109683 438A Alexandra Road, Alexandra Technopark Blk A, Singapore 119967 4 Tuas West Avenue, Singapore	Manufacturing assembly of HP inkjet cartridges, intermediate assembly and wafer fabrication of HP inkjet printheads, manufacturing of Electro-ink Supplies and Substrate Certifications, and facilities support operations.
US004979-1L	Akishima Site 3927-7 Haijima-cho, Akishima-Shi, Tokyo, Japan 196-0002	Manufacturing, integration and distribution of computer products, and facilities support operations
US004979-1M	Shanghai Hewlett-Packard Co. Ltd No. 25 YunQiao Road, T22 Jinqiao Export Processing Zone, Shanghai 201206, China	Management of the manufacture and distribution of personal computers and servers, and facilities support operations.

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STANDARDS

ISO 14001:2004

CERTIFIED LOCATIONS

Sub-Certificate	Sites Address	Site Specific Scope
US004979-1N	Hewlett-Packard Indigo Digital Press Division Einstein 10, POB 150 Rehovot, Israel 76101 Haleshem 5, Kiryat Gat Israel 82000	Manufacturing of digital presses and imaging products, and facilities support operations.
US004979-1O	Hewlett-Packard India Sales Pvt. Ltd Plot No. 9-11A & 35-37A, Sector -V, Integrated Industrial Estate Pantnagar (SIDCUL), Rudrapur-263153, US Nagar, Uttarakhand State, India	Manufacturing of computer systems, and facilities support operations.
US004979-1P	HP Brasil Country Operations HPS - Av. Tamboré, 74 - Barueri, SP - 06460-000	Brazil TSG Manufacturing & Data Center Operations, TSG/IPG/PSG Sales & Supply Chain Offices, Back Offices & facilities support operations.

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Issue Date: **23 JULY 2012**

Allyssa MacDonald

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STANDARDS

ISO 14001:2004

CERTIFIED LOCATIONS

Sub-Certificate	Sites Address	Site Specific Scope
US004979-1Q	Hewlett-Packard South Africa (Pty) Ltd 12 Autumn Street, Rivonia, Sandton 2128, South Africa	Sales, installation and support services of information technology products.
US004979-1R	Hewlett-Packard (Chongqing) Co., Ltd No. 22 Xiyuan Yi Road, Xiyong Town, Shapingba District, Chongqing, P.R.C	Management of the manufacture and distribution of personal computers and servers, and facilities support operations.
US004979-1S	Hewlett-Packard Scitex Israel 8b Hatzoran St, Netanya, Israel Hashita 10 South Industrial Park, Caesarea, Israel Hutsot Hayoster 40 South Industrial Area, Ashkelon, Israel	Manufacturing of Long Format Digital Printing Machines, and manufacturing of solvent and UV Based Inks

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Issue Date: **23 JULY 2012**

Alyssa MacDonald

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North America Onsite Service Engineer Locations

The following table list service support locations and number of engineers by U.S. state where WSCA-NASPO does business. The location of engineers may not apply to all HP products.

Table 1. U.S. Service Support Locations

State	City
Alaska	Anchorage
Arkansas	Bentonville Little Rock
California	Cerritos Cupertino El Segundo Fresno Pleasanton Rancho Cucamonga Sacramento San Diego San Francisco Van Nuys
Colorado	Colorado Springs Fort Collins Littleton
Connecticut	Rocky Hill
Delaware	Blue Bell
Georgia	Atlanta
Hawaii	Honolulu
Idaho	Boise Idaho Falls
Illinois	Arlington Heights Bloomington Chicago Downers Grove Rockford
Indiana	Evansville Fort Wayne Indianapolis
Iowa	Cedar Rapids Davenport Des Moines Waterloo



State	City
Kansas	Kansas City Wichita
Louisiana	Baton Rouge New Orleans Shreveport
Maine	Portland
Massachusetts	Andover Boston Marlborough
Minnesota	Minneapolis
Mississippi	Jackson
Missouri	Jefferson City Springfield St. Louis
Montana	Billings
Nevada	Las Vegas
New Hampshire	Nashua
New Jersey	Berkeley Heights Edison Paramus
New Mexico	Albuquerque
North Carolina	Charlotte Greensboro Greenville Raleigh
North Dakota	Bismarck Fargo
Oklahoma	Oklahoma City Tulsa
Oregon	Eugene Portland
Rhode Island	East Providence
South Carolina	Columbia Greenville
South Dakota	Sioux Falls
Tennessee	Knoxville Memphis Nashville



State	City
Texas	Abilene Amarillo Austin Corpus Christi El Paso Houston Lubbock McAllen Midland Plano Richardson San Antonio Tyler
Utah	Salt Lake City
Vermont	Burlington Nashua
Virginia	Charlottesville Chesapeake Herndon Richmond Roanoke
Wyoming	Salt Lake City Fort Collins

Note: Service location information is subject to change without notice.





Hewlett Packard Company

State and Local Government and Education Customer Return Policy

Coverage: These guidelines apply only to returns initiated by State and Local Government or Education customers purchasing HP/Compaq branded product direct from Hewlett Packard Company ("HP") or a customer purchase under one of HP's State and Local Government or Education direct contract. A direct contract is defined as a contract by and between HP and a State, Local or Education end user. This return policy does not apply to resellers purchasing directly from HP Direct under a contract held by and between the reseller and the end user. This return policy does not apply to loaners, early marketing units or employee purchases administered as internal HP orders.

Products Not Eligible:

Factory Express Services: Products that require a custom image load, asset tagging and/or special packaging are not eligible unless the products are damaged, customer received an overage or HP incorrectly configured, ordered or shipped product (HP error).

Refurbished products: HP/Compaq branded product

Consumable products: (i.e. printer cartridges, paper, open box software, etc.) cannot be returned to Hewlett-Packard

Third Party Options: Where returns are otherwise governed by the original manufacturer - Note: The original manufacturer may provide their own warranties; the guidelines should be confirmed with the customer support representative when requesting a Return Good Authorization ("RGA").

Product not purchased from HP directly: Which means product purchased from another source, such as a reseller, distributor, etc. not covered under an HP Direct held contract

RETURN OF PRODUCTS

Defective Product:

For product that is defective on arrival, it is recommended that customers call Technical Support at 1-800-334-5144 to determine if the product can be corrected. Or, the customer may utilize the 30 day goodwill return policy and return the product by calling the Order Management Customer Service Representative at 1/800-888-3224, Option 2, Option 2.

Carrier Related Loss or Damaged Shipments:

Customers should note damages or shortages on the Bill Of Lading at the time of delivery. Within a reasonable time or not later than 30 days from delivery, notify the HP Customer Service team and provide a copy of the Bill of Lading/Packing Slip.

Concealed damage(s) or shortage(s) (where the box is in good condition but product is missing or damaged) is an exception and should be reported as soon as practicable after delivery in order for HP to establish the claim with the carrier.

HP is committed to customer satisfaction and values our relationship with State and Local Government and Education Customer. To show our commitment, HP is providing a goodwill right to return, or exchange unused products within 30 days from receipt of the product. HP does not charge a restocking or handling fee for product returned within 30 days. It's at HP's sole discretion to accept return products after 30-days. If a product return is accepted after 30-days a restocking fee may apply.

Please note: HP reserves the right to change any part of its return guidelines.

**Procedures for Returns:**

The State or Local Government Customer should contact the assigned Customer Service Representative by calling HP's toll free number, 1.800.727.2472 to coordinate returns or replacements within 30 days from receipt of product. At that time the customer will be issued a Return Good Authorization (RGA) number that shall remain valid for a period of fifteen (15) calendar days from the date of issuance. All materials must be received within the RGA validation period.

The HP Customer Service Representative will schedule the pickup for returns and forward an email to the person requesting the return. Faxes can also be forwarded in place of an email. The email will include all the information regarding the return, including the Return Good Authorization Number ("RGA") and carrier name and date of pickup. The Customer Service Representative will assist the Customer on any other details or specifics regarding returns, credits and refunds.

Hewlett-Packard reserves the right to refuse any return that does not meet the requirements stated below:

Package - Product must be returned in the original shipping packaging. In the event the packaging is not available or unusable, it must be noted when requesting an RGA.

If possible, remove all mailing labels on the outside of the box that references the customer address or simply mark out the mailing labels address with a marker. The customer will either receive a mailing label via email that should be attached to the return products and/or will be provided a label by the carrier. Be sure to mark your RGA number on the box.

If product for more than one RGA is being returned in the same box, make sure that all RGA numbers are listed on both the mailing label and packing list. If products are received at the Returns Center without valid RGA numbers on the mailing label, your credit may be delayed and proof of delivery or other supporting documentation may be required.

The RGA number(s) must appear clearly on the box, as returns will not be accepted without an RGA number.

Returns must be 100% complete, unused, in original and re-salable condition, with all original packaging, manuals, registration card(s), software, cabling and accessories. If, after the product has been returned and inspected, it is discovered that components are missing from the return, HP reserves the right not to issue an RGA for the return of the missing components. If it is determined that there are missing components when the product is returned, and the customer has received a credit, the customer will be issued an invoice for the missing component. Missing components may include but are not limited to keyboard, mouse, software, speakers, accessories, drives, memory, microprocessors, and processor boards.

RGA numbers that have been open for greater than fifteen (15) days may be cancelled and the customer subsequently invoiced for the unreturned product. Another RGA can be requested as long as it is within the 30 days of receipt of the product. Please note that all returned products must be credited against the account and order from which the product was originally invoiced.

All products must be returned to the address provided by the HP Customer Service Representative via email or by the carrier:

HP Returns
421 New Sanford Road
Dock Door 47
LaVergne, TN 37086
RGA XXXXXXXX

Please note: HP reserves the right to change any part of its return guidelines.



WSCA-NASPO Marketing Plan 2014-2019 Computer Equipment

Valerie Herrera de Ramirez, HP Marketing Manager

Debra Lee, HP Primary Account Representative

HP WSCA-NASPO Contract Program Manager

General Outline

Project Scope	Create and implement an annual marketing plan to support WCSA-NASPO
Goal	• Create Awareness of Contract Vehicle • Provide details on state standards and pricing • Educate customers on how to use HP contract • Support state's goal of increasing use of established contract vehicles
Target	State Agencies who are eligible to utilize Contract; State Departments, Local Government and Education (K-12 & Higher Education)
Standard of Success	• Increase awareness and contract usage • Increase value of the State contract through Savings
Measurements	• Increased web hits to state websites • Increased revenue under the contract



Marketing Plan

Q1

- Develop and execute foundational brochure (printed collateral)
- Develop PDF version of brochure for electronic distribution
- Create brochure with partner contact information if approved
- HP Technology at Work promotion newsletter
- Participate in various NASPO, State & Agency tradeshow events

Q2

- Leverage Social Media to promote contract (Twitter, LinkedIn, Facebook, and Blog)
- Initiate AMD direct mailing campaign to WSCA-NASPO eligible agencies
- HP Technology at Work promotion newsletter
- Participate in various State & Agency tradeshow events

Q3

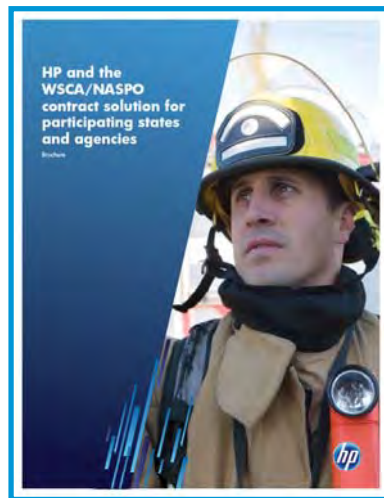
- Create Contract product promotion brochure for electronic distribution
- Leverage Govloop relationship to promote WSCA-NASPO contract through monthly blog and Industry Perspective
- Telemarketing campaign
- HP Technology at Work promotion newsletter
- Participate in various WSCA-NASPO tradeshow events

Q4

- Leverage Social Media to promote contract (Twitter, LinkedIn, Facebook, and Blog)
- Develop Customer Reference/Case Study
- HP Technology at Work promotion newsletter
- Participate in various State & Agency tradeshow events and attend annual NIGP Conference (WSCA-NASPO Pavillion)



What is WSCA-NASPO



What is WSCA/NASPO?

The Western States Contracting Alliance, or WSCA, was formed in October 1992 by state purchasing divisions from 10 states. WSCA was established as a non-profit organization to address state and local government purchasing needs. WSCA is a national leader in facilitating cooperation among state and local government purchasing divisions. WSCA is a national leader in facilitating cooperation among state and local government purchasing divisions. WSCA is a national leader in facilitating cooperation among state and local government purchasing divisions.

Why purchase from the HP WSCA/NASPO Computer contract?

By joining the HP WSCA/NASPO Computer contract, you are joining a national leader in facilitating cooperation among state and local government purchasing divisions. WSCA is a national leader in facilitating cooperation among state and local government purchasing divisions. WSCA is a national leader in facilitating cooperation among state and local government purchasing divisions.

A positive reflection on your bottom line!

Hewlett-Packard's Western States Contracting Alliance (WSCA) contract has been recognized as the most innovative and successful contract in the HP Renew Program. HP Renew products offer you a comprehensive portfolio of thoroughly researched products, with all seven-day HP Renew warranty at very competitive prices.

Products are sourced from the HP direct pool. Quality is assured. Safety is ensured. Service is guaranteed. More than 90% of the equipment is less than 30 months old. The time and money you save is reflected in your bottom line.

The HP Renew program is a great way to source your equipment. It's a great way to source your equipment. It's a great way to source your equipment. It's a great way to source your equipment.

Currently the HP Renew portfolio includes:

- HP Business Critical Systems, including Superdome
- HP StorageWorks products
- HP Industry Standard Servers

A mirror image of HP products at competitive prices.

HP products are the most popular in the world. They are the most popular in the world. They are the most popular in the world. They are the most popular in the world.

Find out more:

Visit www.hp.com/go/renew to learn more about the HP Renew Program. For more information, visit the HP Renew Program website. For more information, visit the HP Renew Program website.

For quotes and order placement, call 1.800.727.2472.

Sample –Web Banner

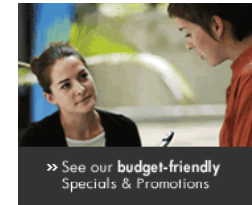
WSCA/NASPO-State of California
Welcome WSCA/NASPO-State of California Customer!



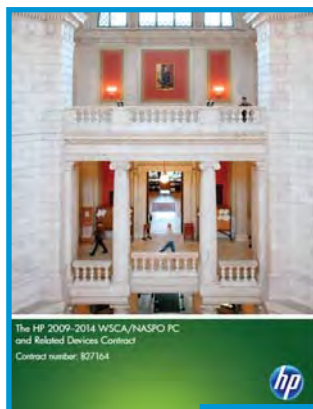
HP recommends Windows.



WSCA-NASPO-State of Nevada
Welcome WSCA-NASPO-State of Nevada Customer!



How to save more with WSCA-NASPO



Take advantage of big instant savings on selected notebooks for WSCA II contract holders eligible to purchase these configurations.

+ hp

 HP Compaq n6220 Notebook PC	 HP Compaq n6210 Notebook PC
 HP Compaq n6210 Notebook PC	 HP Compaq n6210 Notebook PC

Get your HP.com offers on only valid until March 31, 2006, and only if purchased on the WSCA II contract! To order call 1-800-722-2472, or visit www.hp.com/buy/WSCA for 77 other notebook choices with savings up to 25%.

HP

[illegible]

Can a WSCA procuring entity obtain over more aggressive pricing than the WSCSA PSV catalog discount?

Can one use more aggressive pricing be authorized without a formal EOI, RFP, RFQ or ISB?

The above are common questions and both answers are YES!

To learn more, visit www.hilltop.com, call 800-367-WSCA,
or contact your account manager.

[illegible]

Sample --HP/State Smart Buy Brochure Front/Back

How can you agency take advantage of the contract?

Contract HP or an authorized reseller for special pricing based on volume purchases, agency or state standards, or special projects, and we will provide the most aggressive fixed or firm fixed pricing. This is the same pricing you would obtain through the Request for Proposal (RFP) or bid process but with the added savings of not dedicating valuable time and money to the creation, distribution, and evaluation of an RFP. Make a better purchasing decision for the citizens of Iowa. Get the most out of your IT budget by visiting www.hp.com/buy/iowa.

How to purchase through the State of Iowa contract

Get quotes or product information:	Web www.hp.com/buy/iowa Phone State and local government 1.888.202.GOV2 Education 1.800.88.TEACH Fax 1.800.825.2329

Or contact one of the HP local authorized resellers listed on the website.

Make sure you include the contract number—A63309—on all purchase orders to receive all the special terms and conditions that have been negotiated on behalf of Iowa agencies, schools, and universities.

This system may require updated and/or regularly purchased hardware, driver, and/or software to take full advantage of Windows Vista Security Check, which is not available for download.

Certain Windows Vista product feature require additional or additional Windows Vista Operating System feature and may be available through Windows Vista Upgrade or purchase separately. For more information, visit www.microsoft.com/windows/vista/upgrade.

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To order

Make your purchase online on our Hoelzel-Reduct website. To be ordered, limit, location and quality. Contact-Number #453300. Please include your e-mail address if you would like the 2nd shipment confirmation, the ship-to location or directly to location delivery date statement; any other special information; and your local HP Authorized Reseller CIO information. Contact the reseller providing you with support under the contract. Orders can be faxed, or placed online.

Get quotes or product information:
www.hp.com/go/WSCA
Contact the HP reseller team by:

Phone	1.888.255.0247
State and local government	1.800.85.1242
Education	1.800.85.2229
FAX	

Or contact one of our local HP authorized resellers.



HP and the WSCA contract solution for the public sector



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Sample Participating State Specific Marketing Plan

Q1

- **Develop and execute foundational brochure (printed collateral)**
- **Develop version of brochure for electronic distribution (pdf)**
- **Allow HP resellers to edit with their own contact information and distribute**

Q2

- Feature State of Florida Smart Buy Savings in WSCA-NASPO Brochure
- Help Sponsor the CA Public Sector CIO Academy and the NY Public Sector CIO Academy
- 2 City Road show (Des Moines and Cedar Rapids)
 - Agency Invitation and Participation
 - HP Reseller Agent Participation

Q3

- **Insert brochure into Government Technology**
- **Anchor sponsor for Florida Digital Government Summit**

Q4

- Road show refresh with agencies and authorized HP reseller agents
- Reseller agents support and promote the contract to political subdivisions throughout the state





Miscellaneous IT Equipment Florida Contract #250-WSCA-10-ACS

March 26, 2013

Webinar

9:00 – 10:00

Marketing Events Snapshot

State and Local	Education
NASPO Marketing Event -Annual Sponsorship	TCEA
CAPS CIO Academy	FETC
CA Mobility Conference	NECC
NASIO Mid-year	SETDA
Florida Digital Government Summit	Educause
Arizona Digital Government Summit	BBWorld



Redefining our future with technology

Creating new ways to compute



**HP's Printing and Personal Systems Group (PPS) offers the industry's broadest portfolio
notebooks, desktops, workstations, thin clients, displays, printers
handheld devices, personal storage solutions**



HP Helps You “GO GREEN”



HP among top companies on CDP's Global 500 Climate Change Report 2013

We set a goal of reducing our operation's total carbon emissions by 20 percent by 2020, building on our previously-achieved goal of a 20-percent carbon reduction—met two years early in 2011

We are focused on developing products and solutions that are significantly more energy efficient. This spring, we commercialized the HP Moonshot server architecture, a game-changing solution that consumes up to 89 percent less energy, uses 80 percent less space, and costs 77 percent less than a traditional server environment.

Since 1987 when we began recycling hardware, HP has recovered over 2.3 billion pounds of products for reuse and recycling. HP helps extend the life of IT hardware through our remanufacturing programs, reducing environmental impacts and making IT equipment accessible to more people. We recycle products that are no longer suitable for reuse.



Recognized for Environmental Leadership



HP earned a top spot on 2012 Greenpeace Guide to Greener Electronics.



HP earned a top spot on Newsweek Green Rankings. Placed 22 in top 500 U.S. companies. 2012



HP is among top companies named to 2012 Dow Jones Sustainability World Index. Sept 2012



HP receives 2012 Smart way Excellence Award for outstanding environmental performance



HP was named to the FTSE4Good Index for the ninth year in a row.



HP Brazil received, for the second consecutive year, the GREENBEST Award in Technology category.



For the second year in a row, HP has been named to the listing of the 50 Best Global Green Brands. June 2012



HP's 2011 Global citizenship report and website wins Clarion Award. Sept 2012



QUESTION FORM

WSCA-NASPO COMPUTER EQUIPMENT

DUE: OCTOBER 7, 2013 DUE 3:00 P.M. CT

VENDOR NAME: Hewlett-Packard Company

INSTRUCTIONS: Clearly reference the Section to where the question pertains.

Questions must be submitted in writing to Master Agreement Administrator @ susan.kahle@state.mn.us. All questions received by the cutoff date and time will be responded to via an addendum to official solicitation holders. Be specific and cite the section, item and page number to which the question refers. Contact regarding this RFP with any State personnel other than the Master Agreement Administrator may result in rejection of the response. See schedule of events for when questions are due.

SECTION REFERENCE	QUESTION:
Section H Definitions – Services (page 13)	The terms “consulting” and “professional services” are often used interchangeably in standard IT industry service descriptions for the support/implementation/deployment/configuration/assessment of IT equipment for a multitude of customers requesting IT services. Given that, will WSCA-NASPO allow this terminology to be accepted interchangeably on the contract?
Section H Definitions – Services (page 13)	This section states that vendors may offer services related only to equipment purchased through the resulting contracts. Respondent respectfully requests that services could be available for equipment that may have been purchased under another contract, but is within the scope of the contract?
Section 2.A.17 (page 19 ¹)	Vendor is instructed not to use “unnecessary binders.” Does this mean Vendor should not use any binders, or just limit their use?
Section 2.A.17 (page 19)	May the separately sealed and labeled cost proposal be shipped in the same container as the technical proposal?
Section 2.A.19 (page 20)	When will final cost proposals be provided?
Section 2.A.19 (page 20)	Since the Cost Proposal Summary Sheets are not available, will an additional Question period be available for the Cost Proposal once released?
Section 2.A.19 (page 20)	Since the Cost Proposal Summary Sheets are not available, Respondent respectfully request a 30-day extension or at the very minimum the amount of time from the bid release until the Cost Proposal Summary Sheets release to allow for completion due to the complexity and time required to complete this part of the RFP that is tied to 500 points for evaluation, allowing for a fair and competitive bid process for all Vendors?
Section 2.A, 2.B, 2.C (pages 16-20)	In the RFP Draft it was noted that current terms and conditions for the 2009-2014 Master Price Agreement would be accepted. If those terms in the current master are representative of terms relevant to availability of these requested commercially available manufacturer products and services than for certain elements within Section 2.A, 2.B and 2.C, can a Respondent note these exceptions in the exception form and highlight that these are current terms without risk of being disqualified or impacting

¹ Note: All page references are to the PDF version of the RFP.

	evaluation points?
Section 2.A, 2.B, 2.C (pages 16-20)	In the RFP Draft it was noted that current terms and conditions for the 2009-2014 would be accepted. If those current terms in the master are different from those in Section 2.A, 2.B and 2.C, can a Respondent note these exceptions in the exception form and highlight that these are current terms without risk of being disqualified or impacting evaluation points?
Section 2.B.27, REPORTS - SUMMARY AND DETAILED USAGE (page 28)	Under Reports, for reporting, both Summary Sales Data and Detailed Sales Data reports, it states it is due 30 days after calendar quarter end. Often times, within State and Local Government and Education, they state 30 days after calendar quarter end, yet also state dates, which truly represent the last day of the month following calendar quarter end. Which is the intent under this RFP? If the latter, can the verbiage be changed to state, "shall be due no later than the last day of the month following the end of the calendar quarter (as specified in the reporting tool)"? Currently the tool doesn't list due dates for clarification. 1Q Due 4/30 2Q Due 7/30 or 7/31 3Q Due 10/30 or 10/31 4Q Due 1/30 or 1/31
Section 2.B.27.C (page 28)	Employee Purchase Program. If a Vendor has a standard Employee Purchase Program that is not part of any Government contract and therefore would not be included as part of this contract terms subsequently reporting, but is simply a Standard Manufacturer Program for all Federal, State and Local Government Employees can the Vendor note that program?
Section 2.C.2 (page 30)	It notes, Responder to provide completed VPAT forms found in the FORMS section of the RFP. This section is noted as a WCAG report. Due to the large volume of products offered if a VPAT is required, can the Respondent provide only for the products requested in the Cost Summary Sheets for evaluation purposes if the Respondent has these accessible and available to procuring agencies?
Section 2.C.3 (page 30)	Administrative Personnel: If a Respondent currently has approved language that ties a portion of this clause to the Primary Account Representative assigned, should this be noted in the exception document without risk for disqualification?
Section 2 C. 5 (page 30)	Contractor understands the requirements of the Rehabilitation Act of 1973 as it relates to Information Technology and has VPATs available for its products. Please explain how the ADA applies to Information Technology "products" provided under the Master Agreement as that term is used in 2 C 5.
Section 2.C.13 (page 32)	HAZARDOUS SUBSTANCES: This section states that to the extent that the goods to be supplied by the Contract Vendor contain or may create hazardous substances, harmful physical agents or infectious agents as set forth in applicable State and federal laws and regulations, a Material Safety Data Sheets regarding those substances must be included with each delivery. Vendor does not provide a MSDS with shipment; instead we offer MSDS online. Is this acceptable to be noted without being considered as an exception?
SAVINGS REPORT (page 44)	Contract Savings. Is the Savings an average for the State of Minnesota Sales or overall Contract Sales?
SAVINGS REPORT (page 44)	Contract Savings. If the Average Savings is Based on the Overall Contract, can a Vendor also provide a breakdown by Band?
WCAG Form (Page 49)	Is the WCAG report to show how the contractor website conforms to WCAG 2.0 level AA requirements?
Section 3 (pages 59-69)	Vendor is instructed to describe fully and provide detail how its proposal satisfies each item of this section. Should Vendor insert a table row below each item and provide the description/detail in that row, or should Vendor provide the descriptions/details for all items together, at the end of this section after the tables provided in Sections A through D?
Section 3 (pages 59-69)	Is a narrative response on how Vendor's proposal satisfies an item required for each item in the table, or only those items marked as mandatory (M)?

Section 3.A.8 (page 61)	Delivery. If a Respondent holds a current contract, can the current delivery clause be provided and included in this section if is the similar and meets the requirements of this section?
Section 3.B.2 (page 63)	EPEAT REGISTRATION. This section indicates that Responder agrees that applicable products offered that have EPEAT Standards provided under the Master Agreements resulting from this RFP are to have achieved a minimum EPEAT Bronze registration. Is this in reference to the Band products only or peripherals if applicable? For example the current contract does not require EPEAT Registration on Printers. Are Printers required to have EPEAT registration?
Section 3.D.8 (page 68)	Due to the large size of Vendor's proposal response, will a Respondent be able to provide a copy of it upon request only, instead of posting the Vendor's Proposal response on the website to comply with this section?
None	Will cost proposals be provided in Microsoft Excel spreadsheet format?
Cost Proposal Section 3 (page 73)	A Baseline Price List is requested in an electronic copy and hard copy. Due to the enormous size of a hard copy, where would this be included? Respondent would respectfully request electronic copy only to minimize the impact on the environment.
Cost Proposal Section 3 (page 73)	Is the Baseline Price List required to be organized by Band?
Cost Proposal Section 3 (page 73)	If a Respondent doesn't have baseline price list available for custom services, will that eliminate those services from being available if the Respondent provides a competitive discount and offers a list price and contract price quote for auditing purposes upon request for the procuring entity?
Cost Proposal Section 3 (page 73)	Vendor understands that discounts must remain firm, but can the list price change over the course of the contract term?
Cost Proposal Section 4 (page 73)	Is the firm List price requirement only for the Manufacturer branded product, excluding third party software and hardware associated to the band since that would be beyond Respondent's control?
Cost Proposal Section 8 (page 73)	Is the PSS discounts schedule/summary required to be organized by Band in the same format as outlined on page 126 of the PDF Sample?
Cost Proposal Section 8 (page 73)	Do you require that the PSS also be provided in an Excel file that shows WSCA-NAPO pricing by line item (a pricelist) for each current product and service included in the bands? Please clarify where in the RFP file an example is shown. It appears that only a sample Cost Proposal-Price Workbook was included. Is the PSS the same as the Cost Proposal –Price Workbook?
Cost Proposal Section 8 (page 73)	The PSS "minimum discount" pre-calculated price point has always been published publicly on the Contractor approved website. Currently the guaranteed minimum discounts are provided to procuring entities upon request for auditing purposes and is not published publicly. Respondent respectfully requests that this option still be made available without being considered an exception.
Cost Proposal Section 14 (page 75)	Trade In Program Pricing. When a product is traded in for a credit towards the purchase of new product, the trade in value is based on many factors, including, but not limited to product age, type, upgrades, warranty and quantity to name a few. In order to provide pricing, respondents would require more information. Is it the intent to only provide details on the Trade In Program due to the fact that pricing would not be available without more information?
Cost Proposal Section 17 (page 75)	Leasing. This section notes that if leasing is being provided to include rates. Leasing rates are based on the current market conditions which are subject to change. Vendors that provide a leasing option would typically provide a lease rate that is valid for 90 days and is subject to change after that time, until the equipment is accepted at which point the lease rate is fixed for the term of the lease. Lease rates can also be impacted by other factors such as monthly, quarterly or annual invoice requests, revenue volume tied to a specific configuration and quantity. Lease pricing is also dependent upon the structure selected; 1) Finance Lease, or 2) Operating Lease/ Fair Market Value True Lease (FMV). If lease rates are to be provided for the current 90 day period contingent on the current market conditions, what type of lease structure, frequency of payment invoicing, configuration and quantity should be utilized?
Cost Proposal Section 17 (page 75)	May lease rates provided for the bid response be valid for 90 days, since most procuring entities request 90 days, or should Respondents provide lease rates of 180 days, or both?

Model Participating Addendum (page 111)	PO Instructions. Many of the eligible and procuring entities simply note the State PA number, WSCA-NASPO MA number or even make their selection by simply noting WSCA or WSCA-NASPO on the PO. If this is mandatory to have exact language, this could impact order processing for many Vendors and the message to the hundreds of thousands of political subdivisions such as local and education agencies in a given State. Respondent would respectfully request this to be modified to indicate instead that a clear contract selection should be noted on the PO or confirmed via email or other form of writing if a contract number is not noted upon receipt.
Model Participating Addendum (pages 110-112)	Respondent would respectfully request a sample template with the MA input for items to consider for those participating States or entities to use as a basis for response.
Sample Price Proposal	A minimum discount is requested for third party. Third Party Hardware and Third Party Software would have 2 different minimum discounts. Can Vendors provide Third Party Hardware Minimum Discount and Third Party Software Minimum Discount per Band?
Cost Proposal Sample	A minimum discount is request for the band. If a Vendor has promotional items that are already discounted as a company and are not available for additional discounting, can a Vendor still offer these under the Band even though the promotional category items would not be discounted?
Cost Proposal Sample	Since Monitors and Printers are now included as a Peripheral under each Band, will these be part of the minimum discount per band? Will you consider a minimum discount for peripherals?
Cost Proposal Sample	Minimum Discount is requested for the Band. Can a Vendor provide the Minimum to Maximum Guaranteed Discount for Quantity 1 for the Band? Since a Minimum Discount is required, Vendors would be required to take the lowest discount in the Band as the Minimum, which would include the discount for peripherals?
Cost Proposal Sample	Since PSP are available for Quantity 1, can those prices be used if noted in the workbook instead of the minimum discount price?
Sample cost proposal, desktops, peripheral 3 and 4 (monitors), page 136	For monitor pixel policy, ISO-13406-2 is called for. Please confirm that ISO 9241-307 is also acceptable as we understand that this replaces the ISO-13406-2 standard.
Sample cost proposal, desktops, desktop 1, page 133	For operating system, Windows 7 Professional 32-bit is called for. Please confirm whether Windows 7 Professional 64-bit is also acceptable, or if the intent is to request Windows 7 Professional 64-bit as an option or upgrade.
Section 2.B. WSCA-NASPO Terms and conditions:	
4. Assignment of Antitrust Rights (page 22)	We respectfully request the following additional sentence to the end of the first paragraph: <u>Notwithstanding the foregoing, Contractor's obligation of assignment is only to the extent the assignment is necessary for the State to overcome its State's bar on indirect purchaser actions under federal anti-trust laws for claims of overcharges.</u> We respectfully requests the removal of the 2nd paragraph as it relates to subcontractors, in its entirety, on the basis HP is the supplier of the products.
6. Cancellation (page 23)	We respectfully request deletion of the last sentence "Cancellation of the Master Agreement due to Contract Vendor default may be immediate". The Contract Vendor should be offered a reasonable period for an opportunity to cure, as specified in Section 9. Defaults and Remedies.
9.b. Defaults & Remedies (page 24)	We respectfully request that the period for cure be changed from 15 calendar days to 30 calendar days.

10. Delivery (page 24)	We respectfully request the following modification to this section on the basis once the product is delivered risk of loss is no longer within Contract Vendors control. 10. Delivery. Unless otherwise indicated in the Master Agreement, the prices are the delivered price to any Purchasing Entity. All deliveries shall be F.O.B. destination with all transportation and handling charges paid by the Contract Vendor. Responsibility and liability for loss or damage shall remain the Contract Vendors until <u>delivery to the identified Order ship to address final inspection and acceptance</u> when responsibility shall pass to the Buyer except as to latent defects, fraud and Contract Vendor's warranty obligations. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate item on the invoice. Any portion of an order to be shipped without transportation charges that is back ordered shall be shipped without charge.
13. Indemnification (page 25)	We respectfully request the following modification to this section advising the general indemnification should be limited to 3rd party claims that result from Contractors negligence or willful misconduct. The Buyer has other sufficient rights specified under the contractor in the event of a Contractor non-performance. 13. INDEMNIFICATION. Contract Vendor shall defend <u>or settle</u>, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities, and Purchasing Entities, along with their officers, agencies, and employees as well as any person or entity for which they may be liable from and against <u>third party</u> claims, damages or causes of action including reasonable attorney's fees and related costs for any death, <u>bodily</u> injury, or damage to <u>real or tangible</u> property arising from <u>the negligent act(s), error(s), or willful misconduct</u> of the Contract Vendor, its employees or subcontractors or volunteers, at any tier, relating to their performance under the Master Agreement. ~~This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement~~
14. Indemnification – Intellectual Property (page 25)	14. INDEMNIFICATION – INTELLECTUAL PROPERTY. The Contract Vendor shall defend <u>and settle</u>, indemnify and hold harmless WSCA-NASPO, the Lead State and Participating Entities, and Purchasing Entities, along with their officers, agencies, and employees as well as any person or entity for which they may be liable ("Indemnified Party") from and against <u>third party</u> claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the <u>Contract Vendor-Branded Product</u> or its use, infringes Intellectual Property rights ("<u>Intellectual Property Claim</u>"). The Contract Vendor's obligations under this section shall not extend to <u>claims of infringement arising from:</u> 1. <u>Contract Vendor's compliance with Customer or third party designs, specifications, instructions, or technical information;</u> 2. <u>Modifications made by Customer or a third party;</u> 3. <u>Customer's non-compliance with the Product Specifications; or,</u> 4. <u>Customer's use with products, software, or services that are not Contract Vendor-Branded.</u> ~~any combination of the Product with any other product, system or method, unless:~~ ~~(1) the Product, system or method is:~~ ~~(a) provided by the Contract Vendor or the Contract Vendor's subsidiaries or affiliates;~~ ~~(b) specified by the Contract Vendor to work with the Product; or~~ ~~(c) reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or~~ ~~(2) it would be reasonably expected to use the Product in combination with such product, system or method.~~

	The Indemnified Party shall notify the Contract Vendor within a reasonable time after receiving notice of an Intellectual Property Claim. ~~Even if the Indemnified Party fails to provide reasonable notice, the Contract Vendor shall not be relieved from its obligations unless the Contract Vendor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contract Vendor.~~ <u>If the The Contract Vendor will promptly and reasonably investigates and defends any Intellectual Property Claim, and it shall have control over the defense and settlement of it. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible.</u> The Indemnified Party shall furnish, at the Contract Vendor's reasonable request and expense, information and assistance necessary for such defense. ~~If the Contract Vendor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contract Vendor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim. This section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.~~ <u>Remedies. If such a claim appears likely, then Contract Vendor may modify the Contract Vendor Branded Products or Support, procure any necessary license, or replace the affected item with one that is at least functionally equivalent. If Contract Vendor determines that none of these alternatives is reasonably available, then Contract Vendor will issue Customer a refund equal to:</u> <u>1. the purchase price paid for the affected item if within one year of delivery, or the Customer's net book value thereafter, or</u> <u>2. if the claim relates to infringing Support, the lesser of twelve (12) months charges for the claimed infringing Support or the amount paid by Customer for that Support.</u> If Participating Entity's laws require approval of a third party to defend Participating Entity, Participating Entity will seek such approval and if approval is not received, Contract Vendor is not required to defend that Participating Entity. <u>This section 14 states Contract Vendor's entire liability for claims of intellectual property infringement.</u>
17. Insurance (pages 25-26)	We respectfully request the following modifications to the Insurance requirement that align with the current insurance industry standards and our standard Insurance Certification. 17. INSURANCE. Except to the extent modified by a Participating Addendum, Contract Vendor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contract Vendor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in the Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. ~~Failure to buy and~~ maintain the required insurance may result in this Master Agreement's termination or at a Participating Entity's option, result in termination of its Participating Addendum. Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, ~~with no deductible~~ for each of the following categories: Commercial General Liability covering the risks of bodily injury (including death), property damage and personal injury, including coverage for contractual liability, with a limit of not less than \$1 million per occurrence/\$2 million general aggregate;

	b) Contract Vendor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements. Contract Vendor shall pay premiums on all insurance policies. ~~Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days after notice of intended revocation thereof shall have been given to Participating Entity by the Contract Vendor.~~ Prior to commencement of the work, Contract Vendor shall provide to the Participating Entity a written endorsement to the Contract Vendor's general liability insurance policy that (i) ~~includes~~<u>names</u> the Participating Entity as an additional insured, (ii) ~~provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating Entity has been given at least thirty (30) days prior written notice,~~ and (iii) provides that the Contract Vendor's liability insurance policy shall be primary, with any liability insurance of the Participating Entity as secondary and noncontributory. Contract Vendor shall furnish to Participating Entity copies of certificates of all required insurance within thirty (30) calendar days of the Participating Addendum's effective date and prior to performing any work. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at the Lead State Master Agreement Administrator's sole option, result in this Master Agreement's termination. Coverage and limits shall not limit Contract Vendor's liability and obligations under this Master Agreement.
19. License of Pre-Existing Intellectual Property (page 26)	We respectfully request replacing this section its entirety with the below provision which represents that each party shall retain its intellectual property rights. This Master Agreement is for commercially available products and services, and does not include any "work for hire" or custom deliverables. 19. Intellectual Property Rights. No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants Contract Vendor a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for Contract Vendor and its designees to perform the ordered services. If deliverables are created by Contract Vendor specifically for Customer and identified as such in the Order Statement of Work, Contract Vendor hereby grants Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.
20. No Waiver of Sovereign Immunity (page 26)	We respectfully request that this be restricted to Sovereign Immunity only, and requests this provision be replaced with the following: <u>20. No Waiver of Sovereign Immunity. The State does not waive its sovereign immunity by entering into this Contract and fully retains all immunities and defenses provided by law with regard to any action based on this Contract.</u>
22. Participants (pages 26-27)	We respectfully request an additional clarification to include the Lead State regarding obligations under the Contract. 22. PARTICIPANTS. WSCA-NASPO Cooperative Purchasing Organization LLC is not a party to the Master Agreement. It is a nonprofit cooperative purchasing organization assisting states in administering the WSCA/NASPO cooperative purchasing program for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.,) for all 50 states and the District of Columbia. Obligations under this Master Agreement are limited to <u>the Lead State and</u> those Participating States who have signed a Participating Addendum where contemplated by the solicitation. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial

	obligations on behalf of political subdivisions. Unless otherwise specified in the solicitation, the resulting award will be permissive.
24. Payment	We respectfully request a modification to the payment requirement, deemed reasonable in particular for orders of multiple commercial line items that a purchaser may require on different shipment dates over a period of time. These modifications are in alignment with what is allowed under the current contract. 24. PAYMENT ~~Payment for completion of an order under this Master Agreement~~ is normally made within 30 days following ~~the date the entire order is delivered or~~ the date a correct invoice, merchandise or service is received, whichever is later. After 45 days the Contract Vendor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge <u>due with issuance of the Order. The Purchasing Entity shall make a good faith effort to pay within thirty (30) days on all undisputed invoices.</u> <u>In the event an order is shipped incomplete (partial), the Purchasing Entity shall pay for each shipment as invoiced by the Contract Vendor unless the Purchasing Entity has clearly specified "No Partial Shipments" on each Purchase Order.</u>
26. Records Administration and Audit, 2 nd paragraph (page 27)	We respectfully request the following modifications, based on the products contained in this Contract are available on a fixed price basis, limiting audits to non-confidential and non-proprietary verification of invoices, orders and shipments. 26. 2nd paragraph: The Contractor shall maintain books, records, documents, and other evidence pertaining to this Master Agreement and orders placed by Purchasing Entities under it to the extent and in such detail as shall adequately reflect ~~performance payment records associated with such orders, and administration of payments and fees.~~ Contractor shall permit the Lead State, a Participating Entity, ~~a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General),~~ and any other duly authorized agent of a governmental agency, to audit, inspect, examine, copy and/or transcribe Contractor's books, documents, papers and records directly pertinent to this Master Agreement or orders placed by a Purchasing Entity under it for the purpose of making audits, examinations, excerpts, and transcriptions. This right shall survive for a period of five (5) years following termination of this Agreement. ~~or final payment for any order placed by a Purchasing Entity against this Agreement, whichever is later, to assure compliance with the terms hereof or to evaluate performance hereunder.~~ <u>Such audits may be conducted only in accordance with the following:</u> • <u>Customer will provide Contract Vendor with thirty (30) days prior written notice of each audit;</u> • <u>Audits will occur no more than once each calendar year and the scope of the audit will be limited to Customer orders to Contract Vendor over the preceding twelve (12) month period;</u> • <u>The parties will work together in good faith to establish an audit process that does not interfere with Contract Vendor's ability to perform its obligations under this Contract or any other agreement, or compromise any reasonable security processes or procedures;</u> • <u>The auditor reports prepared in connection with the audits will be deemed confidential information of Contract Vendor;</u> • <u>Contract Vendor will provide the auditor with information reasonably required to effect the audit, provided however that Contract Vendor reserves the right to impose limitations or require additional assurances from Customer and its</u>

	<u>auditor as may be necessary to protect the Confidential Information of Contract Vendor that may be accessed by Customer's auditors as part of the audit; and</u> <u>In no event will Contract Vendor be required to provide Customer or its auditor with access to Contract Vendor's internal cost and resource utilization data, or data related to employees or other customers of Contract Vendor.</u>
28. Standard of Performance and Acceptance (page 28)	We respectfully request the replacement of this provision in its entirety with Contract Vendor's standard warranties on the basis the Products and Services are commercially available and do not include custom products. <u>Contract Vendors standard warranties:</u> <u>Product Performance.</u> All Contact Vendor-branded hardware products are covered by Contract Vendor's limited warranty statements that are provided with the products or otherwise made available. Hardware warranties begin on the date of delivery or if applicable, upon completion of Contract Vendor installation, or (where Customer delays Contract Vendor installation) at the latest 30 days from the date of delivery. Non-Contract Vendor branded products receive warranty coverage as provided by the relevant third party supplier. <u>Software Performance.</u> Contract Vendor warrants that its branded software products will conform materially to their specifications and be free of malware at the time of delivery. Contract Vendor warranties for software products will begin on the date of delivery and unless otherwise specified in Supporting Material, will last for ninety (90) days. Contract Vendor does not warrant that the operation of software products will be uninterrupted or error-free or that software products will operate in hardware and software combinations other than as authorized by Contract Vendor in Supporting Material. <u>Services Performance.</u> Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and Contract Vendor will re-perform any service that fails to meet this standard. <u>Services with Deliverables.</u> If Supporting Material for services define specific deliverables, Contract Vendor warrants those deliverables will conform materially to their written specifications for 30 days following delivery. If Customer notifies Contract Vendor of such a non-conformity during the 30 day period, Contract Vendor will promptly remedy the impacted deliverables or refund to Customer the fees paid for those deliverables and Customer will return those deliverables to Contract Vendor.
29. System Failure or Damage (page 29)	We respectfully request the removal of this provision in its entirety. It is a subjective bar to expect from a Contract Vendor, particularly where the failure or damage may only be caused in part by Contract Vendor performance.
30. Title of Product (pages 28-29)	We respectfully request the replacement of this entire section with what is commercially reasonable and standard for the acquisition of standard commercially available products. Ownership of IP is previously covered in our response to section 19. <u>30. Title of Product.</u> The Contract Vendor must pass title to any and all Products purchased under this Contract upon receipt of Product by the Purchasing Entity. This obligation on the part of the Contract Vendor to transfer all ownership rights does not apply to proprietary materials owned or licensed by the Contract Vendor or its subsidiaries, subcontractor or licensor, or to unmodified commercial software that is available to the State. Ownership rights to such materials shall not be affected in any manner by this Agreement.
32. Warranty (page 29)	We respectfully request the removal of this section in its entirety, replaced with the Contract Vendors standard warranty made available with these commercially available products and services as specified in our response to Section 28 above.

QUESTION FORM

WSCA-NASPO COMPUTER EQUIPMENT

DUE: OCTOBER 7, 2013 DUE 3:00 P.M. CT

POST ADDENDUM 3: DUE: NOVEMBER 22, 2013 2:00 P.M.CT

VENDOR NAME: Hewlett-Packard Company

INSTRUCTIONS: Clearly reference the Section to where the question pertains.

Questions must be submitted in writing to Master Agreement Administrator @ susan.kahle@state.mn.us. All questions received by the cutoff date and time will be responded to via an addendum to official solicitation holders. Be specific and cite the section, item and page number to which the question refers. Contact regarding this RFP with any State personnel other than the Master Agreement Administrator may result in rejection of the response. See schedule of events for when questions are due.

SECTION REFERENCE	QUESTION:
2C13	In Q&A #117, it was stated that MSDS copies may be provided via an electronic link with the delivery. Does this mean it is Vendor's responsibility to provide the link to each end user upon purchase, or is it acceptable for Vendor to provide the link on its WSCA-NASPO website so that end-users may access the link and pull the related MSDS? If it is Vendor's responsibility, Vendor will need to be provided an email address of where to send the link.
Section 4 Cost Proposal, items 1 & 3	In Amendment 3, the revised RFP instructs Responders to use November 15 as the date for the baseline price list. Should the PSS also be based on November 15 pricing?
Desktop Workbook	Band 1 Desktop SPECS Item 1, Row 21, HDD cache size, 32Mb specified - Vendor respectfully requests the hard drive specification be revised to 16MB to provide greater choice that would not impact one Vendor over another Vendor's proposal covering the minimum specifications and subsequent pricing to ensure a fair competitive response for evaluation?
Desktop Workbook	Band 1 Desktop SPECS Item 2, Row 21, HDD cache size, 64Mb specified - Vendor respectfully requests the hard drive specification be revised to 16MB or 32MB to provide greater choice so that one Vendor over another Vendor is not impacted when providing the Manufacturer proposal specification and subsequent pricing to ensure a fair competitive response for evaluation.
Laptop Workbook	Band 2 Laptop SPECS Item 1, Row 16, Processor, Core i5-4200U specified - Vendor requests a clarification since the minimum specification notes the processor and the requirement for vPro, however the processor does not support vPro. Please clarify the processor selection or vPro support.
Laptop Workbook	Band 2 Laptop SPECS Item 2, Row 16, Processor, Core i7-4500U specified - Vendor is requesting a clarification since the minimum specification notes the processor and the requirement for vPro, however the processor does not support vPro. Please clarify the processor selection or vPro support.
Laptop Workbook	Band 2 Laptop SPECS Item 2, Row 25, Weight, Weight maximum 5 pounds, specify actual weight including battery specified - Vendor respectfully requests a modification to the weight to maybe something like "sub-6 pounds" to provide each Vendor the ability to provide a proposal to the specification. We believe that most have a solution that may be the weight by an ounce or two. This will ensure a fair competitive response for evaluation purposes.

Laptop Workbook	Band 2 Laptop SPECS Item 2, Row 30, Video screen size and type, 15" WXGA TFT or WLED HD. Multi-Touch enabled specified - We respectfully request that "Multi-Touch enabled" be relaxed to an optional selection to provide each Vendor the ability to provide a response to this section to ensure a fair competitive response for evaluation purposes.
Laptop Workbook	Band 2 Laptop SPECS Item 2 - With the specifications as currently defined, it does not appear that any major OEM notebook vendor can meet the combination of requirements. We respectfully request that select requirements (such as screen size, weight, and/or multi-touch enabled screen) be relaxed to allow for each Manufacturer to provide a response for a fair competitive evaluation.
All Workbooks	All Workbooks, Peripherals 1 & 2 (printers) minimum specifications show 32MB of memory for Color and 128MB for Black & White printer. The color printers require more memory than the black & white; were these meant to be the reverse? Will an update be provided?
All Workbooks	All Workbooks, Option Upgrades note to include a description under minimum requirements, however those fields are lock/protected. Will an updated version be provided that is unlocked so that descriptions can be included?
Server Workbook	Server Workbook, Service Specifications note a two year and a three year warranty on desktop 1. Servers carry a standard 3 year warranty. Further, Desktop is noted in other sections of the Services. Will this section be modified to reflect the Server Specifications?
Server Workbook	Server Workbook, Server minimum specifications note a Video screen size and type. Servers do not include a Video screen, is this requirement to include a monitor as part of the Server configuration standard?
Server Workbook	Server Workbook, Server minimum specifications note an EPEAT bronze level. At this time, EPEAT does not have a classification for EPEAT certification for Servers, therefore no Server offering will have EPEAT certification since it is not available. Will this be updated?
Server Workbook	Server Workbook, Server specifications include a line item for delivery. Delivery is not a specification. Vendor would respectfully request this be removed to ensure a fair and competitive evaluation of product pricing.
Server Workbook	Server Workbook, Server Option/Upgrades request a description to be included under the Minimum Requirements, however those fields are locked/protected. Will an updated version be provided to allow for the descriptions to be added as requested?
Storage Workbook	Storage Workbook, Service Specifications refer to desktops for a 1 and 2 year warranty. Storage products come with a minimum of three year warranty. Will the Services section be updated to reflect the Storage configurations instead of Desktops?
Tablet Workbook	Tablet Workbook, Specification 1 Upgrade Options, there is no place for the List price, but if you put the list price under the column header "Manufacturer Part#" it will populate correctly to the equipment pricing tab. Will an updated workbook be provided so that the part number can be included?
Tablet Workbook	Tablet Workbook Specification 2, Upgrade Options, if you put in the list price it does not auto populate to the equipment pricing tab. Will an updated workbook be created so the list pricing auto populates like the other tabs?
Server Workbook	Server workbook specifications 1 & 2 note a video screen type, sound and keyboard. These items are not server configurable but offered as a rack option. Vendor respectfully requests verification if these items are to be included as part of the Server configuration or as an upgrade/option? If not, will an updated workbook be provided?
Server Workbook	Server workbook specifications 1 & 2 note a PC battery type, not applicable to the Servers. Will an updated workbook be provided since these specifications are not applicable to Servers?
Server Workbook	Server Workbook, Service Specifications; SE1S-5 - If a Respondent offers image loads on site or in post-manufacturing "Staging Facilities," since most Servers are not imaged in the factory, can a respondent provide that pricing with part number noted as custom part number to be determined?
Server Workbook	Server Workbook, Service Specifications; SE1S-6 - If a Respondent offers Custom Image Consulting on site or in post-manufacturing "Staging Facilities," can the Respondent provide pricing for post manufacturing on-site with the part number

	noted as custom part number to be determined? Custom Image Consulting work would be on a Time and Materials basis.
Server Workbook	Server Workbook, Service Specifications; SE1S-7. If a Respondent also offers asset tagging on site or in post-manufacturing "Staging Facilities," can a respondent provide on-site service pricing with part number noted as custom part number to be determined?
Storage Workbook	Storage Workbook, Services Specifications; ST1S-3. This section notes Desktops, which typically do require Accidental Damage protection since Desktops and laptops are used in the front office environment and purchased for individual use. Since Servers are not used in the front office environment, would this still be applicable?
Storage Workbook	Storage Workbook, Services Specifications; ST1S-5. If a Respondent offers image loads on site or in post-manufacturing "Staging Facilities," since most Storage devices are not imaged in the factory, can a respondent provide that pricing with part number noted as custom part number to be determined?
Storage Workbook	Storage Workbook, Services Specifications; ST1S-6. If a Respondent offers Custom Image Consulting on site or in post-manufacturing "Staging Facilities," since most Storage solutions are not imaged in the factory, can a respondent provide that pricing with part number noted as custom part number to be determined? Custom Image Consulting work would be on a Time and Materials basis.
Storage Workbook	Storage Workbook, Service Specifications; ST1S-7. If a Respondent offers asset tagging on site or in post-manufacturing "Staging Facilities," since most Storage solutions are not imaged in the factory, can a respondent provide that pricing with part number noted as custom part number to be determined?
Section 2, Master Agreement Terms, #21 Page 25, Order Numbers	Vendor includes the purchase order and contract numbers clearly listed on the acknowledgements, invoices and other correspondence that may be applicable, such as the packing slips. However, due to the limitations of text for shipping labels for transportation purposes with many of the different transportation Companies and options, including the contract number and purchase order number on "shipping labels" may not be feasible or possible. Vendor respectfully requests your consideration to remove the requirement for "shipping labels."
Section 4: Cost Proposal: 1 – Answer to Question 191	The revision notes, "It states It is understood there may be categories within a band which carry a different discount than the minimum stated. For example, the minimum discount for the laptop band could be 50%. The responder may name an additional category of laptops "Laptop Brand X" at 45% and "Laptop Brand Y" at 60%." Based on this example, what would be an example of when the minimum discount of 50% would be used under an awarded contract?
Section 1, G. Restrictions	Restrictions replacement language refers to only Server and Storage, while many large volume deployments for software on desktops, notebooks or tablets may be done on-site after the purchase and delivery of the product. Vendor respectfully requests that this be available for all bands.
Section 1, G. Restrictions	Replacement language refers to only Server and Storage, while many large volume deployments for software on desktops, notebooks or tablets may be done on-site after the purchase and delivery of the product. Vendor respectfully requests that this be available for all bands or at least the option to include this for each band if the procuring entity references on the Purchase Order that the software purchased is intended and related to the product purchase with a reference to that PO.
Section 3, D; 7) Question 161	COMMERCIAL OFF THE SHELF AND OPERATING SYSTEM SOFTWARE: Just to clarify; does this mean that updated releases and maintenance support for licenses purchases are only upon request at the time of purchase of these upgrades?
All Workbooks	Option/Upgrade all Bands: If one of the Option/Upgrades is included in the main specification/configuration, is it acceptable to simply note "included with configuration"?
Desktop, Laptop & Tablet Workbooks	Services Specifications; Warranty Upgrades to 2 and 3 year warranty. If a Vendor includes three year warranty for most of their products, how would the Vendor be able to show the discount that would apply for upgrades beyond three years since the workbook only asks for 2 year and 3 year?
Section 2, Master Agreement Terms and Conditions, C:	Please provide an example of how the ADA would apply to Information Technology products provided by the Contractor.

Minnesota Terms, Section 5: Question 111	
Storage Workbook	Storage Workbook items 1&2 (ST1B-1/ST2B-1) – Vendor requests a specification of operating system management support as well as supported Licenses. These items are used by a NAS Devices and commonly used on servers. Will an updated workbook be provided to incorporate a change to this specification?
Storage Workbook	Storage Workbook Item 2 (ST2B-1) – Vendor requests specification on “NIC trunking/ teaming and fault tolerance.” This appears to be specific to a Server since this would not be applicable to storage arrays. Will an updated workbook be provided to incorporate a change to this specification?
All Workbooks	All Workbooks, Services Specifications & Discount Structure; Typically in the industry on-going non warranty support (sometimes referred to as Post Warranty) is offered either utilizing time and materials on a per incident basis or providing procuring entities the ability to purchase maintenance support, which can be purchased on a monthly or annual basis. These are based on the level of support and hardware configuration and age of the product since many times this could be for product that is over 3 years old and up to 10 years old. For this reason, providing an actual list price for these services for an entire portfolio of products in the last ten years and every service level available is an unbelievable task. Can a Vendor simply note the Time & Materials discount in the workbook?
All Workbooks	For all workbooks in the Service Specifications, is this meant to be tied specifically to the product outlined for Spec 1 and 2?
Question & Answer 204	For evaluation purposes on the workbook, if the PSP configuration meets the specification for Workbook Band 1, 2 or 3 can those prices be listed since the PSP is available for Quantity 1 or is the workbook only to include the Quantity 1 PSS discount price point for the specific category or category exceptions?
Section 1, G. Restrictions	Restrictions. Many procuring agencies require the ability to cut separate purchase orders for the hardware and the software purchase for all Bands, not just Server and Storage. Will you consider allowing procuring entities to note on the PO that the software purchase was intended at the time the hardware was procured so this is documented for auditing purposes for all bands?
Question & Answer 236	Hardcopy price list and PSS price list. Some Manufacturers responding to all Bands will have a large volume of product that will produce up to 8” of paper double sided creating a massive amount of paper just for one price list. Would WSCA-NASPO consider only requiring a USB Drive or CD for those Manufacturers responding to all Bands with this type of large volume?
Section 2, A 17; Cost Proposal	It specifically notes for the narrative to be printed double sided for the hardcopy. Is the Cost Proposal hardcopy to be printed double sided as well?

Response to Minnesota WSCA-NASPO Master Agreement for Computer Equipment from Hewlett-Packard Company



Cost Proposal

January 21, 2014
2013_1211



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304-1185
www.hp.com



December 11, 2013

Ms. Susan Kahle
Acquisition Management Specialist
Department of Administration
Materials Management Division
50 Sherburne Avenue
112 Administration Bldg.
St. Paul, MN 55155

Stuart McLean
Manager, Americas
Contract Operations
(905) 206-3097
stuart.mclean@hp.com

Dear Ms. Kahle:

Hewlett-Packard Company (HP) is very pleased to submit our proposal response to the State of Minnesota, Department of Administration, Materials Management Division on behalf of the State of Minnesota and the WSCA-NASPO Cooperative Procurement Program ("WSCA-NASPO") for Computer Equipment. HP recognizes and appreciates that the WSCA-NASPO Procurement Program team wants to ensure consistent cost savings to the participating states and eligible procuring entities. With that in mind, HP stands ready with a cost savings proposal that demonstrates even greater savings than our current contract, and with an HP contract award, we will continue to support this valuable contract and your team's efforts.

Quality Product & Services – HP product quality and diversity assure enduring choices, dependability, and low product lifecycle costs. Our emphasis on product stability and supportability translates into reliable products that require less maintenance and less frequent software image updates, thereby saving users time and money. Moreover, HP's commitment to providing compatibility and cost-effective hardware upgrade options provides outstanding investment protection and a smooth growth path to new technologies. WSCA-NASPO eligible entities may choose from an extensive product portfolio beyond the desktop, notebook, tablet, server and storage bands, enabling procuring agencies to truly maximize buying power across all HP product lines available, as well as peripherals (printers and monitors), third party hardware and software, and HP value added services.

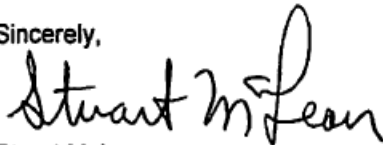
Aggressive Cumulative Minimum Discounts for "Quantity 1" – HP extensively reviewed "quantity 1" minimum discounts covering the largest volume of products purchased based on the current and projected contract cumulative volumes, and increased discounts even more than our current contract. This will provide even more savings for procuring entities under a newly awarded contract to HP.

Flexible Options on How to Save More with Volume Purchasing – While most procuring entities simply want the best price possible to maximize tight budget dollars, some may want the flexibility of volume savings options. HP provides several different potential options that are used in today's contract and are available under a new contract with HP. HP's goal is to expand options that provide each procuring entity with savings to meet its specific needs.

By awarding this WSCA-NASPO Computer Equipment contract to HP, procuring entities will be able to see real savings and value through a competitive quote and bid process and requests for volume savings. This will be affirmed by granting an award to HP and will provide procuring entities the best value and maximize their budget dollars.

The Manager of Americas Contract Operations, Stuart McLean, has signature authority as an official of HP and can contractually obligate HP. By execution of this letter by the HP Manager of Americas Contract Operations and the Vice President of Public Sector, Printing and Personal Systems, HP officially submits this proposal showing our pledge in support of this valuable contract. HP looks forward to the outcome of your evaluation, and if there is any area of this proposal that requires further clarification or discussion, please feel free to contact Debra Lee, Primary Account Representative, at 847/537-0344 (office), 847/922-2977 (cell), or debra.lee@hp.com.

Sincerely,



Stuart McLean
Manager, Americas Contract
Operations



Todd Gustafson
Vice President of Public Sector,
Printing and Personal Systems

Important Notice

If HP's proposal is submitted in both electronic and hard copy formats and the contents differ, only the hard copy will constitute the valid HP proposal. If no hard copy is submitted and if the content differs between the PDF version and any other electronic format, only the PDF version will constitute the valid HP proposal.

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Section 4: Cost Proposal



SECTION 4: COST PROPOSAL

SUBMIT IN A SEPARATE SEALED ENVELOPE

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	PRICE STRUCTURE. This RFP will employ a MINIMUM discount-off list price structure with categorized exceptions for each band. It is understood there may be categories within a band which carry a different discount than the minimum stated. For example, the minimum discount for the laptop band could be 50%. The responder may name an additional category of laptops "Laptop Brand X" at 45% and "Laptop Brand Y" at 60%. Responder may categorize these exceptions by naming as categories and identifying the associated discounts in the price workbook. These discounts must remain firm, or the discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all "quantity one" procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line price list and the minimum discounts with the categorized exceptions provided. The responder must designate a "Base Line Price List e.g. MSRP, education price list. The price list submitted must be dated: November 15, 2013. A discount schedule is to be provided for each band in the Price Workbook. Responders may define additional categories within a band. The category discounts may be higher or lower than the than the band discount. Responder must describe all available options for pricing services in the Price Workbooks such as discount off list, hourly fees, per unit fees, etc. The worksheet allows for up to seven categories, however the responder may edit their submission to include additional categories if needed.	M	YES ☒ NO ☐
	HP is proposing for each Band minimum discounts and category exception discounts off of HP's US Commercial list price (baseline price). HP's discount structure for each band is included in the price workbooks and includes category exceptions within the band. In addition, Attachment 1 to Cost Proposal – Discount Schedule is a detailed outline of HP's discount structure for each Band. Within the discount structure for each Band outlined in Attachment 1 to Cost Proposal – Discount Schedule, HP has included a section covering company promotions referred to as Smart Buys. These promotional items are based on a specific configuration at a set promotional fixed price, and are not subject to further discounts. HP has completed the price workbooks and has made every effort to describe all possible options for services as requested in the workbooks. HP requests that the proposed discount structure in Attachment 1 to Cost Proposal – Discount Schedule, which is the formula for how we arrive at our price, be marked confidential. The discounts can be shared inside your firewall and provided to or shared with any state agencies and/or applicable agency members. HP is only requesting that the discounts not be published publically or provided outside of the state agencies and/or agency members. These discounts are not generally known and would serve no purpose other than to provide our competitors with a competitive advantage. The		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	calculated price point HP is offering will be publically viewable and available for publication upon award at the HP WSCA-NASPO e-commerce website. If there is a public request, HP respectfully requests that WSCA-NASPO or the Lead State make best efforts to notify HP.		
2	PRICE WORKBOOKS. Price Workbooks will be used to evaluate. Responders will be evaluated on the Price Workbook which includes a market basket for each band. For each band proposed, the Responder must complete the Price Workbook which includes several worksheets. The market basket includes selected configurations, services, peripherals, third party products to fairly evaluate discounted pricing. In evaluation the State reserves the right to: a. Eliminate an item from consideration from all responses. b. Enter the highest price item of all responses received when an item has not been provided by a responder. c. Request additional pricing items for consideration. d. Clarify pricing responses with responder(s). e. Include options, quantity discounts and/or services for basis of calculating the cost utilized in evaluation. The Contract Vendor will maintain the discount structure as bid throughout the term of the Master Agreement. For the purpose of comparing pricing across a standard group of products, the prices provided by the responder in the Price Workbooks will be utilized to calculate cost points. Vendors must use the minimum percentage discount stated from a published or base line price listing for a “quantity one” purchase in the Pricing Workbook. Minimum specifications are provided in the Price Workbooks. Manufacturer specific items may be substituted for the minimum specification if the manufacturer is able to provide an approved equal. The lead state reserves the right to reject any or all responses that are not an approved equal. SAMPLE Price Workbooks are located in Section 6: Attachments for responders review and comment. Addendum 3 provides the links to the Pricing Workbooks FINAL EXCEL PRICE WORKBOOKS WILL BE PUBLISHED VIA AN ADDENDUM. Addendum 5 provides links to updated Pricing Workbooks. There are a total of six workbooks: Band 1: Desktop Band 2: Laptop Band 3: Tablets Band 4: Server	M	YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Band 5: Storage Band 6: Ruggedized INSTRUCTIONS: 1. Each workbook contains several tabs. Responder is to fill in the yellow highlighted areas. Once filled in the yellow highlight disappears. 2. The workbooks are locked, however there is not a password and responder may revise as needed ensuring they supply yellow highlighted fields. 3. It is understood that different components may make up a total configuration for the market basket item. The responder may provide additional detail to how the discount provided in the market basket was calculated. The Lead State reserves the right to request additional pricing, if in the best interest of the state or to clarify pricing responses.		
	HP has completed the price workbooks for Bands 1, 2, 3, 4 and 5. HP has noted "NO OFFER" in the price workbook for Band 6; HP is not a manufacturer of those products and therefore is not responding to Band 6. HP has followed the instructions and completed each tab, filling in the yellow highlighted areas with the exception of any upgrade options for the specification that do not include a discount since it may be an option that is included in the base model or that is not available for that specific product for that Specification Tab. For Bands 1-5, HP has provided a Configuration To Order that includes a sum of parts to create the overall configuration. HP provided the list price for the sum of overall parts that make up the configuration that meets or exceeds the minimum specifications. HP included either the minimum discount or category exception discount for the items noted in the workbook covering the product section. For Services, HP provided part numbers that may be associated to the configuration specification for the services in the Services Specifications section and/or the service offering and custom part creation requirement. Minimum discounts for the service items are provided in the workbook as well as in Attachment 1 to Cost Proposal – Discount Schedule. HP agrees to maintain the discount structure of the minimum discount and category discounts for the term of an awarded contract unless otherwise negotiated to increase the discount structure (lower price) during the cumulative volume reviews as approved by the Lead State WSCA-NASPO Master Agreement Administrator. HP looks forward to providing any additional pricing information requested by the Lead State.		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
3	BASELINE PRICING VERIFICATION. The responder must designate a Base Line Price e.g. MSRP, education price list in the price workbook. The price list submitted is to be dated: November 15, 2013. Describe how the designated Base Line Price List will be accessed and verified by potential end users, contract administrators, etc. All historic versions of the Baseline Price List must be made available upon request pursuant to the audit provisions. The responder must provide ONE HARD COPY and ONE ELECTRONIC COPY (USB DRIVE OR CD) of the dated Baseline Price List with the response. The dated Baseline Price List provided shall be used for completing the price workbook when “List/MSRP” price is requested.	M	YES ☒ NO ☐
	HP is proposing a discount off HP's US Commercial list price as the baseline pricing structure that is published publically and can be found at the below link for HP branded products. HP agrees to post this link at an awarded HP WSCA-NASPO contract e-commerce site for the Master Agreement and subsequent Participating States and procuring entity e-commerce sites as approved by the WSCA-NASPO Master Agreement Administrator, so that it is made available to procuring entities for auditing purposes. HP's US Commercial List price is available at http://h18000.www1.hp.com/showroom/ipl.html HP maintains all list price files historically and will make those available to WSCA-NASPO, a participating state or a procuring entity upon request for auditing purposes. Only limited custom Value Add Services that are classified as custom services created for a specific procuring agency are handled as outlined in Section A) 11, Audit since custom services are not tied to a general part number created and available at the publically available list price. However, a list price quote and contract price quote can be provided along with the Discount Structure as outlined in Attachment 1 to Cost Proposal – Discount Schedule for auditing purposes at the time of purchase or during the contract term. HP has provided one hard copy and one electronic copy (USB Drive or CD) of the Baseline Price List as of November 15, 2013. HP completed the price workbooks for each band based on the Baseline Price List as of November 15, 2013 as requested and noted in Addendum 3.		
4	MINIMUM DISCOUNTS. The Contract Vendor will provide a MINIMUM discount off base line price list for each band with categorized exceptions. It is understood there may be categories within a band which carry a different discount than the minimum stated. For example, the minimum discount for the laptop band could be 50%. The responder may name an additional category of laptops “Laptop Brand X” at 45% and “Laptop Brand Y” at 60%. Responder may categorize these exceptions by naming as categories and identifying the associated discounts in the price workbook. These discounts must remain firm, or the discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all “quantity one” procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line price list and the minimum discounts with the categorized exceptions provided. The named category exception discounts may be higher or lower than the than the minimum band discount. These discounts must remain firm, or the	M	YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all “quantity one” procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line pricing and minimum discounts and categorized exceptions provided.		
	HP has provided the MINIMUM discount and category exception discounts based off HP’s baseline price for each band included in the Product and Services Schedule and Attachment 1 to Cost Proposal – Discount Schedule. These discounts will remain firm for the life of the contract term and may be increased as approved by the WSCA-NASPO Master Agreement Administrator through Cumulative Volume Discount options. HP understands that this is the “quantity one” minimum discount and category exception discounts that will serve as verification for auditing purposes for WSCA-NASPO and end user verification needed for their records. As done today, and as instructed and approved by the WSCA-NASPO Master Agreement Administrator, HP can utilize one of these documents for product or product series additions under the required ARF.		
5	THIRD PARTY PRODUCTS. Third party products may be offered as peripherals and options in the Price Workbook. Third Party products will be approved upon finalization of the PSS. Contract Vendors are not able to offer another Contract Vendor’s product as a third party without approval. If third party products are offered, a third party product minimum discount will be stated in the price workbook.		YES ☒ NO ☐
	HP understands and has listed third party hardware and software with an appropriate minimum discount for each of these separate categories under each Band and as offered in the price workbook. Upon award and based on the Lead State Master Agreement Administrator’s instructions, HP will provide required information for review and consideration for the approval of HP offered third party hardware and software manufacturers.		
6	REFRESH STRATEGY. Describe your recommended refresh strategy for your product line.		YES ☒ NO ☐
	HP branded desktop, notebook and tablet banded products incorporate consistent components, configurations and drivers to simplify maintenance, and reduce costs and promote image stability over the full model lifecycle. HP branded notebook, desktop and tablet band series are typically refreshed from 12 to 24 months. HP branded Server and Storage product series have a longer lifecycle that can span through the term of an awarded contract with only generation updates. When new product series or generations of series are made available for all Bands, current series are typically still available for up to three months, providing procuring entities time to transition smoothly to the new series or generation of product. HP agrees to provide information on these product series or generation lifecycle refreshes during the annual Performance meetings or at other times as designated and requested by the Lead State Master Agreement Administrator or designated participating states. These briefings will also include information considered Confidential under the State Open Records act, giving the WSCA-NASPO team knowledge of future products and program roadmaps. These types of briefings are		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	also provided by the sales team for state- or agency-specific information and/or standard refreshes, to proactively assist in the planning and evaluation of future models to ensure a smooth and seamless transition as seen under today's contract. HP can provide two different types of product series refresh options based on the Lead State Master Agreement Administrator selection and determination upon award. 1. Weekly Bulletin/Price List providing component level change notifications submitted through the Action Request form (ARF) that includes product series and generation upgrades/changes in the associated bands, if applicable. OR 2. Updates by series only for the HP branded product bands through the standard change notification submitted through the Action Request Form (ARF). This option only covers product series updates and does not impact changes from a component level that may happen weekly for the full product offering. For product series refresh selection, HP agrees to make reasonable efforts to provide approval requests in advance of the product availability, since HP's system automatically adds new product series and if new series are not approved, they may easily be removed within 2 to 5 business days. Product that is not part of the automated process may be delayed due to approvals and weekend load requirement, impacting the availability of new product and competitive product and pricing offered to eligible entities. The need to provide the latest technological advances in computing is continual and inevitable. HP's goal is to offer a stable environment for business class desktops, notebooks and tablets to help customers lower ownership costs by delivering common software images and longer product lifecycles, reducing the need to re-qualify models. The HP commitment to provide a stable and consistent platform, advanced serviceability, and comprehensive manageability helps ensure that customers will experience the lowest available ownership costs throughout the lifecycle. Procuring Entity Refresh Strategy for Each Band Client Computing Products – Bands 1, 2, 3 HP's recommended refresh strategy for client computing products factors in a number of considerations. First, consider the desired benefits when evaluating, planning, and implementing a client computing refresh, such as: • Adopting new technologies - processors, operating system and application software, and other related computing technologies (graphics, memory, wireless, storage, battery, etc.) • Incorporating the latest advances in areas such as mobility, security, manageability, reliability, form factor, and ease-of-use • Achieving higher performance as a result of the latest technology advances		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	- Lowering Total Cost of Ownership (TCO) - Reducing energy use and realizing improvements in other environmental attributes Next, it is useful to understand the implications for companies who have kept client computing devices in service for longer timeframes than generally recommended. Doing so results in issues such as: - Extra support required for new applications and operating systems - Difficulty achieving standardization throughout the user environment - Additional costs in labor to support the platforms - Higher hardware failure rates in later years - Declining number of configurations that are eligible for the latest operating system upgrades - Difficulty running new software - Lack of support on new connectors for peripherals or new storage options, and other configuration issues Given this background, HP's recommendation for useful client computing product life and refresh strategy is: - Desktops - useful life is typically in a range of 3 to 4 years. 3 years is optimal since it combines the warranty windows typically provided and the residual value of the device. The chipsets within the device are also within a reasonable period for operating system and application performance. - Notebooks - key characteristics to consider are battery life and form factor. The typical range for optimal useful life for notebook PCs is 3 years. However, HP's Closed Loop Lifecycle Planning© concludes that the timing is moving closer towards a faster 30 month or 2.5 year refresh cycle. The rationale is that the battery life improvement and the chipset improvement are occurring annually to the point where a 2X factor is not unusual. Printers - Peripherals For HP Printer refreshes, HP recommends an individualized holistic approach for each document output hardware refresh. Each user environment is unique and requires a complete understanding of the network infrastructure, security, administration, support, and end-user requirements. HP develops its printing products to meet the needs of users with a diverse range of needs: - Hardware development, testing, and deployment capable of supporting Legacy, Current-State, and Future-State mixed environment needs - Hardware driver, which supports a broad range of infrastructure, end-user hardware, end-user requirements, and deployed software - Common user interface, which decreases end-user training and complexity, improves IT support and deployment, and positively supports soft costs within the environment		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• Optimization of individual units based upon a strategy to provide the most benefit to TCO, end-user requirements, and support to specific user environment specifications • Identification of the total user environment requirements and correctly matching devices to ensure utilization is matched to the hardware selection and placement • Hardware and supplies management, which directly improves energy consumption and environmental impact • Management software that support today's centralized IT philosophies • Hardware support strategies matched to environment requirements and cost containment based upon statistical evaluation of support events Useful printing product life and refresh strategy is to correctly match utilization to current technology trends while improving TCO and ROI for procuring entities. Server Products – Band 4 HP offers the broadest server portfolio in the industry. From its best-selling ProLiant servers and HP BladeSystem to its large-scale Integrity Superdome enterprise platform and fault tolerant Integrity NonStop systems, HP has the right server to fit a customer's requirements. Each of these server platforms delivers the stability, efficiency and agility necessary to handle the multitude of computing demands in today's complex IT and data center environments. The HP server portfolio offers key building blocks for a converged infrastructure and provides key competitive differentiators. • Standards-based systems and services simplify IT environments and give greater control over costs • Simplified, integrated management solutions spanning heterogeneous IT infrastructures • Virtualization solutions that support automated pooling and sharing of IT resources to optimize utilization • Real time solutions that provide a single, up-to-the-second view of information • Innovative power and cooling solutions help cut energy costs • Typical server warranties are for 3 years with specific options to meet a customer's needs • Once a product becomes End of Life HP will make support available for that product for up to 5 more years • Server product offerings and options are typically refreshed on generation upgrade in a 12-18 month basis to ensure new innovations are available to meet customer needs • Server Series products that are maintained for a contract term or longer with generation upgrades; i.e. ProLiant 360 series with generation updates G6, G7		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Storage Products – Band 5 Storage is a more stable product life cycle, with the XP, EVA and 3PAR families available from the beginning of the current contract. We typically see major refresh of product family line on a 18 to 24 month cycle, but the family series itself lasts for years. The last major 3PAR update was December of 2012 which was just a generation update on 3PAR on the StoreServ 7000 family, with a minor update in June of 2013. If product refreshes are required by product series, HP can provide an end of life statement or key milestones on the product through the Action Request Form (ARF). HP Storage typically issues an End-of-Life (EOL) statement months prior to the time the actual product is discontinued and no longer available in inventory. This refresh letter notification can provide several key milestones: • EOL statement date • Discontinuance date – date after which new orders will be fulfilled as inventory allows (+2 months from EOL letter) • Obsolescence date – last date HP expects to fill orders from inventory, which may vary based on supply (+ 4 months) • Last Base OS Software update – last update to the system OS (+16 months) • End of Sale of Hardware Upgrades – last day new hardware upgrades can be purchased (+28 months) • End of Sale of Software Upgrades – last day software upgrades can be purchased (+64 month) • End of Engineering support – last date engineering support is available for the given system (+64 months) • End of HP support Services – at least until End of Engineering support, typically longer (+64 months or longer) Upon award, HP can provide a sample letter detailing Storage refresh notifications. HP storage goes the extra mile in enabling a smooth transition from one generation to the next. 5 years is the minimum support timeframe after EOL. We have maintained that across our XP, EVA and 3PAR families over the last two decades. Many EVA customers who purchased in early 2000 are still running them under a HP supported service contract. Third Party Products HP sets up a component listing of the top third party software and hardware products available on the contract and additions at the component level is only provided for approved Manufacturers and products that are allowed per the contract, including but not limited to EPEAT certification requirements, if applicable; thresholds, Participating State requirements and the WSCA-NASPO Master Agreement designated instructions as required and detailed upon award of a contract. HP looks forward to reviewing the new contract upgrade refresh strategy for the contract as instructed by the WSCA-NASPO Master Agreement Administrator upon award.		

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
7	MAINTAINING COMPETITIVE PRICING. Proposers will provide an initial MINIMUM discount with categorized exceptions off baseline price list for a quantity of one unit. Proposers are to base discounts on the collective volume of potential purchases by the participating entities. Further bulk/quantity savings may be obtained when additional quantities are requested. In order to maintain competitive pricing throughout the full life of the Master Agreement, Contract Vendor and Participating entities must understand it is the expectation to provide competitive pricing at the quantity one level. Additional savings are expected when recompeting the awarded vendors for volume pricing.	M	YES ☒ NO ☐
	HP has provided the minimum discount and category exception discounts off the baseline price for quantity one by band and category in the Band as outlined in the HP Products and Services Schedule and Attachment 1 to Cost Proposal – Discount Schedule. HP estimates that an average of 80% of purchases for Desktop, Notebooks and Tablets received competitive savings through special pricing, State Specific Standards and PSP's averaged about 42% or more in savings, and Servers and Storage showed an average of 43% savings or more based on the per transaction, cumulative or bulk competitive quote savings by utilizing the current HP WSCA-NASPO Computer contract in the last year. Not only does HP highlight the PSP's and/or State Specific Standards as seen in many states such as Minnesota; we also agree to continue to consistently promote "How to Save More" to eligible agencies using this valuable contract. "How To Save More" using the HP WSCA-NASPO Computer contract is something that is highlighted on the HP WSCA-NASPO e-commerce sites and communicated in HP's Marketing flyer and to procuring agencies that meet with HP face-to-face or by phone or even when quote requests come via email on a daily basis through the HP Inside Sales teams, Field Account Managers, Partners. So, when procuring entities are considering one of the following, we want them to know the savings they can realize simply by reaching out to the HP Sales team or HP Partner to let them know their needs and requirements and estimated technology purchases in the next 30, 60 or 90 days and even in next 6 to 12 months, so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. • Preparing a Request for Proposal (RFP), ITB, ISB or bid, • Buying a large volume of products within a month, quarter, 6-month or annual period • Buying a combination of products • Doing Strategic Sourcing or Standardizing on a product category or configuration • Doing a Bulk purchase of 1,000 units or more, you can obtain even more savings We encourage procuring entities doing strategic sourcing or standardizing on any HP products to take advantage of additional savings that have been seen in many states under the existing contract. Procuring entities do not have to worry, as their purchases are not tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase orders, allowing agencies to spend funding to meet funding requirements and achieve competitive savings.		

8	PRODUCTS AND SERVICES SCHEDULE (PSS). Responders must submit with their COST proposal a proposed Product and Services Schedule including all the products and services offered within each band for this solicitation. The PSS should be submitted in Excel format. A sample has been provided in the attachments for reference, but is only an example. Other formats are acceptable. Submission of a product and/or service on the sample PSS does not guarantee that it will automatically be approved as being included in the resulting Master Agreement. The products, services and format for the final PSS will be finalized during negotiations.	M	YES ☒ NO ☐
	HP has included a Products and Services Schedule (PSS) (excludes custom services offerings) based on the minimum discounts and category exceptions for each Band. This PSS includes all products and standard services available at the time of the bid submission for HP's offer and proposal under each band in an Excel format similar to the example in RFP. HP respectfully requests the discount structure included in Attachment 1 to Cost Proposal – Discount Schedule be used as the basis for review and consideration during a finalized Master Agreement in the negotiations, since pricelists may change during a given week or month due to the ongoing changes in technology. HP's Primary Account Representative is open to negotiate in good faith the requirements to meet the Lead State Master Agreement Administrator's instructions and request covering a final PSS upon award.		
9	BULK PRICING. Utilize the Price Workbook to provide additional volume based pricing for consideration. These will allow for deeper discounts for per transaction and cumulative volume purchases. Examples of bulk pricing models are included in Section 6. Responders must propose how they will provide deeper discount including, but not limited to: 1. Per Transaction Multiple Unit Discount. Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time. 2. Cumulative. Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased. 3. Other Discounts Describe additional discounts available to States or Participating Entities.	M	YES ☒ NO ☐
	Per Transaction Multiple Unit Discount As done today for each Band of product offered, Per Transaction Volume Multiple Unit Volume pricing is provided based on a procuring entity's estimated technology purchases in the next 30, 60 or 90 days and even in the next 6 to 12 months, so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes but need to still retain the savings not just per Purchase Order, but for the full volume. Purchasing off an awarded HP contract, procuring entities do not have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are not tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple purchase orders for an entity – a university, city, county, school, school district or participating state that is planning multiple purchases – and the entity can count on the stability of an HP offer and properly forecast the full expense of its purchase and achieve ongoing savings.		

HP has included even more aggressive minimum discounts for the quantity one, low volume purchases and further agrees that when procuring entities are considering the following actions, they can contact the sales team through the Inside Sales, Field Sales, HP Partner or Primary Account Representative and take advantage of additional savings that have been seen by many procuring entities and states utilizing the existing contract.

- Preparing a Request for Proposal (RFP), ITB, ISB or bid,
- Buying a large volume of products within a month, quarter, 6-month or annual period
- Buying a combination of products
- Strategic Sourcing or Standardizing on a product category or configuration
- Bulk purchase of 1,000 units or more (obtain even more savings)

Savings are not only in the “special fixed pricing” (Big Deal) HP offers; by contacting HP for its volume purchases, an agency may save hundreds of dollars by eliminating the resources that would be spent on creating, distributing, evaluating, analyzing and negotiating lengthy and complex bids and responses, plus managing multiple contracts. The “special fixed pricing” HP offers is the same aggressive pricing the agency would obtain by preparing a separate RFP, ITB, ISB or bid.

HP provides procuring entities the most savings value with this aggressive special fixed pricing (Big Deal) for Multiple Transaction Volume, which is priced based on the quantity, specific product or products purchased in a given time period. This gives agencies the most aggressive special fixed pricing rather than a set of discounts that may provide a perceived savings, but may actually create a fluctuation in the price per purchase order due to the volatility of the technology industry and a manufacturer's list price.

HP is providing an example of special fixed pricing provided for a city in Washington that had Multiple Transaction Volume purchases for specific configurations; it shows one purchase order savings even though this agency had multiple purchase orders. This provides a true picture of HP's competitive pricing offering in this area and the savings that can be realized with HP under the Per Transaction Volume Purchase:

Brief Description	WSCA-NASPO Special Price	List Price	WSCA-NASPO Catalog Price	Savings from List (each/per unit)	Savings From WSCA-NASPO Catalog (each/per unit)	Savings from List per Quantity 30	Savings from WSCA-NASPO Catalog per Quantity 30
Select Desktop Config	\$658.00	\$1,350.00	\$1,107.00	\$692.00	\$449.00	\$20,760.00	\$13,470.00
Select Monitor	\$199.00	\$349.00	\$314.10	\$150.00	\$115.10	\$4,500.00	\$3,453.00
Select Notebook Config	\$1,073.56	\$1,726.00	\$1,536.14	\$652.44	\$462.58	\$19,573.20	\$13,877.40

HP estimates that, under the current HP WSCA-NASPO Computer contract in the last year, an average of 80% of purchases for Desktop, Notebooks and Tablets received competitive savings through Multiple Per Transaction Volume special pricing, state specific standards and PSP's averaged about 42% or more in savings per a given notebook or

desktop configuration, and Servers and Storage showed an average of 43% savings or more based on the per transaction volume or bulk competitive quote savings.

Another example seen by states in their savings reports HP generated in 2012 is State Specific Standards Overall Average Savings:

STATE SPECIFIED NOTEBOOK/DESKTOP STANDARDS: Q2 & Q3 2012				
Month	List Price Spend	Actual Spend (Price Paid)	Savings	Total % of Savings
Q2 2012	\$1,156,948.89	\$612,610.74	\$544,338.15	47.05%
Q 3 2012	\$405,983.81	\$224,448.00	\$181,535.81	44.72%
Total	\$1,562,932.70	\$837,058.74	\$725,873.96	46.44%

Or the overall State Savings that is a combination of all products in Band 1-3 purchases that includes individual agency multi-transaction volume purchasing:

Total Fiscal Year	\$34,807,510.57	\$19,942,090.01	\$14,865,420.56	42.71%

Or the overall State Savings that is a combination of all product purchases in Band 1-5 purchases that includes individual agency multi-transaction volume purchasing:

Grand Total 2011/12 Fiscal Yr	\$8,758,468.69	\$5,204,504.98	\$3,553,963.70	40.58%

Another state's savings through 2012 using the HP offered PSP's with 46% Overall Average Savings by all agencies during that time period:

PSP Quarter Report 2012	List Price Spend	Actual Spend (Price Paid)	WNPSP State of Oregon Savings	Average Discount
State of Oregon PSP Savings 2012	\$2,290,173.18	\$1,244,146.19	\$1,046,026.99	46%

These examples demonstrate that an award to HP may provide procuring entities not only with the value of quality product, but also even more savings.

2. Cumulative. Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

Under this response, HP has made significant increases in Bands 1 – 3 for Quantity 1 purchases in comparison to the current contract based on the “cumulative” volume of this overall contract. During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category and category exception of the discount structure in **Attachment 1 to Cost Proposal – Discount Schedule** prior to the renewal and each year

thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products.

An example of potential additional cumulative discounting is noted below:

Annual Potential Discount Increase	Potential Additional Discount Per Series or Band	Potential Special Per Series or Band
\$900,000,000.00 to \$1,000,000,000	1%	5%
\$1,000,000,001 to \$1,200,000,000	1%	6%
\$1,200,000,000 to \$1,500,000,000	2%	8%
Over \$1,500,000,001	3%	10%

In the past year, HP reviewed the cumulative purchases of the PSP's and provided even deeper special fixed pricing (Big Deal). HP's offer with the PSP Refresh Cycle covering November 1, 2013 through April 30, 2014 continues to show realized savings on the key PSP's standards that make up the majority of purchases as seen below:

Item	WSCA-NASPO SKU	List Price	Contract Price	WSCA-NASPO PSP price	% Savings
Standard	C8N26AV	\$1,177.00	\$990.66	\$629.00	47%
Performance	C8N27AV	\$1,458.00	\$1,234.09	\$768.00	47%
Entry Level Workstation	D1P34AV	\$1,686.00	\$1,302.42	\$875.00	48%
Mid Level Workstation	LJ449AV	\$2,192.00	\$1,693.74	\$1,149.00	48%
Value / Education - AMD	QZ711AV	\$957.01	\$832.00	\$470.00	51%
Value / Education - Intel	C8T89AV	\$1,181.00	\$1,027.34	\$536.00	55%
Standard	A1G60AV	\$1,707.00	\$1,434.12	\$825.00	52%
Desktop Replacement	A1L16AV	\$2,037.00	\$1,708.02	\$998.00	51%
Workstation	D5H42AV	\$2,703.00	\$2,405.67	\$1,398.00	48%
Ultra-Light / Ultrabook	D8R81AV	\$1,716.00	\$1,544.40	\$899.00	48%
Convertible / Ultrabook	C9B02AV	\$2,367.00	\$2,076.13	\$1,189.00	50%

3. Other Discounts Describe additional discounts available to States or Participating Entities.

Bulk Purchases Volume-Based Administrative Fee Credits

Upon state request and proper coordination with either the Primary Account Representative or Field Account Manager, HP may offer any state or procuring entity volume-based administration fees based on a "Bulk Buy" volume purchases for the desktop, notebook and tablet banded products during a pre-selected time period (60-90 days). For example, if a state or procuring entity decides to do a one-time "Bulk Buy" for the purchase of 5,000 select configuration(s), the state could qualify for a one-time credit through an administrative fee as mutually agreed and negotiated with that specific procuring

entity. An example of a possible credit fee structure is noted below:

Bulk Purchase	Volume Based Administrative Fee Credit
5,000 to 10,000 units	1%
10,001 to 15,000 units	1.5%
15,0001 units or more	2%

If an administration fee is agreed to by the parties, it will be credited within 30 days after the end of a "Bulk Buy" period. Actual administrative fee credits may vary depending on the overall purchase and as agreed upon by HP and the State Procurement Officer.

HP may also provide special fixed pricing (Big Deal) for the PSP's or select configurations based on Bulk Purchases instead of a Volume Based Administrative Fee Credit as seen in a state's recent request for special pricing on PSP's for 10,000 unit sole Vendor selection.

HP provides procuring entities the flexibility for savings based on what meets their specific needs and requirements.

Another option that may be provided to a procuring entity or state is a Sole Vendor Selection administrative fee credit that may have been done based on a competitive quote award for configurations selected for standardization. Many agencies have preferred to obtain a more aggressive price but at times agencies have requested other items such as an additional administrative or technology fee credit towards technology for the agency or a loaner pool of systems. Below is an example of what may be provided as determined and as mutually agreed with the procuring entity during the competitive process and/or during the final award process for the select items when utilizing the WSCA-NASPO Computer contract.

State or Procuring Entity	State or Procuring Entity Volume Minimums	Volume Based Administrative Fee	Sole Award All Products Add
Sole award Band 1-3 standard configs only	\$3-5M annually	.25%	.25%
Sole award Band 1-3 standard configs only	\$5-15M annually	.50%	.25%
Sole Award Band 1-3 standard configs only	\$15-25M annually	.75%	.25%
Sole Award Band 1-3 standard configs only	Over \$26M annually	1%	.25%

Again, HP is open and flexible to meeting the needs of procuring entities based on their Volume and Bulk purchase needs and requirements to find their savings solutions. HP works with procuring entities on their select volume or bulk configurations of HP products to show that HP is providing competitively aggressive price points for their overall savings. Market conditions affecting pricing are subject to some volatility due to the nature of the technology industry. HP's flexible options offer WSCA-NASPO procuring entities the best of both worlds by offering extremely aggressive "firm fixed" pricing covering Per Transaction Volume or Bulk Purchasing along with even more aggressive "minimum" guaranteed discount for Quantity 1. This allows procuring entities to maximize their budgets, plan technology for the fiscal year, and obtain ultimate savings.

HP is also committed to providing WSCA-NASPO with annual cumulative revenue volume price discount reviews after the 2nd year of the contract covering the Quantity 1 minimum discounts throughout the life of an awarded contract with HP. We look forward to providing value and savings to procuring entities under a new contract.

10	PREMIUM SAVINGS PACKAGE PROGRAM. Contract Vendors are encouraged to participate in the Premium Savings Package (PSP) Program. If intending to participate, propose and describe commitment to offer and maintain deeply discounted standard configurations. Participants in the PSP program will commit to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals, as determined by the Participating Entities. The standards currently are refreshed every six months (May and November). Refresh schedule is subject to change. See current configurations: http://www.wnpsp.com/index.html. States and other Participating Entities can choose to purchase these packages without any signing additional documents. Contract Vendors may provide Premium Savings & Packages in the bands awarded and comply with the following: - Provide a WSCA-NASPO Premium Savings Packages-specific SKU for each proposed product. Discount must be provided on Contract Vendor related SKU as well. - Standard configurations cannot change or be upgraded during the entire refresh period for any reason other than end-of-life issues (e.g., swapping of processor, motherboard, etc. is prohibited). - Prices offered must be offered at a better than the quantity one Master Agreement discount. - Pricing increases are generally not allowed unless there is documentation and justification provided. - Provide marketing plan of the PSP Program including lead with PSP Program and display prominently on websites to market aggressively to all States. - Submit quarterly usage reports broken out by State to the WSCA-NASPO Premium Savings Packages team lead and to the WSCA-NASPO PC Master Agreement Administrator. Individual reports to each State may also be required. The format for the reports must follow the current WSCA-NASPO PC reporting format.		YES ☒ NO ☐ ☒ n/a for server storage vendors
	As the first contract vendor to accept participation in the PSP program that provides real time savings to procuring entities, HP is committed to the program. HP is excited for the opportunity to offer PSP's to states and other participating entities and procuring entities if they select the PSP's, without any requirement of additional signed documents. After the contract award, HP will continue to commit to participate in the PSP program and to maintain and upgrade the configurations for the cycle determined and as instructed by the WSCA-NASPO Contract Administrator and designated WSCA-NASPO contact as done today. HP agrees to provide a PSP-specific SKU for each proposed product with discounts currently tied based on the firm fixed price provided with the related base SKU. This top base SKU is related to the base configuration and provides procuring entities with the flexibility to configure the system further with the upgrade options allowed and approved under the program. As outlined below for the November 1st Refresh, HP continues to offer very aggressive pricing deeper than the "quantity one" pricing and maintains the products through the cycle as required and approved by the WSCA-NASPO Master Agreement Administrator or designated Lead. HP is committed to providing aggressive cost savings as seen below for the contract term:		

Item	WSCA-NASPO SKU	List Price	Contract Price	WSCA-NASPO PSP price	% Savings
Standard	C8N26AV	\$1,177.00	\$990.66	\$629.00	47%
Performance	C8N27AV	\$1,458.00	\$1,234.09	\$768.00	47%
Entry Level Workstation	D1P34AV	\$1,686.00	\$1,302.42	\$875.00	48%
Mid Level Workstation	LJ449AV	\$2,192.00	\$1,693.74	\$1,149.00	48%
Value / Education - AMD	QZ711AV	\$957.01	\$832.00	\$470.00	51%
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Standard	A1G60AV	\$1,707.00	\$1,434.12	\$825.00	52%
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Workstation	D5H42AV	\$2,703.00	\$2,405.67	\$1,398.00	48%
Ultra-Light / Ultrabook	D8R81AV	\$1,716.00	\$1,544.40	\$899.00	48%
Convertible / Ultrabook	C9B02AV	\$2,367.00	\$2,076.13	\$1,189.00	50%

Marketing Plan

Upon award, HP will continue to maintain a PSP standalone site as seen below, which can be located at www.hp.com/buy/premiumconfig, provide easy access and prominently post this Savings options on participating state and entity sites.

WSCA/NASPO-State of N Dakota

HP recommends Windows.

Welcome WSCA/NASPO-State of N Dakota Customer!



Current selection: ND - STATE OF NORTH DAKOTA (WSCA/NASPO)

Click here for additional Savings! » [WSCA/NASPO Premium Pkg](#)

IMPORTANT PLEASE NOTE: To receive the full benefits of all of the aspects of the WSCA/NASPO Contract, **Purchase Orders must be made out to HP or Hewlett Packard only** (not the reseller agent).

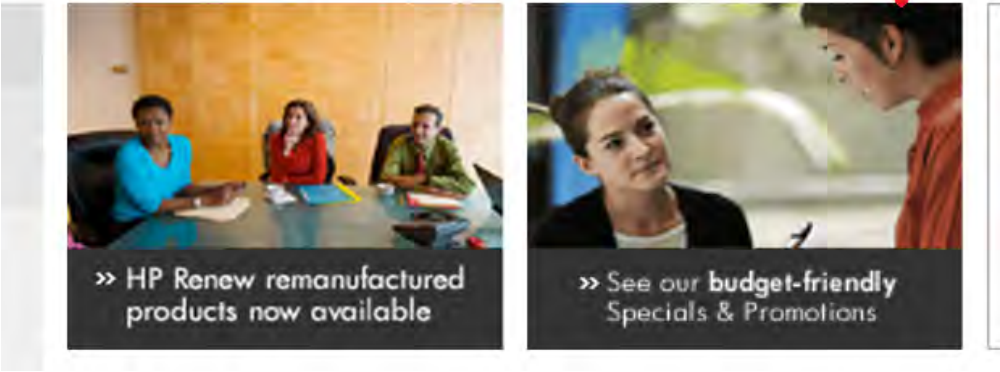
For details click on the [Ordering Information Link](#). For questions, please contact the HP WSCA/NASPO Contract Program Manager

SPECIAL NOTE CONCERNING THE PURCHASE OF MICROSOFT OPERATING SYSTEMS - The purchase of any Microsoft operating system marketed or identified for home use will be limited to those purchases that qualify under an active Microsoft Volume License Agreement (Government or Academic) which include provisions for upgrade/downgrade options using these operating systems.

[Click here for the HP/State WSCA/NASPO Participating Addendum \(PA\)](#)

[For the WSCA/NASPO Public Safety Bundles click here](#)

	HP is committed to marketing and promoting the PSP daily and through events through the hundreds of HP Partners that support the contract, Inside Sales teams that make procuring entities aware of the PSP and lead with these configurations when quotes are requested, and the Field Sales Account Managers. Upon award of a new contract, and as approved by the State and WSCA-NASPO Master Agreement Administrator, HP will post in one of the web advertising banners at the participating states and entities, the PSP offering to market and promote and highlight these value savings even more to the eligible procuring entities. In 2014-15, HP will develop a marketing brochure for WSCA-NASPO Master Agreement Administrator review and approval that will be provided as a leave behind for the partners and at the many State, Local and Educational events HP attends throughout each year to bring a higher level awareness to the PSP savings. If a specific state has developed its own standard configurations outside of the WSCA-NASPO Premium Savings Configurations, the state-specific standard configurations will be highlighted in addition to the WSCA-NASPO Premium Savings Configurations unless the State approves otherwise. HP will only market and make content changes to the site as approved. HP agrees to submit the quarterly usage reports broken out by state to the WSCA-NASPO Premium Savings Packages team lead and to the WSCA-NASPO PC Master Agreement Administrator as done today. HP further agrees upon request to provide individual reports to each state that may require this type of report utilizing the existing WSCA-NASPO report format done today or a format as mutually agreed by HP and the participating state or entity.		
11	PROMOTIONAL OFFERS: Contract Vendors will be allowed to provide promotions for deeply discounted products based on their inventory and sales. Promotions will also provide increased savings to States and other Participating Entities. The Contract Vendors will be responsible to market these offers. Describe what kind of promotions will be available and how marketing will be conducted.		YES ☒ NO ☐
	HP will provide company promotions, as seen on the current contract, referred to as Smart Buys. These promotional items are based on a specific configuration at a set promotional fixed price, and are not subject to further discounts. These promotional items carry a reduced price created from an overall company perspective available to HP customers, are offered for only a limited time period, and are subject to availability. HP also has bargain promotional offers that are built-to-order configurations that may be available in a given quarter at a set aggressive price. These are typically available to provide when a specific product has gone end of life and HP has a limited number of products in a set specification that are not subject to upgrade and are only available for a very limited time period due to inventories. If HP is allowed to offer these bargain promotional products, HP requests that these offers be posted in a PDF file format and that procuring entities contact their Inside Sales Representatives to see if there are configurations in these special bargain sale items that meet their needs and provide even greater savings. Today, HP company promotions are marketed real time on the HP WSCA-NASPO Computer Equipment contract site, and as part of the marketing for larger scale promotions HP highlights these on the site banners as seen below.		

	WSCA/NASPO-State of Washington Welcome WSCA/NASPO-State of Washington Customer!  Contract promotions may be distributed via email, newsletters, web banners, and postcard mailers to procuring entities as allowed and approved by the WSCA-NASPO Contract Administrator. HP promotions cover all bands of products offered under the contract, with a wider volume of promotions in Bands 1-3 for HP Printing and Personal System products such as notebooks, desktops, workstations, thin clients, tablets and monitors.		
12	Describe the Prompt Payment Terms (if available) to be offered: ☐ % 30; ☐ % 15/Net 30; ☐ % 10/Net 30, ☒ Other (specify): <u>None</u>		YES ☒ NO ☐
	Additional discounts are included in the price of the product instead of earlier payment options on product purchases, so that agencies may realize the savings upfront.		
13	ADDED VALUE. Responders may propose suggestions on improvements and/or alternatives for doing business with your company that will make this contract more cost effective for your company and participating public agencies.		YES ☒ NO ☐
	As seen in this bid, providing all procuring entities with the ability to utilize the PSP's will provide an alternative for all eligible procuring entities to realize additional savings. Many agencies outside of state departments, sometime referred to as state agencies, municipalities, other end users (OEU's), non consolidated agencies, etc. that are considered Local Government and public or private Education (K-12 and Higher Education) that may be eligible to use the contract may request to finance their purchase through a local bank or a leasing company that may be through HP Financial Services or another leasing company. Since leasing is outlined in the PA, many times it may only be addressing state departments where restrictions may exist, while it may not impact or effect Local Government and/or Education's ability to use this option. If this is clearly defined, it may provide more use by these agencies when this method of payment is used. One valuable cost savings suggestion is planning and forecasting needs for up to a year to allow for the best savings under the contract. This may not always be possible in State and Local Government or Education, but always a		

	suggestion that can help agencies realize even more savings if not utilizing the State Specific Standard or PSP's. A recent example is State of Delaware, which put out a bulk purchase quote request based on its forecasted volume that gave the state the best price to obtain savings for the overall budget dollar. Overall, HP will commit to provide any added value throughout the term of the contract should those type of situations come to our attention and may not be noted in this section at this time. We want to thank you for the opportunity to share added value suggestions and improvements that are typically already on the minds and in action by the WSCA-NASPO Procurement Program team.																																																			
14	TRADE-IN. The Participating Addendum by each State will identify if and how trade-in or takeback terms will be conducted. If trade in program will be offered, provide pricing.		YES ☒ NO ☐																																																	
	The HP Trade-In Program allows customers to upgrade to new HP-branded products under the WSCA-NASPO Computer contract, as allowed and approved by participating states and entities, and get cash for the current value of the old equipment. The HP Trade-in Program is offered in partnership with Market Velocity, Inc., a leading provider of electronic marketplace management solutions. This partnership allows HP trade-in to support the wide breadth of product categories that HP offers, providing an integrated and easy-to-use Web-based solution while also supporting a very high touch customizable solution. Using our online tool, users can easily determine the fair market value (FMV) that they can receive on their trade-in products. HP is able to offer very competitive trade-in values with "price to beat" bidding from Market Velocity, Inc.'s vast network of remarketers. The trade-in value of a product depends on many factors, including but not limited to the type, quantity, condition, and product life of the product, as well as current market conditions. Because HP cannot provide exact pricing because these factors are unknown at this time, HP has included sample trade-in values based on the product configuration that HP proposed in the workbook for each band, assuming a trade-in of 50 units in good condition. These sample trade-in value credits are noted below and are meant to provide a view into HP's trade-in program. Trade-in value quotes are valid for 30 days due to the fact that the value and condition may be impacted the longer the product is maintained. Upon award, as approved by the WSCA-NASPO Master Agreement Administrator and Participating State, HP can provide a link on the e-commerce site that allows procuring entities to get a quick quote for most HP branded-products eligible for trade-in credit towards the purchase of new HP-branded products available under the scope of an awarded contract. <table border="1"> <thead> <tr> <th>Product Category</th><th>Part #</th><th>Model</th><th>Condition</th><th>Qty</th><th>30-Day Unit Value</th><th>30-Day Extended Value</th></tr> </thead> <tbody> <tr> <td>Notebook</td><td></td><td>HP ProBook 640 G1 each with the following specs:</td><td>Good</td><td>50</td><td>\$135.00</td><td>\$6,750.00</td></tr> <tr> <td></td><td>D9R55AV</td><td>HP IDS UMA QM87 enabled for WWAN 640 Base NB PC</td><td></td><td></td><td></td><td></td></tr> <tr> <td></td><td>D9Y84AV#ABA</td><td>Microsoft Windows 7 Professional 64 US</td><td></td><td></td><td></td><td></td></tr> <tr> <td></td><td>F3H79AV</td><td>CPU I Core i5-4300M Dual Core</td><td></td><td></td><td></td><td></td></tr> <tr> <td></td><td>D9R88AV</td><td>No Webcam</td><td></td><td></td><td></td><td></td></tr> <tr> <td></td><td>D9R75AV</td><td>14 inch LED HD SVA Anti-Glare flat (1366x768)</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Product Category	Part #	Model	Condition	Qty	30-Day Unit Value	30-Day Extended Value	Notebook		HP ProBook 640 G1 each with the following specs:	Good	50	\$135.00	\$6,750.00		D9R55AV	HP IDS UMA QM87 enabled for WWAN 640 Base NB PC						D9Y84AV#ABA	Microsoft Windows 7 Professional 64 US						F3H79AV	CPU I Core i5-4300M Dual Core						D9R88AV	No Webcam						D9R75AV	14 inch LED HD SVA Anti-Glare flat (1366x768)						
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	D3B08AV	8GB 1600MHz DDR3L 1DM				
	D9R64AV	320GB 5400RPM				
	D9R84AV	No Optical Disc Drive				
	E1L85AV	No Flash				
	D3B15AV	Intel 6205 abgn 2x2 WW				
	D9R89AV	No WWAN				
	D9R83AV	No Fingerprint Reader				
	D9R49AV	6 Cell 55 WHr				
	E5K50AV	65 Watt Smart nPFC AC Adapter				
	F4F92AV#ABA	C5 1.0m Power Cord US				
	E1L84AV	AMT Enabled				
	E5V23AV#ABA	Touchpad US				
	D9Y95AV#ABA	Country Localization US				
	VM939AV	MS Win7 Logo BLU Label				
	XU979AV	eStar PCID Module				
	D5U71AV	Core i5 vPro-13 BLU Label				
Notebook		HP ProBook 650 G1 each with the following specs:	Good	50	\$150.00	\$7,500.00
	D9S34AV	HP IDS DSC QM87 enabled for WWAN 650 Base NB PC				
	E0X29AV#ABA	Microsoft Windows 7 Professional 64 US				
	E5T61AV	Intel Core i7-4600M Dual Core				
	D9S62AV	No Webcam				
	D9S52AV	15.6 inch LED HD SVA Anti-Glare flat (1366x768)				
	D3B20AV	8GB 1600MHz DDR3L 1DM				
	D9S41AV	320GB 5400RPM				
	D9S57AV	No Optical Disc Drive				
	E5T75AV	No Flash				
	D9S56AV	No Modem				
	D3B25AV	Intel 6205 abgn 2x2 WW				
	D9S63AV	No WWAN				
	D9S58AV	No Fingerprint Reader				
	D9S29AV	6 Cell 55 WHr				
	E5T56AV	90 Watt Smart PFC AC Adapter				
	F4F81AV#ABA	C5 1.0m Power Cord US				
	E5T73AV	AMT Enabled				
	E5V26AV#ABA	Touchpad US				
	E0X22AV#ABA	Country Localization US				
	VM939AV	MS Win7 Logo BLU Label				

	XU979AV	eStar PCID Module				
	D5U73AV	Core i7 vPro-13 BLU Label				
Desktop - SFF	C8N26AV	HP EliteDesk 800 G1 SFF Business PC each with the following specs:	Good	50	\$100.00	\$5,000.00
	C8N61AV	Single Unit (SFF) Packaging				
	NQ592AV	Energy Star 5.0 (category C) label				
	C8N14AV	HP EliteDesk 800 SFF Platinum Chassis				
	C7T53AV#ABA	Microsoft Windows 7 Professional Edition 32bit OS US				
	D8B67AV	Intel Core i5-4570 3.2G 6M HD 4600 CPU				
	C8G38AV	8GB DDR3-1600 DIMM (1x8GB) RAM				
	C8N00AV	500GB 7200 RPM SATA 2.5 SED HDD				
	E0N04AV#ABA	HP USB Keyboard - ME US				
	C8N39AV	HP USB Mouse				
	C8N65AV	Slim SuperMulti Optical Disc Drive				
	C8N24AV#ABA	HP EliteDesk 800 Country Kit				
Desktop - Tower	C8N27AV	HP EliteDesk 800 G1 TWR Business PC each with the following specs:	Good	50	\$135.00	\$6,750.00
	C8N62AV	Single Unit (TWR) Packaging				
	NQ592AV	Energy Star 5.0 (category C) label				
	C8N16AV	HP EliteDesk 800 TWR Platinum Chassis				
	C7T53AV#ABA	Microsoft Windows 7 Professional Edition 32bit OS US				
	C8N49AV	Intel Core i7-4770 3.4G 8M HD 4600 CPU				
	C8G20AV	16GB DDR3-1600 DIMM (2x8GB) RAM				
	C8M96AV	500GB 10K RPM 6G 3.5 Hard Drive				
	C8G08AV	AMD Radeon HD 8350 1GB PCIe x16 DH GFX				
	E0N04AV#ABA	HP USB Keyboard - ME US				
	C8N39AV	HP USB Mouse				
	C8N65AV	Slim SuperMulti Optical Disc Drive				
	D9Z17AV	DMS-59 To Dual DVI Y-Cable Adapter				
	C8N24AV#ABA	HP EliteDesk 800 Country Kit				
Tablet		HP ElitePad 900 each with the following specs:	Good	50	\$150.00	\$7,500.00
	B6A69AV	HP IDS UMA z2760 2GB 32G eMMC no WWAN 900 Base NB PC				
	C2Q30AV#ABA	Microsoft Windows 8 Pro 32 Ed w/Office US				
	B6A81AV	WEBCAM Integrated				
	B3L31AV	10.1 inch LED WXGA UWVA Anti-Glare (1280x720) Touchscreen				
	B3L32AV	Atheros 6004+3002 abgn 2x2 +Bluetooth 4.0 WW				

		B8B98AV	No WWAN						
		B3L26AV	2 Cell 25 WHr						
		C4G72AV	DIB HP ElitePad USB Adapter						
		C0F61AV#ABA	10 Watt Smart AC Adapter US						
		WK823AV	Touch PCID Module						
	Tablet	HP ElitePad 900 each with the following specs:		Good	50	\$160.00	\$8,000.00		
		B6A72AV	HP IDS UMA z2760 2GB 64G eMMC enabled for WWAN 900 Base NB PC						
		D3X46AV#ABA	Microsoft Windows 8 Pro 32 Ed w/Office TMO US						
		B6A81AV	WEBCAM Integrated						
		B3L31AV	10.1 inch LED WXGA UWVA Anti-Glare (1280x720) Touchscreen						
		B3L32AV	Atheros 6004+3002 abgn 2x2 +Bluetooth 4.0 WW						
		D3X45AV	HP hs3124 HSPA+ w/GPS TMO Huawei MU733						
		D3X44AV	Service Provider T-Mobile US						
		B3L26AV	2 Cell 25 WHr						
		C4G72AV	DIB HP ElitePad USB Adapter						
		C0F61AV#ABA	10 Watt Smart AC Adapter US						
		WK823AV	Touch PCID Module						
Totals					300		\$41,500.00		
15	SERVICES. Services are at the option of the Participating Entity. The Participating Addendum by each State will address service agreement terms and related travel. Responder must describe all available options for pricing services in the Price Workbooks such as discount off list, hourly fees, per unit fees, etc.								YES ☒ NO ☐
	HP understands and has provided service options in the Value Add Section per Band for the minimum discount summary as instructed and as noted in the price workbooks. HP further agrees to adhere to state required travel clauses, if applicable to the services offered throughout the life of an awarded contract.								
16	LEASING. Responders are not required to provide leasing. Individual Participating States and Participating Entities may enter in to lease agreements for the products covered in the Master Agreements resulting from the RFP, if they have the legal authority to enter into these types of agreements. The Participating Addendum by each State will identify if and how leasing agreement terms will be conducted. Leasing will be at the option of each participating addendum. If leasing will be offered, provide rates. Do not submit lease documents or corresponding lease terms as these documents should be addressed in a State's Participating addendum if applicable.								YES ☒ NO ☐
	Hewlett-Packard Financial Services Company ("HPFS") offers a complete array of leasing and financial lifecycle management services not only to HP's public sector customers in the United States, but also to commercial and public sector customers of HP in dozens of countries worldwide. We can help you transition from your existing technology, acquire a new solution cost-effectively, and manage that solution throughout its lifecycle. Our goal is to help you increase the return on your IT investment, reduce risk, and work within your existing capital and operating budgets.								

The lease products HPFS offers are, like those of its competitors, separate and distinct agreements from the purchase contracts entered into between customers and suppliers (whether the supplier is HP, an HP-authorized reseller, or a third party vendor). HPFS does not assume any obligations of the supplier and is not responsible for its selection, installation or performance. HPFS is a wholly-owned subsidiary of Hewlett-Packard Company, based in Berkeley Heights, New Jersey.

HPFS' Public Sector unit specializes in customized financing plans tailored to meet the needs of educational and governmental customers in the United States. Our familiarity with the needs of public sector customers enables us to offer viable leasing and financing plans for customers like you.

There are variations and options with each major lease plan. The plans presented are examples of what we can offer, and can be adapted to address your specific needs. For example, we can structure a customized leasing or financing plan based on factors such as your budgetary requirements, equipment delivery and installation cycles, and the anticipated period of use to help maximize the benefits to you.

As an additional benefit for leasing with HPFS there is no need to assign invoices to a third party company. HPFS will order your products directly with Hewlett-Packard Company on a purchase order basis expediting your service and allowing HPFS to you track your assets through the delivery cycle.

Leasing options and rates are presented below. The pricing presented is for discussion purposes and does not entail all payment plans available. The rates quoted are available through December 2013 and subject to credit approval.

Fair Market Value/True Lease

Customers that want to lower their cost of using the equipment and retain maximum flexibility at the end of the lease, HPFS offers a fair market value lease (also known as a true lease). This "pay-as-you-go" structure helps you stretch your budget dollars to get the technology you need today. At the end of the lease term, you have several options: 1) return the equipment without penalty; 2) renew the lease for a specified renewal term at a negotiated lease payment amount; 3) purchase the equipment at its then fair market value; or 4) extend the original term and continue to make the same periodic lease payments until you are ready to exercise one of the three previously listed options. This plan may help customers avoid technology obsolescence and asset disposition costs.

HPFS does allow our customers to enter into a month to month extension at the end of each lease agreement if they find it necessary to maintain their existing leased equipment for longer than the original lease timeframe. We also have a package and shipping service that can be incorporated into the lease contract upfront for returns of equipment at lease end. This service can be very valuable when budgeting for your technology costs.

Fair Market Value Equipment	Structure	Term	Payment Factor	Purchase Price Sample	Sample Payment
Monthly Sweep - No Interim Rent					
HP Desktops	Monthly-Arrears	36	0.02546	\$1,000.00	\$25.46
		48	0.02121	\$1,000.00	\$21.21
HP Laptops	Monthly-Arrears	36	0.02563	\$1,000.00	\$25.63
		48	0.02176	\$1,000.00	\$21.76
HP Monitors	Monthly-Arrears	36	0.02539	\$1,000.00	\$25.39
		48	0.02131	\$1,000.00	\$21.31

HP Workstations	Monthly-Arrears	36	0.02556	\$1,000.00	\$25.56
		48	0.02141	\$1,000.00	\$21.41
HP Printers	Monthly-Arrears	36	0.02419	\$1,000.00	\$24.19
		48	0.02007	\$1,000.00	\$20.07
HP Ink Jet Printers	Monthly-Arrears	36	0.02753	\$1,000.00	\$27.53
		48	0.02264	\$1,000.00	\$22.64
HP ISS Equipment	Monthly-Arrears	36	0.02505	\$1,000.00	\$25.05
		48	0.02034	\$1,000.00	\$20.34
Soft Cost Blended	Monthly-Arrears	36	0.0303	\$1,000.00	\$30.30
(Care packs & Install Services)		48	0.02328	\$1,000.00	\$23.28

Tax Exempt Installment Sale (Lease Purchase)

In a Tax-exempt Installment Sale structure, payments consist of both principal and interest, with the interest being excludable from the Lessor's gross income for Federal income tax purposes. During the term of the Lease the Concluding Payment – primarily consisting of unpaid principal – declines as each Lease Payment is made and applied. Under this structure Title typically passes to the Lessee at the Lease Acceptance and the Lessor files a security interest in the equipment. Once the original base Lease Payments are made the Lessee owns the equipment free and clear.

Tax Exempt Installment Sale Equipment	Structure	Term	Payment Factor	Purchase Price Sample	Sample Payment
<u>Monthly Payment - no interim rent</u>					
HP Desktops	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP Laptops	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP Monitors	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP Workstations	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP Printers	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP Ink Jet Printers	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
HP ISS Equipment	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
		48	0.02237	\$1,000.00	\$22.37
Soft Costs	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37
(Care packs, Software, Services)		48	0.02237	\$1,000.00	\$22.37

Tax Exempt Tech Refresh

Tech Refresh is structured as a Tax-Exempt Installment Sale with an option on the last payment to return the equipment (and acquire new) or make the payment and own the equipment outright. Our standard offer calls for payments to be made annually in advance, though additional structures may be tailored to accommodate budget restrictions. The final (or option) payment is a set amount of the original purchase price of the equipment and is our estimate of the wholesale value of the equipment at the time of the option. The balance of the cost is amortized over the term. The benefit is that an entity is not locked into any one particular deal; it can purchase the equipment or return it and get new technology.

Other important elements of the Tech Refresh structure:

- There is only one refresh opportunity during the lease
- Lessee must be committed to acquire and lease similar equipment prior to exercising the option
- Tech Refresh is offered only as a Tax-Exempt Installment Sale structure
- The option cannot be exercised if an event of default has occurred and is continuing
- Lessee must provide an irrevocable written election of notice of its intent to refresh or purchase 3 months prior to the refresh period. On the 48-month term the refresh point is month 36 which requires notification at month 33. On the 60-month term the refresh point is month 48 which requires notification at month 45. Sample buyout goes into effect if refresh option is not exercised.

Tech Refresh Equipment	Structure	Term	Payment Factor	Purchase Price Sample	Sample Payment	Sample Buyout Lease End
Monthly Payment - no interim rent						
HP Desktops	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP Laptops	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP Monitors	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP Workstations	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP Printers	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP Ink Jet Printers	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02204	\$1,000.00	\$22.04	\$23.00
HP ISS Equipment	Monthly-Arrears	36	0.02736	\$1,000.00	\$27.36	\$80.00
		48	0.02171	\$1,000.00	\$21.71	\$40.00
Soft Costs	Monthly-Arrears	36	0.02937	\$1,000.00	\$29.37	\$0.00
(Care packs, SW, Svcs)		48	0.02237	\$1,000.00	\$22.37	\$0.00

Baseline Price List

See Cost Proposal Binders 2-5



Proposed Products and Services Schedule

See Cost Proposal Binders 6-16



Price Workbooks

See Cost Proposal Binder 17



Attachment 1 to Cost Proposal - Discount Schedule

See Cost Proposal Binder 17



BAND 6: RUGGEDIZED - Discount Structure

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

1. BASELINE PRICING

IDENTIFY BASELINE/LIST PRICING UTILIZED:	NO OFFER

2. MINIMUM BAND DISCOUNT

PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.

PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	NO OFFER
ADDITIONAL CATEGORIES	DISCOUNT
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	NO OFFER
ADDITIONAL CATEGORIES	DISCOUNT
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER
NO OFFER	NO OFFER

4: OPTIONAL: LEASE RATES

Provide Current lease rates

NO OFFER

BAND 6: RUGGEDIZED - Volume Discounts

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)

1. Per Transaction Multiple Unit Discount

Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.

NO OFFER

2. Cumulative

Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

NO OFFER

3. Other Discounts

Describe additional discounts available.

NO OFFER

BAND 6: RUGGEDIZED - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	RB-1	1	ABC123	Acme Roadrunner XI	\$ 1,000.00	75.00%	\$ 250.00
Ruggedized	R1B-1	1	NO OFFER	NO OFFER-NO OFFER	NO OFFER	NO OFFER	#VALUE!
Ruggedized	R2B-1	1	NO OFFER	NO OFFER-NO OFFER	NO OFFER	NO OFFER	#VALUE!
						Total	#VALUE!

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	R10-1	1	NO OFFER	Vehicle mount port replicator	NO OFFER	NO OFFER	#VALUE!
Upgrade	R10-2	1	NO OFFER	Port Replicator	NO OFFER	NO OFFER	#VALUE!
Upgrade	R10-3	1	NO OFFER	Upgrade to 500GB Drive, shock mounted	NO OFFER	NO OFFER	#VALUE!
Upgrade	R10-4	1	NO OFFER	Upgrade to total 8GB RAM	NO OFFER	NO OFFER	#VALUE!
Upgrade	R10-5	1	NO OFFER	Additional Battery	NO OFFER	NO OFFER	#VALUE!
Peripheral	R1P-1	1	NO OFFER	Color Printer	NO OFFER	NO OFFER	#VALUE!
Peripheral	R1P-2	1	NO OFFER	Black & White Printer	NO OFFER	NO OFFER	#VALUE!
Peripheral	R1P-3	1	NO OFFER	19" Monitor	NO OFFER	NO OFFER	#VALUE!
Peripheral	R1P-4	1	NO OFFER	24" Monitor	NO OFFER	NO OFFER	#VALUE!
						Total	#VALUE!

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for R2B-1	NO OFFER
Calculate price for 100 units based on volume discount provided for R2B-1	NO OFFER
Calculate price for 1000 units based on volume discount provided for R2B-1	NO OFFER

BAND 6: RUGGEDIZED - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
RS-1	1	Warranty Upgrade-2 yr	NO OFFER
RS-2	1	Warranty Upgrade-3 yr	NO OFFER
RS-3	1	Warranty Upgrade-AD	NO OFFER
RS-4	1	Break Fix - Non Warranty	NO OFFER
RS-5	1	Image Loading	NO OFFER
RS-6	1	Image Consulting	NO OFFER
RS-7	1	Asset Tagging	NO OFFER
RS-8	1	Installation	NO OFFER
RS-9	1	General Consulting	NO OFFER
RS-10	1	Training	NO OFFER
RS-11	1	Staging/Deployment	NO OFFER

BAND 6: RUGGEDIZED #1 - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
Base Equipment (Hardware)				
R1B-1	RUGGEDIZED 1 SKU:	NO OFFER	RUGGEDIZED 1 LIST PRICE:	NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
R1B-1	Wireless	Integrated 802.11a/g/n wireless networking	NO OFFER	NO OFFER
	Optical Drive	CD-RW/DVD-ROM combo	NO OFFER	NO OFFER
	Weight	Weight maximum 9.5 pounds	NO OFFER	NO OFFER
	Slots	One Type II PC card slot OR one ExpressCard/54 slot	NO OFFER	NO OFFER
	Video - type	Intel HD Graphics	NO OFFER	NO OFFER
	<i>Video - memory type (shared or discrete)</i>	<i>Specify whether memory is shared or discrete</i>	NO OFFER	NO OFFER
	Video - maximum resolution	Specify maximum resolution (1024 x 768 minimum)	NO OFFER	NO OFFER
	Video - screen size and type	13.3" XGA or WXGA transmissive, daylight-readable, color LCD with 500 nit brightness touchscreen	NO OFFER	NO OFFER
	<i>Video ports</i>	<i>Specify all port types included (eg. VGA, DVI, DisplayPort)</i>	NO OFFER	NO OFFER
	Sound	Integrated sound & speaker, headphone/speaker jack, line-in and microphone jacks	NO OFFER	NO OFFER
	Keyboard	Plastic emissive 87-key and touchpad, moisture and dust resistant.	NO OFFER	NO OFFER
	USB	Two USB 3.0 ports	NO OFFER	NO OFFER
	<i>eSATA port</i>	<i>Specify included or not included</i>	NO OFFER	NO OFFER
	Warranty	Manufacturer's Warranty - Minimum 1 year	NO OFFER	NO OFFER
	Energy-Star	Energy Star 5.0 compliant	NO OFFER	NO OFFER
	EPEAT	EPEAT bronze level	NO OFFER	NO OFFER
	Bluetooth	Integrated Bluetooth	NO OFFER	NO OFFER
	Power	Specify battery type & # of cells. Includes AC adapter	NO OFFER	NO OFFER
	Security	Cable lock slot	NO OFFER	NO OFFER
	Durability Features	Moisture & dust resistant LCD, keyboard & touchpad, sealed port and connector covers, vibration & drop-shock resistant	NO OFFER	NO OFFER
	Environment: Dust & Water Resistance	MIL-STD 810G method 510.5 procedure 1 Sand & dust particle size as defined by MIL-STD-810G. MIL-STD 810G method 506.5 Procedure III (Drip) 15 min. exposure to dripping water.	NO OFFER	NO OFFER
	Environment: Temperature	MIL-STD 810G methods 501.5 & 502.5 procedures I & II Operating: 0°F to 140° F (-18° to 60° C). Storage: -40°F to 140° F (-40° to 60° C)	NO OFFER	NO OFFER
	Environment: Thermal Shock	1.5°C < 5°C /minute over -20°C to 60°C	NO OFFER	NO OFFER
	Environment: Humidity	MIL-STD 810G method 507.5 0 to 95% non-condensing RH	NO OFFER	NO OFFER
Environment: Transit Shock	MIL-STD 810G method 516.6 procedure IV Up to 3' drop onto 2" of plywood, all surfaces, edges and corners. 26 drops total	NO OFFER	NO OFFER	
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
R10-1	Vehicle mount port replicator	Provide Description	NO OFFER	NO OFFER
R10-2	Port Replicator	Provide Description	NO OFFER	NO OFFER
R10-3	Upgrade to 500GB Drive, shock mounted	Provide Description	NO OFFER	NO OFFER
R10-4	Upgrade to total 8GB RAM	Provide Description	NO OFFER	NO OFFER
R10-5	Additional Battery	Provide Description	NO OFFER	NO OFFER

BAND 6: RUGGEDIZED #2 - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
Base Equipment (Hardware)				
R2B-1	RUGGEDIZED 2 SKU:	NO OFFER	RUGGEDIZED 2 LIST PRICE:	NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
R2B-1	Wireless	Integrated 802.11a/g/n wireless networking	NO OFFER	NO OFFER
	Optical Drive	CD-RW/DVD-ROM combo	NO OFFER	NO OFFER
	Weight	Weight maximum 9.5 pounds	NO OFFER	NO OFFER
	Slots	One Type II PC card slot OR one ExpressCard/54 slot	NO OFFER	NO OFFER
	Video - type	Intel HD Graphics	NO OFFER	NO OFFER
	Video - memory type (shared or discrete)	<i>Specify whether memory is shared or discrete.</i>	NO OFFER	NO OFFER
	Video - maximum resolution	Specify maximum resolution (1024 x 768 minimum)	NO OFFER	NO OFFER
	Video - screen size and type	13.3" XGA or WXGA transmissive, daylight-readable, color LCD with 500 nit brightness touchscreen	NO OFFER	NO OFFER
	Video ports	<i>Specify all port types included (eg. VGA, DVI, DisplayPort)</i>	NO OFFER	NO OFFER
	Sound	Integrated sound & speaker, headphone/speaker jack, line-in and microphone jacks	NO OFFER	NO OFFER
	Keyboard	Backlit plastic emissive 87-key and touchpad, moisture and dust resistant.	NO OFFER	NO OFFER
	USB	Two USB 2.0 ports	NO OFFER	NO OFFER
	eSATA port	<i>Specify included or not included</i>	NO OFFER	NO OFFER
	Warranty	Manufacturer's Warranty - Minimum 1 year	NO OFFER	NO OFFER
	Energy-Star	Energy Star 5.0 compliant	NO OFFER	NO OFFER
	EPEAT	EPEAT bronze level	NO OFFER	NO OFFER
	Bluetooth	Integrated Bluetooth	NO OFFER	NO OFFER
	Power	Specify battery type & # of cells. Includes AC adapter	NO OFFER	NO OFFER
	Security	Cable lock slot	NO OFFER	NO OFFER
	Durability Features	Moisture & dust resistant LCD, keyboard & touchpad, sealed port and connector covers, vibration & drop-shock resistant	NO OFFER	NO OFFER
Environment: Dust & Water Resistance	MIL-STD 810G method 510.5 procedure I Sand & dust particle size as defined by MIL-STD-810G. MIL-STD 810G method 506.5 Procedure III (Drip) 15 min. exposure to dripping water.	NO OFFER	NO OFFER	
Environment: Temperature	MIL-STD 810G methods 501.5 & 502.5 procedures I & II Operating: 0°F to 140° F (-18° to 60° C). Storage: -40°F to 140° F (-40° to 60° C)	NO OFFER	NO OFFER	
Environment: Thermal Shock	1.5°C < 5°C /minute over -20°C to 60°C	NO OFFER	NO OFFER	
Environment: Humidity	MIL-STD 810G method 507.5 0 to 95% non-condensing RH	NO OFFER	NO OFFER	
Environment: Transit Shock	MIL-STD 810G method 516.6 procedure IV Up to 3' drop onto 2" of plywood, all surfaces, edges and corners. 26 drops total	NO OFFER	NO OFFER	
OPTIONS/UPGRADES				
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
R10-1	Vehicle mount port replicator	Provide Description	NO OFFER	NO OFFER
R10-2	Port Replicator	Provide Description	NO OFFER	NO OFFER
R10-3	Upgrade to 500GB Drive, shock mounted	Provide Description	NO OFFER	NO OFFER
R10-4	Upgrade to total 8GB RAM	Provide Description	NO OFFER	NO OFFER
R10-5	Additional Battery	Provide Description	NO OFFER	NO OFFER

BAND 6: RUGGEDIZED - PERIPHERALS 1 & 2 - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
<i>Please fill in the yellow cells.</i>				
PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS				
BLACK & WHITE PRINTER				
R1P-1	PERIPHERAL 1 SKU:		NO OFFER	PERIPHERAL 1 LIST PRICE: NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
R1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	NO OFFER	NO OFFER
	Print speed (ppm)	20	NO OFFER	NO OFFER
	Minimum recommended print volume	250 pages per month	NO OFFER	NO OFFER
	Network Connection	Yes	NO OFFER	NO OFFER
	Two sided printing	Automatic	NO OFFER	NO OFFER
	Memory	32 MB	NO OFFER	NO OFFER
	Print resolution	600dpi	NO OFFER	NO OFFER
	Paper size	Letter	NO OFFER	NO OFFER
	Paper trays	250 sheets	NO OFFER	NO OFFER
	Energy Star compliance (verified at www.energystar.gov)	Yes	NO OFFER	NO OFFER
Warranty	minimum one (1) year warranty	NO OFFER	NO OFFER	
COLOR PRINTER				
R1P-2	PERIPHERAL 2 SKU:		NO OFFER	PERIPHERAL 2 LIST PRICE: NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
R1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	NO OFFER	NO OFFER
	Print speed (ppm)	20	NO OFFER	NO OFFER
	Minimum recommended print volume	250 pages per month	NO OFFER	NO OFFER
	Network Connection	Yes	NO OFFER	NO OFFER
	Two sided printing	Automatic	NO OFFER	NO OFFER
	Memory	128 MB	NO OFFER	NO OFFER
	Print resolution	600dpi	NO OFFER	NO OFFER
	Paper size	Letter	NO OFFER	NO OFFER
	Paper trays	250 sheets	NO OFFER	NO OFFER
	Energy Star compliance (verified at www.energystar.gov)	Yes	NO OFFER	NO OFFER
Warranty	minimum one (1) year warranty	NO OFFER	NO OFFER	

BAND 6: RUGGEDIZED - PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Hewlett-Packard Company

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum*, please provide the offered specification in either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

R1P-3	PERIPHERAL 3 SKU:	NO OFFER	PERIPHERAL 3 LIST PRICE:	NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
R1P-3	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	NO OFFER	NO OFFER
	Screen size (diagonal measure)	19 inches	NO OFFER	NO OFFER
	Format	Wide-Format, WSXGA compatible	NO OFFER	NO OFFER
	Resolution	1440 x 900	NO OFFER	NO OFFER
	Brightness	250 Nits / cd/m2	NO OFFER	NO OFFER
	Contrast	400 to 1	NO OFFER	NO OFFER
	Response Time	8 ms	NO OFFER	NO OFFER
	Pixel Policy	ISO-13406-2	NO OFFER	NO OFFER
	VGA interface	VGA interface required	NO OFFER	NO OFFER
	DVI interface	DVI interface required	NO OFFER	NO OFFER
	Display Port (DP) Interface	include DP interface	NO OFFER	NO OFFER
	Cables	include DVI cable	NO OFFER	NO OFFER
	Warranty	minimum one (1) year warranty	NO OFFER	NO OFFER
	Mounting Hole Pattern	VESA Compliant	NO OFFER	NO OFFER
	Stand	Height-adjustable stand	NO OFFER	NO OFFER
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	NO OFFER	NO OFFER
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	NO OFFER	NO OFFER
	EPEAT	EPEAT BRONZE level	NO OFFER	NO OFFER
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	NO OFFER	NO OFFER

24" MONITOR

R1P-4	PERIPHERAL 4 SKU:	NO OFFER	PERIPHERAL 4 LIST PRICE:	NO OFFER
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
R1P-4	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	NO OFFER	NO OFFER
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	NO OFFER	NO OFFER
	Screen size (diagonal measure)	24 inches	NO OFFER	NO OFFER
	Format	Wide-Format, WSXGA compatible	NO OFFER	NO OFFER
	Resolution	1920 x 1080	NO OFFER	NO OFFER
	Brightness	250 Nits / cd/m2	NO OFFER	NO OFFER
	Contrast	400 to 1	NO OFFER	NO OFFER
	Response Time	8 ms	NO OFFER	NO OFFER
	Pixel Policy	ISO-13406-2	NO OFFER	NO OFFER
	<i>VGA interface</i>	<i>Specify whether VGA interface is included</i>	NO OFFER	NO OFFER
	DVI interface	DVI interface required	NO OFFER	NO OFFER
	<i>Display Port (DP) Interface</i>	<i>Specify whether DP interface is included</i>	NO OFFER	NO OFFER
	<i>Cables</i>	<i>Specify whether DVI cable is included</i>	NO OFFER	NO OFFER
	Warranty	minimum one (1) year warranty	NO OFFER	NO OFFER
	Mounting Hole Pattern	VESA Compliant	NO OFFER	NO OFFER
	Stand	Height-adjustable stand	NO OFFER	NO OFFER
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	NO OFFER	NO OFFER
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	NO OFFER	NO OFFER
	EPEAT	EPEAT BRONZE level	NO OFFER	NO OFFER
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	NO OFFER	NO OFFER

BAND 6: RUGGEDIZED - SERVICES - Market Basket Specs

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
R1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Ruggedized 1	NO OFFER	NO OFFER
R1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Ruggedized 1	NO OFFER	NO OFFER
R1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Ruggedized 1	NO OFFER	NO OFFER
R1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Ruggedized 1	NO OFFER	NO OFFER
R1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	NO OFFER	NO OFFER
R1S-6	Image Consulting	Develop custom software image solution.	NO OFFER	NO OFFER
R1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	NO OFFER	NO OFFER
R1S-8	Installation	Describe equipment installation services available	NO OFFER	NO OFFER
R1S-9	General Consulting	Describe Consulting services available	NO OFFER	NO OFFER
R1S-10	Training	Describe Training Services Available	NO OFFER	NO OFFER
R1S-11	Staging/Deployment	Describe staging/deployment services	NO OFFER	NO OFFER

BAND 1: DESKTOP - Discount Structure

Responder Name:

Hewlett-Packard Company

*Please fill in the yellow cells.***1. BASELINE PRICING**

IDENTIFY BASELINE/LIST PRICING UTILIZED:

HP US List Price

2. MINIMUM BAND DISCOUNT*PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.**PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.*

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	16%
ADDITIONAL CATEGORIES	DISCOUNT
Desktops Entry-Level & Specialty (includes AIO): 6300 AIO, 8300 AIO, 3500, 3515, 4300, 600 AIO, 800 AIO	17%
Desktops Mid-Range Level: 6300, 6305, 600	21%
Desktops High-End Level: 8300, 800	23%
Desktops Retail Solutions: rp5800, HP Digital Signage Displays	18%
Desktops CTO (Configure to Order Systems): All desktop product models	17%
Desktop Options/Accessories: All Desktops	19%
Workstations Entry/Value Level: Z1, Z220, Z230, Z420	22%
Workstations Mid-Range Level: Z620	24%
Workstations High-End Level: Z820	26%
Workstations CTO (Configure to Order Systems): All Workstations	24%
Workstation Options/Accessories: All Workstations	24%
Thin Clients: HP MultiSeat ms6200 Desktop, HP Thin Client t510, t5335z, t5550z, t5565, t5565z, t5570, t5570e, t5740, t5740e, t5745, t610, t610 PLUS, 410, 410 AIO, 820	16%
Thin Client Options/Accessories: All Thin Clients	16%
Monitors: All HP Commercial Business LCD & Touchscreen Monitors	20%
Monitor Options/Accessories	20%
Printers: All HP Printers, including, but not limited to, All-in-One, Multifunction, LaserJet, Inkjet, Large Format Printer Models	28%
Scanners: All HP Scanners	28%
Printer & Scanner Options/Accessories	28%
Printer Supplies: Inkjet Supplies, Media, LaserJet Supplies, Paper	10%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	7%
ADDITIONAL CATEGORIES	DISCOUNT
Hardware: Third Party Manufacturer Based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	7%
APC Hardware Manufacturer	15%
Software: Off the Shelf Associated Software based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	5%

4: OPTIONAL: LEASE RATES*Provide Current lease rates*

HP offers various lease options based on a procuring entity's needs: 1) Fair Market Value (FMV)/True Lease; 2) Tax Exempt Tech Refresh; 3) Tax Exempt Installment (Purchase). As an example, the current lease rate for a 36-month FMV lease is 0.02546; for 48 months, the current rate is 0.02121. Please see Cost Proposal Section 16 for complete details and rates.

BAND 1: DESKTOP - Volume Discounts**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.**Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)***1. Per Transaction Multiple Unit Discount***Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.*

Over 80% of the Desktop purchases have utilized HP's Big Deal Competitive Savings process with an average of 42% savings and up and beyond 55% or more depending on the desktop technology and volume purchased. Because many factors can impact special fixed pricing during a 5-year contract - such as product, configurations, supply costs, and transportation costs - HP provides firm fixed pricing based on a forward look at supply costs, so procuring entities can plan their budgets with a price that will not change when procuring from HP as negotiated based on the needs of that procuring entity during a time period that works for them, whether it is 30, 60, 90 days or the product life cycle, a year or even a longer period of time as seen in Iowa and other state standards. HP will continue to offer Per Transaction Volume Multiple Unit Volume fixed pricing based on a procuring entity's estimated technology purchases so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes and still retain the savings not just per Purchase Order additional discounting, but the full volume. By purchasing off an awarded HP contract, procuring entities don't have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are NOT tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase Orders for an entity - whether it is a university, a City, County, School, School District or Participating State that is planning multiple unit purchases, they can count on the stability of an HP offer and properly forecast the full expense of their purchase and achieve ongoing savings. Since technology is ever-changing, HP has provided an example seen in the Equipment Pricing Volumes for Evaluation Purposes Only. Further examples can be seen in the Cost Proposal Narrative on Per Transaction Multiple Unit Discounts. HP provides procuring entities with the most savings value with this aggressive special fixed pricing (HP calls a Big Deal) for Multiple Transaction Volume, which is priced based on the quantity and specific product or products purchased in a given time period. This gives agencies the most aggressive special fixed pricing rather than a set of discounts that may provide a perceived savings, but may actually create a fluctuation in the price per Purchase Order due to the volatility of the technology industry and a Manufacturer List Price. The Cost Proposal narrative includes an example of special fixed pricing provided for a city in Washington that had Multiple Transaction Volume purchases for its specific configurations; the example shows one purchase order savings even though this agency had multiple purchase orders. This gives you a true picture of HP's competitive pricing offering in this area and the potential savings that can be realized with an HP contract. Please note HP included estimated discounting for 100 and 1000 unit volumes for evaluation purposes only since HP provides at a fixed price.

2. Cumulative*Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.*

Under this response, HP has made significant increases in Band 1 – 3 for Quantity 1 purchases in comparison to the current contract based on the “cumulative” volume of this overall contract. During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category offered on our Pricing Schedule (“PSS”) prior to the renewal and each year thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products. An example of potential additional cumulative discounting is noted below.

Annual Potential Discount Increase // Potential Additional Discount Per Series or Band // Potential Special Per Series or Band

\$900,000,000.00 to \$1,000,000,000 // 1% // 5%

\$1,000,000,001 to \$1,200,000,000 // 1% // 6%

\$1,200,000,000 to \$1,500,000,000 // 2% // 8%

Over \$1,500,000,001 // 3% // 10%

In the past year, HP reviewed the cumulative purchases of the PSP's and provided even deeper fixed pricing. HP's offer with the PSP Refresh Cycle covering November 1, 2013 through April 30, 2014 continues to show realized savings on the key PSP's standards that make up the majority of purchases as seen in the Cost Proposal Narrative.

3. Other Discounts

Describe additional discounts available.

Bulk Purchases Volume-Based Administrative Fee Credits

Upon state request and proper coordination with either the Primary Account Representative or Field Account Manager, HP may offer any state or procuring entity volume-based administration fees based on a "Bulk Buy" volume purchases for the desktop, notebook and tablet banded products during a pre-selected time period (60-90 days). For example, if a state or procuring entity decides to do a one-time "Bulk Buy" for the purchase of 5,000 select configuration(s), the state could qualify for a one-time credit through an administrative fee as mutually agreed and negotiated with that specific procuring entity. An example of a possible credit fee structure is noted below.

Bulk Purchase	Volume Based Administrative Fee Credit
5,000 to 10,000 units	1%
10,001 to 15,000 units	1.5%
15,0001 units or more	2%

If an administration fee is agreed to by the parties, it will be credited within 30 days after the end of a "Bulk Buy" period. Actual administrative fee credits may vary depending on the overall purchase and as agreed upon by HP and the State Procurement Officer.

HP may also provide additional discounting for the PSP's or select configurations based on Bulk Purchases instead of a Volume Based Administrative Fee Credit as seen in a state's recent request for special pricing on PSP's for 10,000 unit sole Vendor selection.

HP provides procuring entities the flexibility for savings based on what meets their specific needs and requirements.

Another option is a Sole Vendor Selection administrative fee credit that may have been done based on a competitive quote award for configurations selected for standardization. Many agencies have preferred to obtain a more aggressive price but at times agencies have requested other items such as an additional administrative or technology fee credit towards technology for the agency or a loaner pool of systems. Below is an example of what may be provided as determined and as mutually agreed with the procuring entity during the competitive process and/or during the final award process for the select items when utilizing the WSCA-NASPO Computer contract.

State or Procuring Entity	// State or Procuring Entity Volume Minimums	// Volume Based Administrative Fee	// Sole Award All Products Add
Sole award for Band 1-3 Standard configurations only	// \$3-5M annually	// .25%	// .25%
Sole award for Band 1-3 Standard Configurations only	// \$5-15M annually	// .50%	// .25%
Sole Award for Band 1-3 Standard Configurations only	// \$15-25M annually	// .75%	// .25%
Sole Award for Band 1-3 Standard Configurations only	// Over \$26M annually	// 1%	// .25%

Again, HP is open and flexible to meeting the needs of procuring entities based on their Volume and Bulk purchase needs and requirements to find their savings solutions. HP works with procuring entities on their select volume or bulk configurations of HP products to show that HP is providing competitively aggressive price points for their overall savings. Market conditions affecting pricing are subject to some volatility due to the nature of the technology industry. HP's flexible options offer WSCA-NASPO procuring entities the best of both worlds by offering extremely aggressive "firm fixed" pricing covering Per Transaction Volume or Bulk Purchasing along with even more aggressive "minimum" guaranteed discount for Quantity 1. This allows procuring entities to maximize their budgets, plan technology for the fiscal year, and obtain ultimate savings.

BAND 1: DESKTOP - EQUIPMENT - Market Basket Pricing**Responder Name:**

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.*Please fill in the yellow cells.***Base Equipment (Hardware)****BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER****PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB**

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	D0B-1	1	ABC123	Acme Roadrunner XI	\$ 1,000.00	75.00%	\$ 250.00
Desktop	D1B-1	1	C8N26AV#ABA	EliteDesk 800 G1 C8N26AV	\$ 1,259.00	23.00%	\$ 969.43
Desktop	D2B-1	1	C8N27AV#ABA	EliteDesk 800 G1 C8N27AV	\$ 1,808.00	23.00%	\$ 1,392.16
Total							\$ 2,361.59

OPTIONS/UPGRADES/PERIPHERALS**OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS**

Classification	Spec Item #	QTY	MFG SKU#	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Option/Upgrade	D10-1	1	C8G08AV, AMD Radeon HD 8350 1GB PCIe x16 DH GFX	PCI Express x-16 512 MB discrete dual video	\$ 63.00	19.00%	\$ 51.03
Option/Upgrade	D10-2	1	Not available "no offer"	Upgrade to 500GB Solid State Drive	\$ -	0.00%	\$ -
Option/Upgrade	D10-3	1	Included in system	Upgrade to 500GB Self Encrypting Drive	\$ -	0.00%	\$ -
Option/Upgrade	D10-4	1	C8G20AV, 16GB DDR3-1600 DIMM (2x8GB) RAM	Upgrade to total 16GB RAM	\$ 222.00	19.00%	\$ 179.82
Peripheral	D1P-1	1	CE957A	Color Printer	\$ 637.00	28.00%	\$ 458.64
Peripheral	D1P-2	1	CF399A	Black & White Printer	\$ 445.94	28.00%	\$ 321.08
Peripheral	D1P-3	1	C9V75AA#ABA	23" Monitor	\$ 368.00	20.00%	\$ 294.40
Peripheral	D1P-4	1	D7P92A4#ABA	27" Monitor	\$ 899.00	20.00%	\$ 719.20
Total							\$ 2,024.17

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for D2B-1	17% off HP US List Price
Calculate price for 100 units based on volume discount provided for D2B-1	30-40% off HP List Price (estimated) fixed price (Big Deal) volume offer
Calculate price for 1000 units based on volume discount provided for D2B-1	40-50% off HP List Price (estimated) fixed price (Big Deal) volume offer

BAND 1: DESKTOP - SERVICES - Market Basket Pricing**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES****SERVICES**

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
S-1	1	Warranty Upgrade-2 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Most products come standard with a 3 year warranty
S-2	1	Warranty Upgrade-3 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Most products come standard with a 3 year warranty
S-3	1	Warranty Upgrade-AD	HP Care Packs for Upgrades such as Accidental Damage Protection is 20% off HP US List Price - Part Number U0A84E List price of \$49.00 providing a price of \$39.20
S-4	1	Break Fix - Non Warranty	Maintenance contracts available for Non warranty providing 18% plus additional aggregated discounts up to 25% additional discounting or \$135 to \$175 per hour plus materials and no contracted Non Warranty (Post Sales) Desktops only is \$350 up to \$700 per hour rates plus materials. Specific details can be seen on the Services section of the PSS Discount Summary
S-5	1	Image Loading	Factory Image Load at 10% off HP US List or Custom on-site Image Load at 7% off HP US List for Custom Services - Part Number AY100AV List price of \$20.00 providing a price of \$18.00
S-6	1	Image Consulting	Factory Image Consulting at 10% off HP US List or Custom Image Consulting on-site at 7% off HP US List for Custom Services - Part Number AY102AV List Price is \$35.00 providing a price of \$31.50
S-7	1	Asset Tagging	Factory Asset Tagging at 10% off HP US List or Custom Asset Tagging at 8% off H US List for Custom Services; Part Number AY111AV List price is \$10.00 providing a price of \$9.00
S-8	1	Installation	HP Care Pack Installation at 20% off HP List or Custom Installation at 7% off HP US List for Custom Services - Part Number YW037AA List Price of \$70.00 providing a price of \$56.00
S-9	1	General Consulting	General consulting based on specifics if available is at 10% off HP US List Price or through Custom Services specific to an procuring agency needs is at 7% off HP US List Price - Part Number YW081AA List Price of \$199.00 providing a price of \$179.10
S-10	1	Training	HP Care Packs for Training at 20% off HP US List Price or Custom training service at 7% off HP US List Price for Custom Services - Part Number YW081AA List Price of \$199.00 providing a price of \$159.20
S-11	1	Staging/Deployment	HP Care Pack for Installation/Staging/Deployment at 20% off HP List Price or Custom Services at 7% off HP US List Price for Custom Services; Part Number YW031AA List price of \$95.00 providing a price of \$76.00

BAND 1: DESKTOP #1 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***Base Equipment (Hardware)**

D1B-1	DESKTOP 1 SKU:	C8N26AV#ABA	DESKTOP 1 LIST PRICE:	\$ 1,259.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
D1B-1	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	EliteDesk 800 G1	not applicable
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C8N26AV	C8N26AV
	Operating System	Windows 7 Professional 64-bit	Windows 7 Professional 64-bit	C7T54AV#ABA
	Intel Processor	Core i5-4440	Intel Core i5-4570 3.2G 6M HD 4600 CPU	D8B67AV
	Intel Core vPro Platform label	Intel Core vPro Processor	Intel Core vPro Processor	included in system
	<i>Intel vPro Chipset</i>	<i>Specify chipset (i.e. Q67 Express or Q77 Express)</i>	Intel Q87 chipset	included in system
	RAM - capacity, type and open slots	8GB, DDR3, two open slots	8GB, DDR3, three open slots	C8G38AV
	RAM - speed	1600 Mhz	Up to 1600 MT/s	included in system
	Hard Drive - capacity, type and rpms	250 GB SATA hard drive 7200 rpm	500GB 7200 RPM SATA 2.5" Self-Encrypting (SED) Hard Disk Drive	C8N00AV
	Hard Drive - bits per second and cache size	3 Gb/s / 32 MB cache	3.0 Gb/s, 32 MB cache	included in system
	Sound	Integrated sound	Integrated sound	included in system
	Network	Integrated Intel Gigabit Network Controller (10/100/1000 NIC)	Integrated Intel I217LM Gigabit Network Controller (10/100/1000 NIC)	included in system
	Optical Drive	DVD+/- RW	Slim SuperMulti DVD Writer, DVD+/- RW	C8N65AV
	<i>Case</i>	<i>Specify least cost case type (desktop, SFF, etc.)</i>	Small form factor	included in system
	<i>PCI slots</i>	<i>Specify number and size (half/full)</i>	None	not applicable
	<i>PCI Express (PCIe) slots</i>	<i>Specify number and speed (x1/x16)</i>	(2) PCI Express x16 graphics connectors; one wired as a x4. (2) PCI Express x1 accessory connectors.	included in system
	<i>Bays - 5.25 and 3.5 inch</i>	<i>Specify # of open (unused) 5 1/4" and 3.5" bays</i>	(1) 2.5" internal storage drive bay (0) 3.5" internal storage drive bay - occupied by HDD (0) 5.25" storage drive bay	included in system
	Video	HD graphics, dual digital video output	Integrated Intel HD Graphics, dual digital video output	included in system
	Keyboard	USB Standard 104-key keyboard	USB Standard 104-key keyboard	E0N04AV#ABA
	Mouse	USB Optical mouse	USB Optical mouse	C8N39AV
	<i>Input - Legacy Ports</i>	<i>Specify whether parallel and serial port available</i>	Parallel available as optional, serial available as standard	Parallel available as optional, serial included with systems
	USB	Six USB ports 2.0 or greater, minimum one USB 3.0	USB 2.0: 2 (front), 4 (rear) USB 3.0: 2 (front); 2 (rear)	included in system
	Warranty	Manufacturer Warranty - minimum one year	Three year next working day on site warranty	C8M86AV#ABA
	Energy-Star	Energy Star 5.0 compliant	Energy Star 5.0 compliant	NQ592AV
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included in system

OPTIONS/UPGRADES

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer SKU #	List Price
D10-1	PCI Express x-16 512 MB discrete dual video	Provide description	C8G08AV, AMD Radeon HD 8350 1GB PCIe x16 DH GFX	\$ 63.00
D10-2	Upgrade to 500GB Solid State Drive	Provide description	Not available "no offer"	\$ -
D10-3	Upgrade to 500GB Self Encrypting Drive	Provide description	Included in system	\$ -
D10-4	Upgrade to total 16GB RAM	Provide description	C8G20AV, 16GB DDR3-1600 DIMM (2x8GB) RAM	\$ 222.00

BAND 1: DESKTOP #2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***Base Equipment (Hardware)**

D2B-1	DESKTOP 2 SKU:	C8N27AV#ABA	DESKTOP 2 LIST PRICE:	\$ 1,808.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
D2B-1	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	EliteDesk 800 G1	not applicable
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C8N27AV	C8N27AV
	Operating System	Windows 7 Professional 64-bit	Windows 7 Professional 64-bit	C7T54AV#ABA
	Intel Processor	Core i7-4770	Intel Core i7-4770 3.4G 8M HD 4600 CPU	C8N49AV
	Intel Core vPro Platform label	Intel Core vPro Processor	Intel Core vPro Processor	included with system
	<i>Intel vPro Chipset</i>	<i>Specify chipset (i.e. Q67 Express or Q77 Express)</i>	Intel Q87 chipset	included with system
	RAM - capacity, type and open slots	16 GB, DDR3 two open slots	16GB, DDR3, two open slots	C8G20AV
	RAM - speed	1600 Mhz	Up to 1600 MT/s	included with system
	Hard Drive - capacity, type and rpms	250 GB SATA hard drive 7200 rpm	500GB 10K RPM 6G 3.5 Hard Drive	C8M96AV
	Hard Drive - bits per second and cache size	6 Gb/s / 64 MB cache	6 Gb/s, 64 MB cache	included with system
	Sound	Integrated sound	Integrated sound	included with system
	Network	Integrated Intel Gigabit Network Controller (10/100/1000 NIC)	Integrated Intel I217LM Gigabit Network Controller (10/100/1000 NIC)	included with system
	Optical Drive	DVD +/- RW	Slim SuperMulti DVD Writer, DVD+/- RW	C8N65AV
	<i>Case</i>	<i>specify case</i>	Tower case	included with system
	<i>PCI slots</i>	<i>Specify number and size (half/full)</i>	None. (1) PCI accessory connector (optional)	optional to upgrade
	<i>PCI Express (PCIe) slots</i>	<i>Specify number and speed (x1/x16)</i>	(2) PCI Express x16 graphics connectors; one wired as a x4 (2) PCI Express x1 accessory connectors	included with system
	<i>Bays - 5.25 and 3.5 inch</i>	<i>Specify # of open (unused) 5 1/4" and 3.5" bays</i>	(1) 2.5" internal storage drive bay (1) 3.5" internal storage drive bay - one bay occupied by HDD (0) 5.25" storage drive bay	included with system
	Video	PCI Express x-16 512 MB discrete dual video, dual digital video out	AMD Radeon HD 8350 1GB PCIe x16 DH GFX, discrete dual video, dual digital video out	C8G08AV
	Keyboard	USB Standard 104-key keyboard	USB Standard 104-key keyboard	E0N04AV#ABA
	Mouse	USB Optical mouse	USB Optical mouse	C8N39AV
	<i>Input - Legacy ports</i>	<i>Specify whether parallel and serial port available</i>	Parallel available as optional, serial available as standard	parallel: not applicable; serial: included
	USB	Six USB ports 2.0 or greater, minimum one USB 3.0	USB 2.0: 2 (front), 4 (rear) USB 3.0: 2 (front); 2 (rear)	included with system
	Warranty	Manufacturer Warranty - minimum one year	Three year next working day on site warranty	C8M87AV#ABA
	Energy-Star	Energy Star 5.0 compliant	Energy Star 5.0 compliant	NQ592AV
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer SKU #	List Price
D20-1	Upgrade to 250GB Solid State Drive	Provide description	C8M79AV, 256GB SATA 2.5 SED SSD	\$ 398.00
D20-2	Upgrade to 500GB Solid State Drive	Provide description	Not available "no offer"	\$ -
D20-3	Upgrade to 500GB Self Encrypting	Provide description	C8N00AV, 500GB 7200 RPM SATA 2.5 SED HDD	\$ 100.00
D20-4	Upgrade to total 32GB RAM	Provide description	C8G27AV, 32GB DDR3-1600 DIMM (4x8GB) RAM	\$ 444.00

BAND 1: DESKTOP - PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS****COLOR PRINTER**

D1P-1	PERIPHERAL 1 SKU:	CE957A	PERIPHERAL 1 LIST PRICE:	\$ 637.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
D1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LJ Pro 400 Color Printer M451dn	LJ Pro 400 Color Printer M451dn
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CE957A	CE957A#BGJ
	Print speed (ppm)	20	21	included with system
	Minimum recommended print volume	250 pages per month	750 - 2,000	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	32 MB	128 MB	included with system
	Print resolution	600dpi	600x600	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 Year	included with system

BLACK & WHITE PRINTER

D1P-2	PERIPHERAL 2 SKU:	CF399A	PERIPHERAL 2 LIST PRICE:	\$ 445.94
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
D1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LaserJet Pro 400 Printer M401dne	LaserJet Pro 400 Printer M401dne
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CF399A	CF399A#BGJ
	Print speed (ppm)	20	35 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 to 3,000 pages	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	128 MB	256MB	included with system
	Print resolution	600dpi	1200 x 1200 dpi	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 year	included with system

BAND 1: DESKTOP - PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED**, *blue italic font does not have a minimum*, please provide the offered specification in either instance.*Please fill in the yellow cells.*

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

23" Monitor

D1P-3	PERIPHERAL 3 SKU:	C9V75AA#ABA	PERIPHERAL 3 LIST PRICE:	\$	368.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
D1P-3	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP EliteDisplay E231 23-inch LED Backlit Monitor	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C9V75AA#ABA	C9V75AA#ABA	
	Screen size (diagonal measure)	23 inches	23 inch widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	1920 x 1080	1920 x 1080	included with system	
	Brightness	250 Nits / cd/m2	250 nits (cd/m2)	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	5 ms (on/off)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	VGA interface	VGA interface required	VGA interface	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	Display Port (DP) Interface	include DP interface	DisplayPort interface included	included with system	
	Cables	include DVI cable	HP DVI to DVI Cable	DC198A	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	ROHS compliant	included with system	

27" MONITOR

D1P-4	PERIPHERAL 4 SKU:	D7P92A4#ABA	PERIPHERAL 4 LIST PRICE:	\$	899.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
D1P-4	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP Z27i 27-inch IPS Display	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	D7P92A4#ABA	D7P92A4#ABA	
	Screen size (diagonal measure)	27 inches	27 inch widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	2560 x 1440	2560 x 1440	included with system	
	Brightness	250 Nits / cd/m2	350 nits (cd/m2)	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	8 ms (gray to gray)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	<i>VGA interface</i>	<i>Specify whether VGA interface is included</i>	VGA interface included	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	<i>Display Port (DP) Interface</i>	<i>Specify whether DP interface is included</i>	DisplayPort interface included	included with system	
	<i>Cables</i>	<i>Specify whether DVI cable is included</i>	Dual Link DVI cable included	included with system	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	ROHS compliant	included with system	

BAND 1: DESKTOP - SERVICES - Market Basket Specs

Responder Name:

Hewlett-Packard Company*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES**

SERVICES				
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
D1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Desktop 1	Included with system; Three-year (3-3-3) limited warranty delivers three years of on-site, next business day service for parts and labor and includes free telephone support	exceeds requirements - system includes 3 year warranty
D1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Desktop 1	Included with system; Three-year (3-3-3) limited warranty delivers three years of on-site, next business day service for parts and labor and includes free telephone support	meets requirements - system includes 3 year warranty
D1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Desktop 1	For eligible products, specific service levels may be offered with protection against accidental damage from handling. When accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. Accidental damage from handling is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. (3 year) (Available up to 5 years)	U0A84E
D1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Desktop 1	Any service required that is not covered by the base warranty (such as a failure that occurs after the warranty has expired, physical damage, upgrading hardware, relocating equipment, etc) can be provided on a time & material basis.	This is a service that will require a custom quote based on the specific requirements of the particular service need.
D1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	Install customer PC Software image on HP PC products during the manufacturing process.	AY100AV
D1S-6	Image Consulting	Develop custom software image solution.	Modify customer PC software image and install it on HP PC product during the manufacturing process.	AY102AV
D1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	Affix standard asset labels with customizable features and tag strings into factory-printed artwork.	AY111AV
D1S-8	Installation	Describe equipment installation services available	Single unit fee for basic onsite installation of PC device during standard M-F business hours. Connect peripherals and ensure Windows OS successful boot process. Discounted rate above 10 units per site. Additional install services available for user settings configuration and data migration.	YW037AA
D1S-9	General Consulting	Describe Consulting services available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
D1S-10	Training	Describe Training Services Available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
D1S-11	Staging/Deployment	Describe staging/deployment services	Basic onsite desk-side delivery directly to the specified end-user. Additional staging and deployment services available for scheduled delivery, consolidated and pallet delivery, unpacking and waste removal, and non-workday delivery. Decommissioning for legacy devices also available.	YW031AA

BAND 2: LAPTOP - Discount Structure

Responder Name:

Hewlett-Packard Company

*Please fill in the yellow cells.***1. BASELINE PRICING**

IDENTIFY BASELINE/LIST PRICING UTILIZED:

HP US List Price

2. MINIMUM BAND DISCOUNT*PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.**PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.*

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	12%
ADDITIONAL CATEGORIES	DISCOUNT
Notebooks Entry Level: 250, 255, 430, 440 , 450, 455	17%
Notebooks Mini: Chromebook, 215	12%
Notebooks Mid-Range Level: 6470, 6475, 6570, 64X, 65X	21%
Notebooks High-End Level: 8470, 8570, 8770, 840, 850	23%
Notebooks Configure to Order Systems (CTO): All Notebook models	21%
Notebooks Options/Accessories: All Notebook models	21%
Notebooks HP Branded Education Software: All Notebook models	30%
Notebooks Mobile Thin Clients: mt40	16%
Notebooks Mobil Thin Client Options/Accessories: All thin client models	16%
Monitors: All HP Commercial Business LCD & Touchscreen Monitors	20%
Monitor Options/Accessories	20%
Printers: All HP Printers, including, but not limited to, All-in-One, Multifunction, LaserJet, Inkjet, Large Format Printer Models	28%
Scanners: All HP Scanners	28%
Printer & Scanner Options/Accessories	28%
Printer Supplies: Inkjet Supplies, Media, LaserJet Supplies, Paper	10%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	7%
ADDITIONAL CATEGORIES	DISCOUNT
Hardware: Third Party Manufacturer Based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	7%
APC Hardware Manufacturer	15%
GETAC Hardware Manufacturer	10%
Software: Off the Shelf Associated Software based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	5%

4: OPTIONAL: LEASE RATES*Provide Current lease rates*

HP offers various lease options based on a procuring entity's needs: 1) Fair Market Value (FMV)/True Lease; 2) Tax Exempt Tech Refresh; 3) Tax Exempt Installment (Purchase). As an example, the current lease rate for a 36-month FMV lease is 0.02563; for 48 months, the current rate is 0.02176. Please see Cost Proposal Section 16 for complete details and rates.

BAND 2: LAPTOP -Volume Discounts**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.**Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)***1. Per Transaction Multiple Unit Discount***Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.*

Over 80% of the Desktop purchases have utilized HP's Big Deal Competitive Savings process with an average of 42% savings and up and beyond 55% or more depending on the desktop technology and volume purchased. Because many factors can impact special fixed pricing during a 5-year contract - such as product, configurations, supply costs, and transportation costs - HP provides firm fixed pricing based on a forward look at supply costs, so procuring entities can plan their budgets with a price that will not change when procuring from HP as negotiated based on the needs of that procuring entity during a time period that works for them, whether it is 30, 60, 90 days or the product life cycle, a year or even a longer period of time as seen in Iowa and other state standards. HP will continue to offer Per Transaction Volume Multiple Unit Volume fixed pricing based on a procuring entity's estimated technology purchases so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes and still retain the savings not just per Purchase Order additional discounting, but the full volume. By purchasing off an awarded HP contract, procuring entities don't have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are NOT tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase Orders for an entity - whether it is a university, a City, County, School, School District or Participating State that is planning multiple unit purchases, they can count on the stability of an HP offer and properly forecast the full expense of their purchase and achieve ongoing savings. Since technology is ever-changing, HP has provided an example seen in the Equipment Pricing Volumes for Evaluation Purposes Only. Further examples can be seen in the Cost Proposal Narrative on Per Transaction Multiple Unit Discounts. HP provides procuring entities with the most savings value with this aggressive special fixed pricing (HP calls a Big Deal) for Multiple Transaction Volume, which is priced based on the quantity and specific product or products purchased in a given time period. This gives agencies the most aggressive special fixed pricing rather than a set of discounts that may provide a perceived savings, but may actually create a fluctuation in the price per Purchase Order due to the volatility of the technology industry and a Manufacturer List Price. The Cost Proposal narrative includes an example of special fixed pricing provided for a city in Washington that had Multiple Transaction Volume purchases for its specific configurations; the example shows one purchase order savings even though this agency had multiple purchase orders. This gives you a true picture of HP's competitive pricing offering in this area and the potential savings that can be realized with an HP contract. Please note HP included estimated discounting for 100 and 1000 unit volumes for evaluation purposes only since HP provides at a fixed price.

2. Cumulative*Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.*

Under this response, HP has made significant increases in Band 1 - 3 for Quantity 1 purchases in comparison to the current contract based on the "cumulative" volume of this overall contract. During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category offered on our Pricing Schedule ("PSS") prior to the renewal and each year thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products. An example of potential additional cumulative discounting is noted below.

Annual Potential Discount Increase // Potential Additional Discount Per Series or Band // Potential Special Per Series or Band

\$900,000,000.00 to \$1,000,000,000 //	1%	//	5%
\$1,000,000,001 to \$1,200,000,000 //	1%	//	6%
\$1,200,000,000 to \$1,500,000,000 //	2%	//	8%
Over \$1,500,000,001 //	3%	//	10%

In the past year, HP reviewed the cumulative purchases of the PSP's and provided even deeper fixed pricing. HP's offer with the PSP Refresh Cycle covering November 1, 2013 through April 30, 2014 continues to show realized savings on the key PSP's standards that make up the majority of purchases as seen in the Cost Proposal Narrative.

3. Other Discounts

Describe additional discounts available.

Bulk Purchases Volume-Based Administrative Fee Credits

Upon state request and proper coordination with either the Primary Account Representative or Field Account Manager, HP may offer any state or procuring entity volume-based administration fees based on a "Bulk Buy" volume purchases for the desktop, notebook and tablet banded products during a pre-selected time period (60-90 days). For example, if a state or procuring entity decides to do a one-time "Bulk Buy" for the purchase of 5,000 select configuration(s), the state could qualify for a one-time credit through an administrative fee as mutually agreed and negotiated with that specific procuring entity. An example of a possible credit fee structure is noted below.

Bulk Purchase Volume Based Administrative Fee Credit

5,000 to 10,000 units	1%
10,001 to 15,000 units	1.5%
15,0001 units or more	2%

If an administration fee is agreed to by the parties, it will be credited within 30 days after the end of a "Bulk Buy" period. Actual administrative fee credits may vary depending on the overall purchase and as agreed upon by HP and the State Procurement Officer.

HP may also provide additional discounting for the PSP's or select configurations based on Bulk Purchases instead of a Volume Based Administrative Fee Credit as seen in a state's recent request for special pricing on PSP's for 10,000 unit sole Vendor selection.

HP provides procuring entities the flexibility for savings based on what meets their specific needs and requirements.

Another option is a Sole Vendor Selection administrative fee credit that may have been done based on a competitive quote award for configurations selected for standardization. Many agencies have preferred to obtain a more aggressive price but at times agencies have requested other items such as an additional administrative or technology fee credit towards technology for the agency or a loaner pool of systems. Below is an example of what may be provided as determined and as mutually agreed with the procuring entity during the competitive process and/or during the final award process for the select items when utilizing the WSCA-NASPO Computer contract.

State or Procuring Entity	// State or Procuring Entity Volume Minimums	// Volume Based Administrative Fee	// Sole Award All Products Add
Sole award for Band 1-3 Standard configurations only	// \$3-5M annually	// .25%	// .25%
Sole award for Band 1-3 Standard Configurations only	// \$5-15M annually	// .50%	// .25%
Sole Award for Band 1-3 Standard Configurations only	// \$15-25M annually	// .75%	// .25%
Sole Award for Band 1-3 Standard Configurations only	// Over \$26M annually	// 1%	// .25%

Again, HP is open and flexible to meeting the needs of procuring entities based on their Volume and Bulk purchase needs and requirements to find their savings solutions. HP works with procuring entities on their select volume or bulk configurations of HP products to show that HP is providing competitively aggressive price points for their overall savings. Market conditions affecting pricing are subject to some volatility due to the nature of the technology industry. HP's flexible options offer WSCA-NASPO procuring entities the best of both worlds by offering extremely aggressive "firm fixed" pricing covering Per Transaction Volume or Bulk Purchasing along with even more aggressive "minimum" guaranteed discount for Quantity 1. This allows procuring entities to maximize their budgets, plan technology for the fiscal year, and obtain ultimate savings.

BAND 2: LAPTOP - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	LB-1	1	ABC123	Acme Roadrunner XI	\$ 1,000.00	75.00%	\$ 250.00
Laptop	L1B-1	1	D9R55AV#ABA	HP-HP ProBook 640 G1 Notebook PC	\$ 1,494.00	21.00%	\$ 1,180.26
Laptop	L2B-1	1	D9S34AV#ABA	HP ProBook 650 G1 Notebook PC-D9S34AV	\$ 1,671.00	21.00%	\$ 1,320.09
Total							\$ 2,500.35

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	L10-1	1	H1L07AA#ABA, HP USB 2.0 Port Replicator US	Port Replicator	\$ 149.00	21.00%	\$ 117.71
Upgrade	L10-2	1	A7E32AA#ABA, HP 90W Dock Station	Docking Station	\$ 214.00	21.00%	\$ 169.06
Upgrade	L10-3	1	D9S01AV, 256GB SATA-3 Self Encrypted Drive Solid State Drive	Upgrade to 250GB Solid State Drive	\$ 400.00	21.00%	\$ 316.00
Upgrade	L10-4	1	D9R69AV, 500GB 7200RPM Self Encrypted Drive	Upgrade to 500GB Self Encrypting Drive	\$ 115.00	21.00%	\$ 90.85
Upgrade	L10-5	1	H2P64AA, 4GB PC3-12800 (DDR3 1600 MHz)	Upgrade to total 12GB RAM	\$ 99.00	21.00%	\$ 78.21
Upgrade	L10-6	1	E7U21AA, HP CA06XL Notebook Battery (Primary)	Additional Battery	\$ 139.00	21.00%	\$ 109.81
Peripheral	L1P-1	1	CE957A	Color Printer	\$ 637.00	28.00%	\$ 458.64
Peripheral	L1P-2	1	CF399A	Black & White Printer	\$ 445.94	28.00%	\$ 321.08
Peripheral	L1P-3	1	C9V73AA#ABA	19" Monitor	\$ 278.00	20.00%	\$ 222.40
Peripheral	L1P-4	1	A9P21AA#ABA	24" Monitor	\$ 429.00	20.00%	\$ 343.20
Total							\$ 2,226.96

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for L2B-1	21% off HP US List Price
Calculate price for 100 units based on volume discount provided for L2B-1	30-40% off HP US List Price (estimated) fixed price (Big Deal) volume offer
Calculate price for 1000 units based on volume discount provided for L2B-1	40-45% off HP US List Price (estimated) fixed price (Big Deal) Volume offer

BAND 2: LAPTOP - Market Basket Pricing**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES****SERVICES**

	Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
1	S-1	1	Warranty Upgrade-2 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Part Number UE323E at List Price of \$79.00 providing a price of \$63.20
2	S-2	1	Warranty Upgrade-3 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Part Number U4395E List Price of \$119.00 providing a price of \$95.20
3	S-3	1	Warranty Upgrade-AD	HP Care Packs for Upgrades such as Accidental Damage Protection is 20% off HP US List Price - Part Number U4399E List Price of \$49.00 providing a price of \$39.20
4	S-4	1	Break Fix - Non Warranty	Maintenance contracts available for Non warranty providing 18% plus additional aggregated discounts up to 25% additional discounting or \$135 to \$175 per hour plus materials and no contracted Non Warranty (Post Sales) Desktops only is \$350 up to \$700 per hour rates plus materials. Specific details can be seen on the Services section of the PSS Discount Summary
5	S-5	1	Image Loading	Factory Image Load at 10% off HP US List or Custom on-site Image Load at 7% off HP US List for Custom Services - Part Number AY100AV List price of \$20.00 providing a price of \$18.00
6	S-6	1	Image Consulting	Factory Image Consulting at 10% off HP US List or Custom Image Consulting on-site at 7% off HP US List for Custom Services - Part Number AY102AV List Price is \$35.00 providing a price of \$31.50
7	S-7	1	Asset Tagging	Factory Asset Tagging at 10% off HP US List or Custom Asset Tagging at 8% off H US List for Custom Services; Part Number AY111AV List price is \$10.00 providing a price of \$9.00
8	S-8	1	Installation	HP Care Pack Installation at 20% off HP List or Custom Installation at 7% off HP US List for Custom Services - Part Number YW037AA List Price of \$70.00 providing a price of \$56.00
9	S-9	1	General Consulting	General consulting based on specifics if available is at 10% off HP US List Price or through Custom Services specific to an procuring agency needs is at 7% off HP US List Price - Part Number YW081AA List Price of \$199.00 providing a price of \$179.10
10	S-10	1	Training	HP Care Packs for Training at 20% off HP US List Price or Custom training service at 7% off HP US List Price for Custom Services - Part Number YW081AA List Price of \$199.00 providing a price of \$159.20
11	S-11	1	Staging/Deployment	HP Care Pack for Installation/Staging/Deployment at 20% off HP List Price or Custom Services at 7% off HP US List Price for Custom Services; Part Number YW031AA List price of \$95.00 providing a price of \$76.00

Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
Base Equipment (Hardware)				
L1B-1	LAPTOP 1 SKU:	D9R55AV#ABA	LAPTOP 1 LIST PRICE:	\$ 1,494.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
L1B-1	Manufacturer Name	Specify manufacturer	HP	Not applicable
	Manufacturer Base Model Name	Specify the base model name	HP ProBook 640 G1 Notebook PC	Not applicable
	Manufacturer Base Model #	Specify the base model number	D9R55AV	D9R55AV
	Dockable	Laptop must be dockable	Dockable	included with system
	Operating System	Windows 7 Professional 32-bit	Windows 7 Professional 64-bit	D9Y84AV#ABA
	Intel Processor	Core i5-4300U	Intel Core i5-4300M (2.60 GHz w/Turbo, 3 MB L3 Cache) Processor	F3H79AV
	Intel Core vPro Platform label	Intel Core vPro Processor	Intel Core vPro Processor	D5U71AV
	Intel vPro Chipset	Specify chipset (QM67/QS67, QM77/QS77 Express)	Mobile Intel QM87	included with system
	RAM - capacity, type and open slots	6 GB, DDR3, specify # of open slots	8 GB, DDR3L, one open slot	D3B08AV
	RAM - speed	1600 Mhz	1600 MHz	included with system
	Hard Drive	300 GB SATA hard drive 5400 rpm	320 GB SATA hard drive 5400 rpm	D9R64AV
	Network	Integrated Intel Gigabit Network Controller (10/100/1000 NIC)	Integrated Intel I218LM Gigabit Network Controller (10/100/1000 NIC)	included with system
	Wireless	Integrated 802.11a/g/n wireless networking	Integrated Intel 6205 802.11abgn 2x2 wireless networking	D3B15AV
	Optical Drive	specify if optical drive is included	Not included (but supported)	D9R84AV
	Weight	Weight maximum 4.5 pounds, specify actual weight including battery	Starting at 4.40 lb (2.0 kg) (weight will vary by configuration)	included with system
	Slots	Specify slots (such as Type II PC card OR Express Card/54)	Media Card Reader - supports SD, SDHC, SDXC	included with system
	Video	HD Graphics	HD Graphics	included with system
	Video - memory type (shared or discrete)	Specify whether memory is shared or discrete	Shared	included with system
	Video	1920 x 1080	VGA port supports resolutions up to 1920 x 1200 external resolution @75 Hz; DisplayPort 1.2 supports resolutions up to 2560 x 1600, 30-bit color depth at 60 Hz, and full HD (1920 x 1080) monitors, 24-bit color depth at 120 Hz; DVI-D (single link) video signal available through DVI port in optional HP Docking Station (sold separately), supports resolutions up to 1600 x 1200 at both full and reduced blanking, and 1920 x 1200 at reduced blanking	included with system
	Video - screen size and type	14" WXGA TFT or WLED HD	14" diagonal LED-backlit HD anti-glare SVA display (1366 x 768)	D9R75AV
Sound	Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks	Integrated sound and stereo speakers, headphone/line-out jack, stereo microphone in jack	included with system	
Keyboard	Full size keyboard with pointing device or specify alternate pointing functionality	Full size keyboard with touchpad	E5V23AV#ABA	
USB	Two USB 3.0 ports	Three USB 3.0 ports	included with system	
Warranty	Manufacturer's Warranty - Minimum 1 year	One year parts and labor warranty	E1L86AV#ABA	
Energy-Star	Energy Star 5.0 compliant	Energy Star 5.0 compliant	XU979AV	
EPEAT	EPEAT bronze level	EPEAT gold level	included with system	
Primary Battery	Minimum 6-cell, specify battery type & WHr	6-cell Lithium-Ion Battery (55 WHr)	D9R49AV	
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
L10-1	Port Replicator	Provide Description	H1L07AA#ABA, HP USB 2.0 Port Replicator US	149
L10-2	Docking Station	Provide Description	A7E32AA#ABA, HP 90W Dock Station	214
L10-3	Upgrade to 250GB Solid State Drive	Provide Description	D9S01AV, 256GB SATA-3 Self Encrypted Drive Solid State Drive	400
L10-4	Upgrade to 500GB Self Encrypting Drive	Provide Description	D9R69AV, 500GB 7200RPM Self Encrypted Drive	115
L10-5	Upgrade to total 12GB RAM	Provide Description	H2P64AA, 4GB PC3-12800 (DDR3 1600 MHz)	99
L10-6	Additional Battery	Provide Description	E7U21AA, HP CA06XL Notebook Battery (Primary)	139

BAND 2: LAPTOP #2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***Base Equipment (Hardware)**

L2B-1	LAPTOP 2 SKU:	D9S34AV#ABA	LAPTOP 2 LIST PRICE:	\$ 1,671.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP ProBook 650 G1 Notebook PC	not applicable
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	D9S34AV	D9S34AV
	Dockable	Laptop must be dockable	Dockable	included with system
	Operating System	Windows 7 Professional 32-bit	Windows 7 Professional 64-bit	E0X29AV#ABA
	Intel Processor	Core i7-4600U	Intel Core i7-4600M (2.90 GHz w/Turbo, 4 MB L3 Cache) Processor	E5T61AV
	<i>Intel Core vPro Platform label</i>	<i>Intel Core vPro Processor</i>	Intel Core vPro Processor	D5U73AV
	Intel vPro Chipset	Specify chipset (QM67/QS67, QM77/QS77 Express)	Mobile Intel QM87	included with system
	RAM - capacity, type and open slots	8 GB, DDR3, specify # of open slots	8 GB, DDR3L, one open slot	D3B20AV
	RAM - speed	1600 Mhz	1600 MHz	included with system
	Hard Drive	300 GB SATA hard drive 5400 rpm	320 GB SATA hard drive 5400 rpm	D9S41AV
	Network	Integrated Intel Gigabit Network Controller (10/100/1000 NIC)	Integrated Intel I218LM Gigabit Network Controller (10/100/1000 NIC)	included with system
	Wireless	Integrated 802.11a/g/n wireless networking	Integrated Intel 6205 802.11abgn 2x2 wireless networking	D3B25AV
	Optical Drive	specify if optical drive is included	Not included (but supported)	D9S57AV
	Weight	Weight must be less than 6 pounds, specify actual weight including battery	Starting at 5.1 lb (2.32 kg) (weight will vary by configuration)	included with system
	<i>Slots</i>	<i>Specify slots (such as Type II PC card OR Express Card/54)</i>	Media Card Reader - supports SD, SDHC, SDXC	included with system
L2B-1	Video	512 MB discrete graphics	AMD Radeon HD 8750M discrete graphics with 1 GB dedicated GDDR5 video memory	included with system
	Video - memory type	Discrete video memory	Discrete video memory	included with system
	Video	1920 x 1080	VGA port supports resolutions up to 1920 x 1200 external resolution @75 Hz; DisplayPort 1.2 supports resolutions up to 2560 x 1600, 30-bit color depth at 60 Hz, and full HD (1920 x 1080) monitors, 24-bit color depth at 120 Hz; DVI-D (single link) video signal available through DVI port in optional HP Docking Station (sold separately), supports resolutions up to 1600 x 1200 at both full and reduced blanking, and 1920 x 1200 at reduced blanking	included with system
	Video - screen size and type	15" WXGA TFT or WLED HD. Multi-Touch enabled	15.6 inch LED HD SVA Anti-Glare (1366x768). From Addendum 5 Question and Answer document, Question 24 indicates that the Multi-Touch enabled requirement has been removed.	D9S52AV
	Sound	Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks	Integrated sound and stereo speakers, headphone/line-out jack, stereo microphone in jack	included with system
	Keyboard	Full size keyboard with pointing device or specify alternate pointing functionality	Full size keyboard with touchpad	E5V26AV#ABA
	USB	Two USB 3.0 ports	Four USB 3.0 ports	included with system
	Warranty	Manufacturer's Warranty - Minimum 1 year	One year parts and labor warranty	E5T76AV#ABA
	Energy-Star	Energy Star 5.0 compliant	Energy Star 5.0 compliant	XU979AV
	EPEAT	EPEAT bronze level	EPEAT gold level	included with system
	Primary Battery	Minimum 6-cell, specify battery type & wHr	6-cell Lithium-Ion Battery (55 WHr)	D9S29AV

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum*, please provide the offered specification in either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

COLOR PRINTER

L1P-1	PERIPHERAL 1 SKU:	CE957A	PERIPHERAL 1 LIST PRICE:	\$ 637.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
L1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LJ Pro 400 Color Printer M451dn	LJ Pro 400 Color Printer M451dn
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CE957A	CE957A#BGJ
	Print speed (ppm)	20	21 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 - 2,000	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	32 MB	128 MB	included with system
	Print resolution	600dpi	600x600	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 Year	included with system

BLACK & WHITE PRINTER

L1P-2	PERIPHERAL 2 SKU:	CF399A	PERIPHERAL 2 LIST PRICE:	\$ 445.94
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
L1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LaserJet Pro 400 Printer M401dne	LaserJet Pro 400 Printer M401dne
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CF399A	CF399A#BGJ
	Print speed (ppm)	20	35 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 to 3,000 pages	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	128 MB	256MB	included with system
	Print resolution	600dpi	1200 x 1200 dpi	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 year	included with system

PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.*

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

3	L1P-3	PERIPHERAL 3 SKU:	C9V73AA#ABA	PERIPHERAL 3 LIST PRICE:	\$	278.00
	Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal		Mfg SKU#
		<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP		not applicable
		<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	EliteDisplay E201 20-inch LED Backlit Monitor		not applicable
		<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C9V73AA#ABA		C9V73AA#ABA
		Screen size (diagonal measure)	19 inches	20 in widescreen, diagonally measured		included with system
		Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible		included with system
		Resolution	1440 x 900	1600 x 900		included with system
		Brightness	250 Nits / cd/m2	250 Nits / cd/m2		included with system
		Contrast	400 to 1	1000:1		included with system
		Response Time	8 ms	5 ms (on/off)		included with system
		Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)		included with system
		VGA interface	VGA interface required	VGA interface		included with system
		DVI interface	DVI interface required	DVI interface		included with system
		Display Port (DP) Interface	include DP interface	DisplayPort interface included		included with system
		Cables	include DVI cable	HP DVI to DVI Cable		DC198A
		Warranty	minimum one (1) year warranty	Three year warranty		included with system
		Mounting Hole Pattern	VESA Compliant	VESA Compliant		included with system
		Stand	Height-adjustable stand	Height-adjustable stand		included with system
		Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)		included with system
		<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included		included with system
		EPEAT	EPEAT BRONZE level	EPEAT gold level		included with system
		<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	ROHS compliant		included with system

24" MONITOR

4	L1P-4	PERIPHERAL 4 SKU:	A9P21AA#ABA	PERIPHERAL 4 LIST PRICE:	\$	429.00
	Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal		Mfg SKU#
		<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP		not applicable
		<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP Compaq LA2405x 24-inch LED Backlit LCD Monitor		not applicable
		<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	A9P21AA#ABA		A9P21AA#ABA
		Screen size (diagonal measure)	24 inches	24 in widescreen, diagonally measured		included with system
		Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible		included with system
		Resolution	1920 x 1080	1920 x 1200		included with system
		Brightness	250 Nits / cd/m2	250 nits (cd/m2)		included with system
		Contrast	400 to 1	1000:1		included with system
		Response Time	8 ms	5 ms (on/off)		included with system
		Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)		included with system
		<i>VGA interface</i>	<i>Specify whether VGA interface is included</i>	VGA interface included		included with system
		DVI interface	DVI interface required	DVI interface		included with system
		Display Port (DP) Interface	Specify whether DP interface is included	DisplayPort interface included		included with system
		<i>Cables</i>	<i>Specify whether DVI cable is included</i>	DVI cable included		included with system
		Warranty	minimum one (1) year warranty	Three year warranty		included with system
		Mounting Hole Pattern	VESA Compliant	VESA Compliant		included with system
		Stand	Height-adjustable stand	Height-adjustable stand		included with system
		Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)		included with system
		<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included		included with system
		EPEAT	EPEAT BRONZE level	EPEAT gold level		included with system
		<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	RoHS compliant		included with system

BAND 2: LAPTOP - SERVICES - Market Basket Specs

Responder Name:

Hewlett-Packard Company*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES**

			SERVICES	
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
L1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Laptop 1	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.	UE323E or UQ854E
L1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Laptop 1	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.	U4395E
L1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Laptop 1	For eligible products, specific service levels may be offered with protection against accidental damage from handling. When accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. Accidental damage from handling is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. (3 year) (Available up to 5 years)	U4399E
L1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Laptop 1	Any service required that is not covered by the base warranty (such as a failure that occurs after the warranty has expired, physical damage, upgrading hardware, relocating equipment, etc) can be provided on a time & material basis.	This is a service that will require a custom quote based on the specific requirements of the particular service need.
L1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	Install customer PC Software image on HP PC products during the manufacturing process.	AY100AV
L1S-6	Image Consulting	Develop custom software image solution.	Modify customer PC software image and install it on HP PC product during the manufacturing process.	AY102AV
L1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	Affix standard asset labels with customizable features and tag strings into factory-printed artwork.	AY111AV
L1S-8	Installation	Describe equipment installation services available	Single unit fee for basic onsite installation of PC device during standard M-F business hours. Connect peripherals and ensure Windows OS successful boot process. Discounted rate above 10 units per site. Additional install services available for user settings configuration and data migration.	YW037AA
L1S-9	General Consulting	Describe Consulting services available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
L1S-10	Training	Describe Training Services Available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
L1S-11	Staging/Deployment	Describe staging/deployment services	Basic onsite desk-side delivery directly to the specified end-user. Additional staging and deployment services available for scheduled delivery, consolidated and pallet delivery, unpacking and waste removal, and non-workday delivery. Decommissioning for legacy devices also available.	YW031AA

BAND 3: TABLET - Discount Structure**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.***1. BASELINE PRICING**

IDENTIFY BASELINE/LIST PRICING UTILIZED:

HP US List Price

2. MINIMUM BAND DISCOUNT*PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.**PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.*

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	20%
ADDITIONAL CATEGORIES	DISCOUNT
Tablets Specialty, Mini, Elite pad: Slate, ElitePad 900	20%
Tablets Ultra Light & Tablet PCs: 2170p, 2570, 9470m, Elitebook 810, 820	23%
Tablets CTO (Configure to Order) Systems: All Tablets	21%
Tablet Options/Accessories: All Tablets	21%
Tablets HP Branded Education Software: All Tablets	30%
Monitors: All HP Commercial Business LCD & Touchscreen Monitors	20%
Monitor Options/Accessories	20%
Printers: All HP Printers, including, but not limited to, All-in-One, Multifunction, LaserJet, Inkjet, Large Format Printer Models	28%
Scanners: All HP Scanners	28%
Printer & Scanner Options/Accessories	28%
Printer Supplies: Inkjet Supplies, Media, LaserJet Supplies, Paper	10%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	7%
ADDITIONAL CATEGORIES	DISCOUNT
Hardware: Third Party Manufacturer Based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	7%
APC Hardware Manufacturer	15%
GETAC Hardware Manufacturer	10%
Software: Off the Shelf Associated Software based on approved Manufacturers by WSCA-NASPO Master Agreement Administrator	5%

4: OPTIONAL: LEASE RATES*Provide Current lease rates*

HP offers various lease options based on a procuring entity's needs: 1) Fair Market Value (FMV)/True Lease; 2) Tax Exempt Tech Refresh; 3) Tax Exempt Installment (Purchase). As an example, the current lease rate for a 36-month FMV lease is 0.02563; for 48 months, the current rate is 0.02176. Please see Cost Proposal Section 16 for complete details and rates.

BAND 3: TABLET - Volume Discounts**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.**Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)***1. Per Transaction Multiple Unit Discount***Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.*

Over 80% of the Desktop purchases have utilized HP's Big Deal Competitive Savings process with an average of 42% savings and up and beyond 55% or more depending on the desktop technology and volume purchased. Because many factors can impact special fixed pricing during a 5-year contract - such as product, configurations, supply costs, and transportation costs - HP provides firm fixed pricing based on a forward look at supply costs, so procuring entities can plan their budgets with a price that will not change when procuring from HP as negotiated based on the needs of that procuring entity during a time period that works for them, whether it is 30, 60, 90 days or the product life cycle, a year or even a longer period of time as seen in Iowa and other state standards. HP will continue to offer Per Transaction Volume Multiple Unit Volume fixed pricing based on a procuring entity's estimated technology purchases so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes and still retain the savings not just per Purchase Order additional discounting, but the full volume. By purchasing off an awarded HP contract, procuring entities don't have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are NOT tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase Orders for an entity - whether it is a university, a City, County, School, School District or Participating State that is planning multiple unit purchases, they can count on the stability of an HP offer and properly forecast the full expense of their purchase and achieve ongoing savings. Since technology is ever-changing, HP has provided an example seen in the Equipment Pricing Volumes for Evaluation Purposes Only. Further examples can be seen in the Cost Proposal Narrative on Per Transaction Multiple Unit Discounts. HP provides procuring entities with the most savings value with this aggressive special fixed pricing (HP calls a Big Deal) for Multiple Transaction Volume, which is priced based on the quantity and specific product or products purchased in a given time period. This gives agencies the most aggressive special fixed pricing rather than a set of discounts that may provide a perceived savings, but may actually create a fluctuation in the price per Purchase Order due to the volatility of the technology industry and a Manufacturer List Price. The Cost Proposal narrative includes an example of special fixed pricing provided for a city in Washington that had Multiple Transaction Volume purchases for its specific configurations; the example shows one purchase order savings even though this agency had multiple purchase orders. This gives you a true picture of HP's competitive pricing offering in this area and the potential savings that can be realized with an HP contract. Please note HP included estimated discounting for 100 and 1000 unit volumes for evaluation purposes only since HP provides at a fixed price.

2. Cumulative*Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.*

Under this response, HP has made significant increases in Band 1 – 3 for Quantity 1 purchases in comparison to the current contract based on the “cumulative” volume of this overall contract. During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category offered on our Pricing Schedule (“PSS”) prior to the renewal and each year thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products. An example of potential additional cumulative discounting is noted below.

Annual Potential Discount Increase // Potential Additional Discount Per Series or Band // Potential Special Per Series or Band

\$900,000,000.00 to \$1,000,000,000 //	1%	//	5%
\$1,000,000,001 to \$1,200,000,000 //	1%	//	6%
\$1,200,000,000 to \$1,500,000,000 //	2%	//	8%
Over \$1,500,000,001 //	3%	//	10%

In the past year, HP reviewed the cumulative purchases of the PSP's and provided even deeper fixed pricing. HP's offer with the PSP Refresh Cycle covering November 1, 2013 through April 30, 2014 continues to show realized savings on the key PSP's standards that make up the majority of purchases as seen in the Cost Proposal Narrative.

3. Other Discounts

Describe additional discounts available.

Bulk Purchases Volume-Based Administrative Fee Credits

Upon state request and proper coordination with either the Primary Account Representative or Field Account Manager, HP may offer any state or procuring entity volume-based administration fees based on a "Bulk Buy" volume purchases for the desktop, notebook and tablet banded products during a pre-selected time period (60-90 days). For example, if a state or procuring entity decides to do a one-time "Bulk Buy" for the purchase of 5,000 select configuration(s), the state could qualify for a one-time credit through an administrative fee as mutually agreed and negotiated with that specific procuring entity. An example of a possible credit fee structure is noted below.

Bulk Purchase Volume Based Administrative Fee Credit

5,000 to 10,000 units	1%
10,001 to 15,000 units	1.5%
15,0001 units or more	2%

If an administration fee is agreed to by the parties, it will be credited within 30 days after the end of a "Bulk Buy" period. Actual administrative fee credits may vary depending on the overall purchase and as agreed upon by HP and the State Procurement Officer.

HP may also provide additional discounting for the PSP's or select configurations based on Bulk Purchases instead of a Volume Based Administrative Fee Credit as seen in a state's recent request for special pricing on PSP's for 10,000 unit sole Vendor selection.

HP provides procuring entities the flexibility for savings based on what meets their specific needs and requirements.

Another option is a Sole Vendor Selection administrative fee credit that may have been done based on a competitive quote award for configurations selected for standardization. Many agencies have preferred to obtain a more aggressive price but at times agencies have requested other items such as an additional administrative or technology fee credit towards technology for the agency or a loaner pool of systems. Below is an example of what may be provided as determined and as mutually agreed with the procuring entity during the competitive process and/or during the final award process for the select items when utilizing the WSCA-NASPO Computer contract.

State or Procuring Entity	// State or Procuring Entity Volume Minimums	// Volume Based Administrative Fee	// Sole Award All Products Add
Sole award for Band 1-3 Standard configurations only // \$3-5M annually		// .25%	// .25%
Sole award for Band 1-3 Standard Configurations only // \$5-15M annually		// .50%	// .25%
Sole Award for Band 1-3 Standard Configurations only // \$15-25M annually		// .75%	// .25%
Sole Award for Band 1-3 Standard Configurations only // Over \$26M annually		// 1%	// .25%

Again, HP is open and flexible to meeting the needs of procuring entities based on their Volume and Bulk purchase needs and requirements to find their savings solutions. HP works with procuring entities on their select volume or bulk configurations of HP products to show that HP is providing competitively aggressive price points for their overall savings. Market conditions affecting pricing are subject to some volatility due to the nature of the technology industry. HP's flexible options offer WSCA-NASPO procuring entities the best of both worlds by offering extremely aggressive "firm fixed" pricing covering Per Transaction Volume or Bulk Purchasing along with even more aggressive "minimum" guaranteed discount for Quantity 1. This allows procuring entities to maximize their budgets, plan technology for the fiscal year, and obtain ultimate savings.

BAND 3: TABLET - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.*Please fill in the yellow cells.***Base Equipment (Hardware)****BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER****PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB**

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	TB-1	1	ABC123	Acme - Coyote IV	\$ 1,000.00	75.00%	\$ 250.00
Tablet	T1B-1	1	B6A69AV#ABA	HP-HP ElitePad	\$ 1,071.00	20.00%	\$ 856.80
Tablet	T2B-1	1	B6A72AV#ABA	HP ElitePad-B6A72AV	\$ 1,246.00	20.00%	\$ 996.80
Total							\$ 1,853.60

OPTIONS/UPGRADES/PERIPHERALS**OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS**

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	T10-1	1	E5L02AA, HP ElitePad Slip Case	Case/Sleeve option - no keyboard	\$ 49.00	21.00%	\$ 38.71
Upgrade	T10-2	1	D6S54AA#ABA, HP Productivity Jacket for HP ElitePad	Case/Sleeve option - with keyboard	\$ 249.00	21.00%	\$ 196.71
Upgrade	T10-3	1	COM84AA#ABA, HP ElitePad Docking Station	Charging dock	\$ 149.00	21.00%	\$ 117.71
Upgrade	T10-4	1	A361564 Trip Lite Power Inverter 150W, H3N47AA HP ElitePad Smart AC Adapter	Car charger	\$ 86.00	21.00%	\$ 67.94
Peripheral	T1P-1	1	CE957A	Color Printer	\$ 637.00	28.00%	\$ 458.64
Peripheral	T1P-2	1	CF399A	Black & White Printer	\$ 445.94	28.00%	\$ 321.08
Peripheral	T1P-3	1	C9V73AA#ABA	19" Monitor	\$ 278.00	20.00%	\$ 222.40
Peripheral	T1P-4	1	A9P21AA#ABA	24" Monitor	\$ 429.00	20.00%	\$ 343.20
Total							\$ 1,766.39

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for T2B-1	20% off HP US List Price
Calculate price for 100 units based on volume discount provided for T2B-1	21-30% off HP US List Price (estimated) fixed price (Big Deal) Volume offer
Calculate price for 1000 units based on volume discount provided for T2B-1	30-40% off HP US List Price (estimated) fixed price (Big Deal) Volume offer

BAND 3: TABLET - Market Basket Pricing**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES****SERVICES**

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
31.2S-1	1	Warranty Upgrade-2 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price; Part Number U0W24E List price of \$39.00 providing a price of \$31.20
31.2S-2	1	Warranty Upgrade-3 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Part Number HR205E List price of \$69.00 providing a price of \$55.20
31.2S-3	1	Warranty Upgrade-AD	HP Care Packs for Upgrades such as Accidental Damage Protection is 20% off HP US List Price - Part Number of U7C47E List Price of \$49.00 providing a price of \$39.20
31.2S-4	1	Break Fix - Non Warranty	Maintenance contracts available for Non warranty providing 18% plus additional aggregated discounts up to 25% additional discounting or \$135 to \$175 per hour plus materials and no contracted Non Warranty (Post Sales) Desktops only is \$350 up to \$700 per hour rates plus materials. Specific details can be seen on the Services section of the PSS Discount Summary
31.2S-5	1	Image Loading	Factory Image Load at 10% off HP US List or Custom on-site Image Load at 7% off HP US List for Custom Services - Part Number AY100AV List price of \$20.00 providing a price of \$18.00
31.2S-6	1	Image Consulting	Factory Image Consulting at 10% off HP US List or Custom Image Consulting on-site at 7% off HP US List for Custom Services - Part Number AY102AV List Price is \$35.00 providing a price of \$31.50
31.2S-7	1	Asset Tagging	Factory Asset Tagging at 10% off HP US List or Custom Asset Tagging at 8% off H US List for Custom Services; Part Number AY111AV List price is \$10.00 providing a price of \$9.00
31.2S-8	1	Installation	HP Care Pack Installation at 20% off HP List or Custom Installation at 7% off HP US List for Custom Services - Part Number YW037AA List Price of \$70.00 providing a price of \$56.00
31.2S-9	1	General Consulting	General consulting based on specifics if available is at 10% off HP US List Price or through Custom Services specific to an procuring agency needs is at 7% off HP US List Price - Part Number YW081AA List Price of \$199.00 providing a price of \$179.10
31.2S-10	1	Training	HP Care Packs for Training at 20% off HP US List Price or Custom training service at 7% off HP US List Price for Custom Services - Part Number YW081AA List Price of \$199.00 providing a price of \$159.20
31.2S-11	1	Staging/Deployment	HP Care Pack for Installation/Staging/Deployment at 20% off HP List Price or Custom Services at 7% off HP US List Price for Custom Services; Part Number YW031AA List price of \$95.00 providing a price of \$76.00

Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
<i>Please fill in the yellow cells.</i>				
Base Equipment (Hardware)				
T1B-1	TABLET 1 SKU: B6A69AV#ABA		TABLET 1 LIST PRICE: \$ 1,071.00	
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
T1B-1	<i>Manufacturer Name</i>	<i>Specify manufacturer (must be manufactured by proposer)</i>	HP	not applicable
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP ElitePad	not applicable
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	B6A69AV	B6A69AV
	Operating System	iOS7, Android 4.1 or Windows 8.0 pro	Windows 8 Pro	C2Q30AV#ABA
	<i>Processor</i>	<i>Specify Processor</i>	Intel® Atom™ Z2760 (1.5 GHz, up to 1.8 GHz using Intel Burst Technology and Intel Hyper-Threading Technology, 1 MB cache, 2 cores)	included with system
	RAM - capacity	1 GB	2 GB	included with system
	<i>RAM - speed</i>	<i>Specify memory speed</i>	533 MHz	included with system
	Storage	16 GB	32 GB	included with system
	Wireless	Integrated 802.11n wireless networking	Integrated 802.11a/b/g/n wireless networking	B3L32AV
	Video	1280 x 800	1280 x 800	included with system
	Video - screen size	Minimum 7-inch screen	10.1-inch diagonal WXGA wide-viewing angle display	B3L31AV
	<i>Sound</i>	<i>Specify</i>	Intel Smart Audio DSP with Realtek ALC5642 codec Integrated stereo speakers Integrated microphone (dual-microphone array) (noise cancelling and beam forming) Combo stereo/headphone/microphone jack	included with system
	Camera/video	Camera/video capability included	Integrated 1080p with LED (front-facing), 8MP (rear facing)	B6A81AV
	Keyboard / Touch Interface	Touch Interface	Capacitive multi-touch screen with digitizer	WK823AV
	USB	Specify number and type of USB ports	One USB 2.0 port via HP ElitePad USB Adapter (included with unit)	C4G72AV
Warranty	Manufacturer Warranty - Minimum 1 year	One year warranty	B6A79AV#ABA	
Environmental	Describe Environmental Efforts	IT ECO declaration, EU Directive 2006/66/EC, ROHS compliant, Waste Electrical and Electronic Equipment (WEEE) Directive - 2002/96/EC compliant	included with system	
<i>Primary Battery</i>	<i>Specify battery type and expected battery life & wHr</i>	2-cell (25 WHr) polymer HP Long Life battery, Battery life up to 10 hours and 30 minutes	B3L26AV	
OPTIONS/UPGRADES				
Spec #	Options	Minimum Requirements	Manufacturer's SKU #	List price
T10-1	Case/Sleeve option - no keyboard	Provide description	E5L02AA, HP ElitePad Slip Case	49
T10-2	Case/Sleeve option - with keyboard	Provide description	D6S54AA#ABA, HP Productivity Jacket for HP ElitePad	249
T10-3	Charging dock	Provide description	C0M84AA#ABA, HP ElitePad Docking Station	149
T10-4	Car charger	Provide description	A361564 Trip Lite Power Inverter 150W, H3N47AA HP ElitePad Smart AC Adapter	86

BAND 3: TABLET #2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.*

Base Equipment (Hardware)

T2B-1	TABLET 2 SKU:	B6A72AV#ABA	TABLET 2 LIST PRICE:	\$ 1,246.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
T2B-1	<i>Manufacturer Name</i>	<i>Specify manufacturer (must be manufactured by proposer)</i>	HP	not applicable
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP ElitePad	not applicable
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	B6A72AV	B6A72AV
	Operating System	iOS7, Android 4.1 or Windows 8.0 pro	Windows 8 Pro	D3X46AV#ABA
	<i>Processor</i>	<i>Specify Processor</i>	Intel® Atom™ Z2760 (1.5 GHz, up to 1.8 GHz using Intel Burst Technology and Intel Hyper-Threading Technology, 1 MB cache, 2 cores)	included with system
	RAM - capacity	2 GB	2 GB	included with system
	<i>RAM - speed</i>	<i>Specify memory speed</i>	533 MHz	included with system
	Storage	64 GB	64 GB	included with system
	Wireless	Integrated 802.11n wireless networking	Integrated 802.11a/b/g/n wireless networking	B3L32AV
	Additional Wireless	3G, 4G, LTE	HP hs3120 HSPA+ Mobile Broadband	D3X45AV
	Bluetooth	Bluetooth ability	Bluetooth 4.0 included	included with system
	Video	1280 x 800	1280 x 800	included with system
	Video - screen size	Minimum 10-inch screen	10.1-inch diagonal WXGA wide-viewing angle display	B3L31AV
	<i>Sound</i>	<i>Specify</i>	Intel Smart Audio DSP with Realtek ALC5642 codec Integrated stereo speakers Integrated microphone (dual-microphone array) (noise cancelling and beam forming) Combo stereo/headphone/microphone jack	included with system
	Camera/video	Camera/video capability included	Integrated 1080p with LED (front-facing), 8MP (rear facing)	B6A81AV
	Keyboard / Touch Interface	Touch Interface	Capacitive multi-touch screen with digitizer	WK823AV
	USB	Specify number and type of USB ports	One USB 2.0 port via HP ElitePad USB Adapter (included with unit)	C4G72AV
	Warranty	Manufacturer Warranty - Minimum 1 year	One year warranty	B6A79AV#ABA
	Environmental	Describe Environmental Efforts	IT ECO declaration, EU Directive 2006/66/EC, ROHS compliant, Waste Electrical and Electronic Equipment (WEEE) Directive - 2002/96/EC compliant	included with system
	<i>Primary Battery</i>	<i>Specify battery type and expected battery life & wHr</i>	2-cell (25 WHr) polymer HP Long Life battery, Battery life up to 10 hours and 30 minutes	B3L26AV

OPTIONS/UPGRADES

Spec #	Options	Minimum Requirements	Manufacturer & SKU #	List Price
T20-1	Case/Sleeve option - no keyboard	Provide description	E5L02AA, HP ElitePad Slip Case	49
T20-2	Case/Sleeve option - with keyboard	Provide description	D6S54AA#ABA, HP Productivity Jacket for HP ElitePad	249
T20-3	Charging dock	Provide description	C0M84AA#ABA, HP ElitePad Docking Station	149
T20-4	Car charger	Provide description	A361564 Trip Lite Power Inverter 150W, H3N47AA HP ElitePad Smart AC Adapter	86

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS**

COLOR PRINTER

T1P-1	PERIPHERAL 1 SKU:	CE957A	PERIPHERAL 1 LIST PRICE:	\$ 637.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
T1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LJ Pro 400 Color Printer M451dn	LJ Pro 400 Color Printer M451dn
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CE957A	CE957A#BGJ
	Print speed (ppm)	20	21 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 - 2,000	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	32 MB	128 MB	included with system
	Print resolution	600dpi	600x600	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 Year	included with system

BLACK & WHITE PRINTER

T1P-2	PERIPHERAL 2 SKU:	CF399A	PERIPHERAL 2 LIST PRICE:	\$ 445.94
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
T1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LaserJet Pro 400 Printer M401dne	LaserJet Pro 400 Printer M401dne
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CF399A	CF399A#BGJ
	Print speed (ppm)	20	35 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 to 3,000 pages	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	128 MB	256MB	included with system
	Print resolution	600dpi	1200 x 1200 dpi	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 year	included with system

PERIPHERALS 3 & 4 - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS				
19" Monitor				
T1P-3	PERIPHERAL 3 SKU: C9V73AA#ABA		PERIPHERAL 3 LIST PRICE: \$ 278.00	
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
T1P-3	Manufacturer Name	Specify manufacturer	HP	not applicable
	Manufacturer Base Model Name	Specify the base model name	EliteDisplay E201 20-inch LED Backlit Monitor	not applicable
	Manufacturer Base Model #	Specify the base model number	C9V73AA#ABA	C9V73AA#ABA
	Screen size (diagonal measure)	19 inches	20 in widescreen, diagonally measured	included with system
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system
	Resolution	1440 x 900	1600 x 900	included with system
	Brightness	250 Nits / cd/m2	250 Nits / cd/m2	included with system
	Contrast	400 to 1	1000:1	included with system
	Response Time	8 ms	5 ms (on/off)	included with system
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system
	VGA interface	VGA interface required	VGA interface	included with system
	DVI interface	DVI interface required	DVI interface	included with system
	Display Port (DP) Interface	include DP interface	DisplayPort interface included	included with system
	Cables	include DVI cable	HP DVI to DVI Cable	DC198A
	Warranty	minimum one (1) year warranty	Three year warranty	included with system
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system
	Stand	Height-adjustable stand	Height-adjustable stand	included with system
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system
	Security lock slot	Specify whether monitor has security lock slot	Security lock slot included	included with system
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system
Environmental	Specify whether monitor is RoHS compliant	RoHS compliant	included with system	
24" MONITOR				
T1P-4	PERIPHERAL 4 SKU: A9P21AA#ABA		PERIPHERAL 4 LIST PRICE: \$ 429.00	
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
T1P-4	Manufacturer Name	Specify manufacturer	HP	not applicable
	Manufacturer Base Model Name	Specify the base model name	HP Compaq LA2405x 24-inch LED Backlit LCD Monitor	not applicable
	Manufacturer Base Model #	Specify the base model number	A9P21AA#ABA	A9P21AA#ABA
	Screen size (diagonal measure)	24 inches	24 in widescreen, diagonally measured	included with system
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system
	Resolution	1920 x 1080	1920 x 1200	included with system
	Brightness	250 Nits / cd/m2	250 nits (cd/m2)	included with system
	Contrast	400 to 1	1000:1	included with system
	Response Time	8 ms	5 ms (on/off)	included with system
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system
	VGA interface	Specify whether VGA interface is included	VGA interface included	included with system
	DVI interface	DVI interface required	DVI interface	included with system
	Display Port (DP) Interface	Specify whether DP interface is included	DisplayPort interface included	included with system
	Cables	Specify whether DVI cable is included	DVI cable included	included with system
	Warranty	minimum one (1) year warranty	Three year warranty	included with system
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system
	Stand	Height-adjustable stand	Height-adjustable stand	included with system
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system
	Security lock slot	Specify whether monitor has security lock slot	Security lock slot included	included with system
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system
Environmental	Specify whether monitor is RoHS compliant	RoHS compliant	included with system	

BAND 3: TABLET - SERVICES - Market Basket Specs

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
T1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Tablet 1	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.	U0W24E
T1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Tablet 1	If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.	HR205E
T1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Tablet 1	For eligible products, specific service levels may be offered with protection against accidental damage from handling. When accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. Accidental damage from handling is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. (3 year) (Available up to 5 years)	U7C47E
T1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Tablet 1	Any service required that is not covered by the base warranty (such as a failure that occurs after the warranty has expired, physical damage, upgrading hardware, relocating equipment, etc) can be provided on a time & material basis.	This is a service that will require a custom quote based on the specific requirements of the particular service need.
T1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	Install customer PC Software image on HP PC products during the manufacturing process.	AY100AV
T1S-6	Image Consulting	Develop custom software image solution.	Modify customer PC software image and install it on HP PC product during the manufacturing process.	AY102AV
T1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	Affix standard asset labels with customizable features and tag strings into factory-printed artwork.	AY111AV
T1S-8	Installation	Describe equipment installation services available	Single unit fee for basic onsite installation of PC device during standard M-F business hours. Connect peripherals and ensure Windows OS successful boot process. Discounted rate above 10 units per site. Additional install services available for user settings configuration and data migration.	YW037AA
T1S-9	General Consulting	Describe Consulting services available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
T1S-10	Training	Describe Training Services Available	Per device fee to provide tailored deployment services per customer project. May include advanced user settings, onsite image installations, large data migration volumes, and basic onsite training.	YW081AA
T1S-11	Staging/Deployment	Describe staging/deployment services	Basic onsite desk-side delivery directly to the specified end-user. Additional staging and deployment services available for scheduled delivery, consolidated and pallet delivery, unpacking and waste removal, and non-workday delivery. Decommissioning for legacy devices also available.	YW031AA

BAND 4: SERVER - Discount Structure

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

1. BASELINE PRICING

IDENTIFY BASELINE/LIST PRICING UTILIZED:

HP US List

2. MINIMUM BAND DISCOUNT

*PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.**PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.*

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	14%
ADDITIONAL CATEGORIES	DISCOUNT
Servers Entry Level Industry Standard: ML110, ML115	
Servers Entry Level Industry Standard: DL120, DL140, DL145, DL160, DL165, DL180, DL185, DL320, ML310; Manufacturing Services, Factory Express	20%
Servers Entry Level Industry Standard-Core Servers and Options; Blade Servers and Options (including Virtual Connect); Scaleable Datacenter Infrastructure; Volume Software: DL360, DL380, DL385, DL580, DL585, ML350, ML370, ML570; BL260c, BL460c, BL465c, BL480c, BL680c, BL685c; SCI, Moonshot; ProLiant Essentials	27%
Servers Entry Level Business Critical-Integrity Products & Cross Entry Level Integrity Accessories: rx16x0 & Integrity Entry Level Accessories; rx26x0/rx36x0 & Related Accessories; cx26x0/cc33x0 & Related Accessories; rx2800 & Related Accessories	20%
Servers Entry Level Business Critical-Integrity Products & Cross Entry Level Integrity Accessories: rx46x0/rx66x0 & Related Accessories	26%
Servers Entry Level Business Critical-PA Risk Products & Cross Entry Level PA Risk Accessories: rp34x0 & PA Entry Level Accessories; rp44x0 & Related Accessories	35%
Servers Mid-Range Level Business Critical-Integrity Cell Based Servers - Products & Cross Integrity Accessories: rx76x0 & Integrity Mid Range Accessories (rx7620, rx7640 Server); rx86x0 & Related Accessories (rx8620, rx8640); Mid Range IA iCAP & Related Accessories; Cell-Bladed Servers & Accessories SD2; rx26xx, rx66xx, Telco Accessories; Integrity Serv Opt - Enterprise - Memory, Open VMS Layered Software, rx86xx; Open VMS Operating Systems, Integrity Software - Windows, 9000/Integrity SW - Linux - 3rd Party, HP-UX Software - Enterprise	30%
Servers Mid-Range Level Business Critical-PA Risk Products & Cross Mid Range PA Risk Accessories: rp74xx & HP9000 Mid Range Accessories (rp7420 , rp7440); rp84xx & Related Accessories (rp8420, rp8440, iCAP); Mid Range PA iCAP & Related Accessories; Legacy rp74xx / 84xx & Related Accessories (Upgrades & Re-marketed Products Only)	32%
Servers High-End Level Business Critical-Cell Based & Cross High End PA Risk & IA Accessories: PA Superdome SD1; IA Superdome & Shared PA / IA Superdome Accessories; Superdome iCAP & Related Accessories	32%
Servers High-end Level Business Critical-Cross Integrity and PA Risk Accessory Products: Miscellaneous Options & Accessory Products High; Miscellaneous Options & Accessory Products Mid	30%
Servers High-end Level Business Critical-PA Risk & IA Blade Servers & Accessories: BL60p & Related Accessories; BL860c, BL860 i2, BL460c & Related Accessories; BL870c, BL870 i2 & Related Products; BL890 i2 Products; BL8x0 i2 Family Common Accessories	30%
Servers High-End Level Business Critical: DL785 Servers and DL980 Servers	20%
Servers SAP HANA: App System SAP Hana	26%
Monitors: All HP Commercial Business LCD & Touchscreen Monitors	20%
Monitor Options/Accessories	20%
Printers: All HP Printers, including, but not limited to, All-in-One, Multifunction, LaserJet, Inkjet, Large Format Printer Models	28%
Scanners: All HP Scanners	28%
Printer & Scanner Options/Accessories	28%
Printer Supplies: Inkjet Supplies, Media, LaserJet Supplies, Paper	10%
HP Branded Software: Client Software Licenses and Support, Per Socket 8, 16 & 32 Socket Sized Server Licenses	30%
HP Branded Software: Per Socket 2 and 4 Socket Tier Licenses	25%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	7%
ADDITIONAL CATEGORIES	DISCOUNT
Third Party Hardware Manufacturer Products	7%
APC Third Party Manufacturer Products	15%
Third Party Software Manufacturer Products	5%
Server Operating Environments & Layered Software	27%

4: OPTIONAL: LEASE RATES

Provide Current lease rates

HP offers various lease options based on a procuring entity's needs: 1) Fair Market Value (FMV)/True Lease; 2) Tax Exempt Tech Refresh; 3) Tax Exempt Installment (Purchase). As an example, the current lease rate for a 36-month FMV lease is 0.02505; for 48 months, the current rate is 0.02034. Please see Cost Proposal Section 16 for complete details and rates.

BAND 4: SERVER - Volume Discounts**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.**Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)***1. Per Transaction Multiple Unit Discount***Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.*

Server/Storage Average discount Per Transaction Multiple Unit Discount has been 43% or more utilizing HP's Big Deal Savings process depending on the technology purchased and volume. Because many factors can impact special fixed pricing during a 5-year contract - such as product, configurations, supply costs, and transportation costs - HP provides firm fixed pricing based on a forward look at supply costs, so procuring entities can plan their budgets with a price that will not change when procuring from HP as negotiated based on the needs of that procuring entity during a time period that works for them, whether it is 30, 60, 90 days or the product life cycle, a year or even a longer period of time as mutually agreed. HP will continue to offer Per Transaction Volume Multiple Unit Volume fixed pricing based on a procuring entity's estimated technology purchases so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes and still retain the savings not just per Purchase Order additional discounting, but the full volume. By purchasing off an awarded HP contract, procuring entities don't have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are NOT tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase Orders for their entity - whether it's a University, a City, County, School, School District or Participating State that is planning multiple unit purchases, they can count on the stability of an HP offer and properly forecast the full expense of their purchase and achieve ongoing savings. Discounts for Per Transaction Multiple Unit Discounts are deeper and can go deeper depending on the product, volume and other required items at the time of the purchase. Since technology is ever-changing HP has provided an example seen in the Equipment Pricing Volumes for Evaluation Purposes Only.

2. Cumulative*Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.*

During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category offered on our Pricing Schedule ("PSS") prior to the renewal and each year thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products. An example of potential additional cumulative discounting is noted below.

Annual Potential Discount Increase // Potential Additional Discount Per Series or Band // Potential Special Per Series or Band

\$900,000,000.00 to \$1,000,000,000 //	1%	//	5%
\$1,000,000,001 to \$1,200,000,000 //	1%	//	6%
\$1,200,000,000 to \$1,500,000,000 //	2%	//	8%
Over \$1,500,000,001 //	3%	//	10%

3. Other Discounts*Describe additional discounts available.*

Server Band products are typically purchased in a project based solution. HP would agree to make available special volume pricing (Big Deal) upon request for large bulk or Project based purchases.

BAND 4: SERVER - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)**BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER****PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB**

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	SEB-1	1	ABC123	Acme Roadrunner XI	\$ 1,000.00	75.00%	\$ 250.00
Server	SE1B-1	1	653200-B21	SERVER 1	\$ 2,869.00	27.00%	\$ 2,094.37
Server	SE2B-1	1	686792-B21	SERVER 2	\$ 5,265.00	27.00%	\$ 3,843.45
Total							\$ 5,937.82

OPTIONS/UPGRADES/PERIPHERALS**OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS**

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	SE10-1	16	647899-B21	Upgrade to 128 GB installed RAM	\$ 200.00	27.00%	\$ 146.00
Peripheral	SE1P-1	1	CE957A	Black & White Printer	\$ 637.00	28.00%	\$ 458.64
Peripheral	SE1P-2	1	CF399A	Color Printer	\$ 445.94	28.00%	\$ 321.08
Peripheral	SE1P-3	1	C9V73AA#ABA	19" Monitor	\$ 278.00	20.00%	\$ 222.40
Peripheral	SE1P-4	1	A9P21AA#ABA	24" Monitor	\$ 429.00	20.00%	\$ 343.20
Total							\$ 1,491.32

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for SE2B-1

Server Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases

Calculate price for 100 units based on volume discount provided for SE2B-1

Server Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases

Calculate price for 1000 units based on volume discount provided for SE2B-1

Server Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases

BAND 4: SERVER - Market Basket Pricing**Responder Name:**

Hewlett-Packard Company

*Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES****SERVICES**

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
SES-1	1	Warranty Upgrade-2 yr	Most Systems include a 3 year standard warranty; HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price
SES-2	1	Warranty Upgrade-3 yr	Most Systems include a 3 year standard warranty; HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price
SES-3	1	Warranty Upgrade-AD	Not applicable to this product; HP Care Packs for Upgrades such as Accidental Damage Protection is 20% off HP US List Price
SES-4	1	Break Fix - Non Warranty	Maintenance contracts available for Non warranty providing 18% plus additional aggregated discounts up to 25% additional discounting or \$135 to \$175 per hour plus materials and no contracted Non Warranty (Post Sales) Desktops only is \$350 up to \$700 per hour rates plus materials. Specific details can be seen on the Services section of the PSS Discount Summary
SES-5	1	Image Loading	Factory Image Load at 10% off HP US List or Custom on-site Image Load at 7% off HP US List for Custom Services; Part Number HA843A1 List Price at \$85.00 providing a price of \$76.50
SES-6	1	Image Consulting	Factory Image Consulting at 10% off HP US List or Custom Image Consulting on-site at 7% off HP US List for Custom Services
SES-7	1	Asset Tagging	Factory Asset Tagging at 10% off HP US List or Custom Asset Tagging at 8% off H US List for Custom Services; Part Number HA840A1 List Price of \$11.00 providing a price of \$9.90
SES-8	1	Installation	HP Care Pack Installation at 20% off HP List or Custom Installation at 7% off HP US List for Custom Services - HP Part HA114A1 5A6 List Price at \$1675.00 providing a price of \$1,340.00
SES-9	1	General Consulting	General consulting based on specifics if available is at 7% off HP US Commercial List Price ; HP Part H7B28A1 List Price at \$13,400 providing a price of \$12,462.00
SES-10	1	Training	HP Care Packs for Training at 20% off HP US List Price or Custom training service at 7% off HP US List Price for Custom Services; Part Number UC818E List Price of \$100.00 providing a price of \$80.00
SES-11	1	Staging/Deployment	HP Care Pack for Installation/Staging/Deployment at 20% off HP List Price or Custom Services at 7% off HP US List Price for Custom Services; Part Number HA113A1 5A6 List Price of \$1,675.00 providing a price of \$1,340.00

BAND 4: SERVER #2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.*

Base Equipment (Hardware)

SE1B-1	SERVER 2 SKU:	653200-B21	SERVER 2 LIST PRICE:	\$ 2,869.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
	Processor Socket(s)	Two	Two	System Specification- included with system
	Processor	Two Intel Xeon E5-2600 series (2.6GHz, 8-core)	HP DL380p Gen8 Intel® Xeon® E5-2670 (2.6GHz/8-core/20MB/ 115W) Processor Kit	662240-B21
	RAM - Installed Capacity, type and speed	64 GB DDR3	(8) HP 8GB 1Rx4 PC3-12800R-11 Kit	647899-B21
	RAM - Minimum expansion capability	768 GB	Maximum Capacity (LRDIMM) 768GB (24 x 32GB LRDIMM @1066MHz)	System Specification- included with system
	RAM - memory slots	24 slots total	Up to 24 DIMM slots available for higher Memory capacity	System Specification- included with system
	Hard Drive(s) installed	None required	No drive installed	No drives installed
	Internal disk capability	Capable of housing 2 or more internal hard disks	Standard: 8SFF drive bays total with Optical Bay Optional: +8SFF drive bay (total of 16SFF drive bays)	System Specification- included with system
	Disk Controller	Included (specify type)	HP Smart Array P420i/ZM (RAID 0/1/1+0)	Included with system
	Optical Drive	DVD-ROM drive	HP 12.7mm SATA DVD ROM Jb Kit	652232-B21
	Network	Dual Port GB Ethernet network interface(10/100/1000)	HP Ethernet 1GbE 4P 331T Adptr	647594-B21
	Slots	2 or more PCIe 3.0 x16 slots	4 PCIe 3.0 x16 slots	System Specification- included with system
	Full or Half - height slots	Half-height slots	1 PCIe 3.0 X16 X16 7 Full Length, Full Height Slot Proc 1 2 PCIe 3.0 X8 X8 10 Half Length, Full Height Slot Proc 1 3 PCIe 2.0 X4 X8 13 Half Length, Full Height Slot Chipset	System Specification- included with system
	video	HD Graphics	NVIDIA Quadro 4000 2GB PCI-E Adapter	WS095AA
	USB Ports - total	4 USB 2.0 Ports	4 USB 2.0 Ports	System Specification- included with system
	<i>USB Ports - front side and internal</i>	<i>Specify number of USM ports front side and internal</i>	Up to 7 total: up to 2 front, 4 back, 1 internal	System Specification- included with system
	Warranty	Manufacturer Warranty Minimum 1 year	3-year Parts and On-site Labor, Next Business Day	System Specification- included with system
	Form Factor	Rack Mountable	Rack Mountable	System Specification- included with system
	<i>Device Height</i>	<i>Specify Height in "U"</i>	2U	System Specification- included with system
	Rack Hardware (rails)	Included (specify type)	HP 2U Small Form Factor ball Bearing Gen 8 Rail Kit with CMA	663478-B21
	<i>Energy Star</i>	<i>Specify if Energy Star 1.0 Tier 1 compliant</i>	Energy Star 1.0 Tier 1 Compliant	System Specification- included with system
	<i>Power</i>	<i>Specify Power Connect Type (NEMA of IEC)</i>	HP ProLiant servers ships with an IEC-IEC power cord used for rack mounting with Power Distribution Units (PDUs).	System Specification- included with system

SE1B-1	<i>Power - BTU Rating</i>	<i>Specify BTU Rating</i>	For 1200 W Power Supply: 3530 BTU/hr (at 100 VAC), 4600 BTU/hr (at 200 VAC) For 750 W Power Supply: 2925 BTU/hr (at 100 VAC), 2812 BTU/hr (at 200 VAC) For 460 W Power Supply: 1794 BTU/hr (at 100 VAC), 1725 BTU/hr (at 200 VAC)	System Specification- included with system
	<i>Power - Watts</i>	<i>Specify Watts (min. and max.)</i>	Rated Steady-State Power For 1200 W Power Supply: 800 W (at 100 VAC), 900 W (at 120 VAC), 1200 W (at 200 to 240 VAC) For 750 W Power Supply: 750 W (at 100 to 120 VAC), 750 W (at 200 to 240 VAC) For 460 W Power Supply: 460 W (at 100 to 120 VAC), 460 W (at 200 to 240 VAC) Maximum Peak Power For 1200 W Power Supply: 800 W (at 100 VAC), 900 W (at 120 VAC), 1200 W (at 200 to 240 VAC) For 750 W Power Supply: 750 W (at 100 to 120 VAC), 750 W (at 200 to 240 VAC) For 460 W Power Supply: 460 W (at 100 to 120 VAC), 460 W (at 200 to 240 VAC)	System Specification- included with system
	<i>Power - Single Phase</i>	<i>Specify Single Phase Standard</i>	HP 8.3kVA 40A Single Input Single Phase NA/JP Monitored Power Distribution Unit	AF520A
	<i>Power - Three phase</i>	<i>Specify Three phase is availabel</i>	HP 8.6kVA 24A Single Input Three Phase NA/JP Monitored Power Distribution Unit	AF522A
	Power Redundancy	Dual Power Supply capable	(2) HP 460W Common Slot Gold Hot Plug Power Supply Kit	503296-2PS
	<i>Operating Systems Supported</i>	<i>Specify What is supported</i>	Microsoft Windows Server Canonical Ubuntu Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Oracle Solaris	System Specification- included with system
	<i>Automated Deployment Kit</i>	<i>Specify what is provided</i>	HP Install DL38x(p) Service	U4554E
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
SE10-1	Upgrade to 128 GB installed RAM	Provide description and SKU	HP 8GB 1Rx4 PC3-12800R-11 Kit (647899-B21)	200

BAND 4: SERVER #2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum*, please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

SE2B-1	SERVER 2 SKU:	686792-B21	SERVER 2 LIST PRICE:	\$ 5,265.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
	Processor Socket(s)	Four	Four	System Specification- included with system
	Processor	Four Intel Xeon E5-4640 series (2.4Ghz, 8-core)	Intel® Xeon® E5-4640 (2.4GHz/8-core/20MB/95W) Processor	686845-L21
	RAM - Installed Capacity, type and speed	64 GB DDR3	(8) HP 8GB 1Rx4 PC3-12800R-11 Kit	690802-B21
	RAM - Minimum expansion capability	192 GB	1.5TB (48x 32GB RDIMM @1600MHz)	647903-B21
	RAM - memory slots	24 slots total	48 (12 DIMM slots per processor /4 channels per processor/3 DIMMs per channel)	System Specification- included with system
	Hard Drive(s) installed	None required	Non installed	Non installed
	Internal disk capability	Capable of housing 2 or more internal hard disks	5SFF drive bays total	System Specification- included with system
	Disk Controller	Included (specify type)	HP Smart Array P420i/ZM	System Specification- included with system
	Optical Drive	DVD-ROM drive	HP Mobile USB Non Leaded System DVD RW Drive	701498-B21
	Network	Dual Port GB Ethernet network interface(10/100/1000)	HP Ethernet 1GB 4-port 366FLR FIO Adapter	684217-B21
	Slots	2 or more PCIe 3.0 x16 slots	3 PCIe 3.0x16	System Specification- included with system
	Full or Half - height slots	Half-height slots	1 PCIe 3.0 X16 X16 7 Full Length, Full Height Slot Proc 1 2 PCIe 3.0 X8 X8 10 Half Length, Full Height Slot Proc 1 3 PCIe 2.0 X4 X8 13 Half Length, Full Height Slot Chipset	System Specification- included with system
	video	HD Graphics	Matrox G200 video standard	Included with system
	USB Ports - total	4 USB 2.0 Ports	7 USB 2.0 Ports	System Specification- included with system
SE2B-1	USB Ports - front side and internal	Specify number of USM ports front side and internal	2 front, 4 back, 1 internal	System Specification- included with system
	Warranty	Manufacturer Warranty Minimum 1 year	3yr Parts and On-site Labor, Next Business Day	System Specification- included with system
	Form Factor	Rack Mountable	Rack Mountable	System Specification- included with system
	Device Height	Specify Height in "U"	2U	System Specification- included with system
	Rack Hardware (rails)	Included (specify type)	HP Ball Bearing Rail Kit/Cable Management Arm Standard	Included with system
	Energy Star	Specify if Energy Star 1.0 Tier 1 compliant	Energy Star 1.0 Tier 1 Compliant	System Specification- included with system

<i>Power</i>	<i>Specify Power Connect Type (NEMA or IEC)</i>	NEMA	System Specification- included with system
<i>Power - BTU Rating</i>	<i>Specify BTU Rating</i>	For 1200 W Power Supply: 3530 BTU/hr (at 100 VAC), 4600 BTU/hr (at 200 VAC)	System Specification- included with system
<i>Power - Watts</i>	<i>Specify Watts (min. and max.)</i>	Rated Steady-State Power For 1200 W Power Supply: 800 W (at 100 VAC), 900 W (at 120 VAC), 1200 W (at 200 to 240 VAC) Maximum Peak Power For 1200 W Power Supply: 800 W (at 100 VAC), 900 W (at 120 VAC), 1200 W (at 200 to 240 VAC) For 750 W Power Supply: 750 W (at 100 to 120 VAC), 750 W (at 200 to 240 VAC) For 460 W Power Supply: 460 W (at 100 to 120 VAC), 460 W (at 200 to 240 VAC)	System Specification- included with system
<i>Power - Single Phase</i>	<i>Specify Single Phase Standard</i>	HP 4.9kVA 24A Single Phase NA/JP Core Intelligent Modular Power Distribution Unit	AF520A
<i>Power - Three phase</i>	<i>Specify Three phase is available</i>	HP 8.6kVA 24A Three Phase NA/JP Core Intelligent Modular Power Distribution Unit	AF522A
Power Redundancy	Dual Power Supply capable	(2) HP 1200W CS Platinum Plus Hot Plug Power Supply	656364-B21
<i>Operating Systems Supported</i>	<i>Specify What is supported</i>	Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Oracle Solaris VMware Citrix XenServer	System Specification- included with system
<i>Automated Deployment Kit</i>	<i>Specify what is provided</i>	HP Install DL38x(p) Service	U6H58E

BAND 4: SERVER - PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum***, please provide the offered specification in either instance.*Please fill in the yellow cells.***PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS****BLACK & WHITE PRINTER**

SE1P-1	PERIPHERAL 1 SKU:	CE957A	PERIPHERAL 1 LIST PRICE:	\$ 637.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
SE1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LJ Pro 400 Color Printer M451dn	LJ Pro 400 Color Printer M451dn
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CE957A	CE957A#BGJ
	Print speed (ppm)	20	21 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 - 2,000	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	32 MB	128 MB	included with system
	Print resolution	600dpi	600x600	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 Year	included with system

COLOR PRINTER

SE1P-2	PERIPHERAL 2 SKU:	CF399A	PERIPHERAL 2 LIST PRICE:	\$ 445.94
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
SE1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LaserJet Pro 400 Printer M401dne	LaserJet Pro 400 Printer M401dne
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CF399A	CF399A#BGJ
	Print speed (ppm)	20	35 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 to 3,000 pages	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	128 MB	256MB	included with system
	Print resolution	600dpi	1200 x 1200 dpi	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 year	included with system

BAND 4: SERVER - PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Hewlett-Packard Company**BOLD font is a minimum requirement that the offering must MEET OR EXCEED**, *blue italic font does not have a minimum*, please provide the offered specification in either instance.*Please fill in the yellow cells.*

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

SE1P-3	PERIPHERAL 3 SKU:	C9V73AA#ABA	PERIPHERAL 3 LIST PRICE:	\$	278.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
SE1P-3	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	C9V73AA#ABA	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	EliteDisplay E201 20-inch LED Backlit Monitor	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C9V73AA#ABA	C9V73AA#ABA	
	Screen size (diagonal measure)	19 inches	20 in widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	1440 x 900	1600 x 900	included with system	
	Brightness	250 Nits / cd/m2	250 Nits / cd/m2	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	5 ms (on/off)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	VGA interface	VGA interface required	VGA interface	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	Display Port (DP) Interface	include DP interface	DisplayPort interface included	included with system	
	Cables	include DVI cable	HP DVI to DVI Cable	DC198A	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	ROHS compliant	included with system	

24" MONITOR

SE1P-4	PERIPHERAL 4 SKU:	A9P21AA#ABA	PERIPHERAL 4 LIST PRICE:	\$	429.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
SE1P-4	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP Compaq LA2405x 24-inch LED Backlit LCD Monitor	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	A9P21AA#ABA	A9P21AA#ABA	
	Screen size (diagonal measure)	24 inches	24 in widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	1920 x 1080	1920 x 1200	included with system	
	Brightness	250 Nits / cd/m2	250 nits (cd/m2)	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	5 ms (on/off)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	<i>VGA interface</i>	<i>Specify whether VGA interface is included</i>	VGA interface included	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	<i>Display Port (DP) Interface</i>	<i>Specify whether DP interface is included</i>	DisplayPort interface included	included with system	
	<i>Cables</i>	<i>Specify whether DVI cable is included</i>	DVI cable included	included with system	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	RoHS compliant	included with system	

BAND 4: SERVER - SERVICES - Market Basket Specs**Responder Name:****Hewlett-Packard Company***Please fill in the yellow cells.***A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM****B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.****C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES**

SERVICES				
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
S1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Server 1	exceeds specification since HP's system offers a 3 year warranty; HP offers 1-year and 3-year uplifted support options	System includes a 3 year warranty
S1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Server 1	meets expectations system includes 3-year 4h 24x7 HW Support	System includes a 3 year warranty
S1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Server 1	This falls under HP's time and material services	This falls under HP's time and material services
S1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Server 1	This falls under HP's time and material services	This falls under HP's time and material services
S1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	HP has many different options available for image load at the Factory through HP Directly. One option is a manual image load for a custom software image.	HA843A1
S1S-6	Image Consulting	Develop custom software image solution.	HP has several options available through HP's Factory Express Services offering that are custom services	This option is available through HP's Factory Express Services with a custom part number.
S1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	HP has many options available covering asset tagging at the factory. The standard asset tagging HP printed option is provided.	HA840A1
S1S-8	Installation	Describe equipment installation services available	HP Installation and Startup Service	HA114A1 5A6
S1S-9	General Consulting	Describe Consulting services available	HP offers general professional units of service	H7B28A1
S1S-10	Training	Describe Training Services Available	HP offers training units of service.	UC818E
S1S-11	Staging/Deployment	Describe staging/deployment services	HP Installation and Startup Service	HA114A1 5A6

BAND 5: STORAGE - Discount Structure	
Responder Name:	
Hewlett-Packard Company	
<i>Please fill in the yellow cells.</i>	
1. BASELINE PRICING	
IDENTIFY BASELINE/LIST PRICING UTILIZED:	HP US List Price

2. MINIMUM BAND DISCOUNT	
<i>PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.</i>	
<i>PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.</i>	
CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	20%
ADDITIONAL CATEGORIES	DISCOUNT
Storage XP Storage Solutions: XP Software - 12000, 10000, 1024/128, 512/48; XP Arrays - 12000, 10000, 1024/128; XP Array Upgrades - 12000, 10000, 1024/128, 512/48/256	40%
Storage XP 20000/24000 & P9xx Storage Solutions: XP 20000/24000 & P9xxx Software, Hardware and Upgrades	35%
Storage Enterprise Virtual Array - Enterprise and X400 Solutions: EVA 4100/6x00; EVA Cabinets & Accessories, EVA HDD's, EVA 4400, 6400, 8400 & P6xxx Hardware / Software Products	35%
Storage 3PAR StorageWorks Products: All 3PAR Products	35%
Storage Hardware - Enterprise: Clustered Gateway, WAN Accelerator, X9000 Family (IBRIX); Enterprise Switches and Host Bus Adapters; EML, ESL and VLS Tape Libraries, D2D; ESL G3 Libraries	35%
Storage Virtual Array and DS Hardware/Software Products: Virtual Arrays, DS Hardware and Power Accessories	20%
Storage Hardware-Commercial: HP LeftHand P4000 SAN Solutions	22%
Storage Hardware-Commercial: Entry NAS & All in One Storage; D2000/P2000 MSA HW & SW, MSA HDD's, Scalable File Share; Blade System Storage Switches, Commercial Switches and Switch SW, Commercial Host Bus Adapters; Tape Drives and Accessories (DDS, DAT, SDLT, Ultrium); MSL & VSL Tape Libraries, Autoloaders	20%
Storage Media: Storage Media Products	30%
Storage Cross-ESS Accessory Products: Selected HP Rack & Power-Related Products	20%
Storage Cross-ESS Accessory Products: Server Rack & Rack Accessories	27%
Storage Cross-ESS Solution Products: Selected MSA Products and Related Options	20%
Monitors: All HP Commercial Business LCD & Touchscreen Monitors	20%
Monitor Options/Accessories	20%
Printers: All HP Printers, including, but not limited to, All-in-One, Multifunction, LaserJet, Inkjet, Large Format Printer Models	28%
Scanners: All HP Scanners	28%
Printer & Scanner Options/Accessories	28%
Printer Supplies: Inkjet Supplies, Media, LaserJet Supplies, Paper	10%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT	
CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	7%
ADDITIONAL CATEGORIES	DISCOUNT
Third Party Hardware Manufacturer Products	7%
APC Third Party Manufacturer Products	15%
Third Party Software Manufacturer Products	5%

4: OPTIONAL: LEASE RATES
<i>Provide Current lease rates</i>
HP offers various lease options based on a procuring entity's needs: 1) Fair Market Value (FMV)/True Lease; 2) Tax Exempt Tech Refresh; 3) Tax Exempt Installment (Purchase). As an example, the current lease rate for a 36-month FMV lease is 0.02505; for 48 months, the current rate is 0.02034. Please see Cost Proposal Section 16 for complete details and rates.

BAND 5: STORAGE - Volume Discounts

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)

1. Per Transaction Multiple Unit Discount

Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.

Server/Storage Average discount Per Transaction Multiple Unit Discount has been 43% or more utilizing HP's Big Deal Savings process depending on the technology purchased and volume. Because many factors can impact special fixed pricing during a 5-year contract - such as product, configurations, supply costs, and transportation costs - HP provides firm fixed pricing based on a forward look at supply costs, so procuring entities can plan their budgets with a price that will not change when procuring from HP as negotiated based on the needs of that procuring entity during a time period that works for them, whether it is 30, 60, 90 days or the product life cycle, a year or even a longer period of time as mutually agreed. HP will continue to offer Per Transaction Volume Multiple Unit Volume fixed pricing based on a procuring entity's estimated technology purchases so the procuring entity can obtain the greatest savings for the full benefit of its budget dollars. Most procuring entities need the flexibility to cut multiple purchase orders at different volumes and still retain the savings not just per Purchase Order additional discounting, but the full volume. By purchasing off an awarded HP contract, procuring entities don't have to worry about an increase in price on what we negotiate for the Per Transaction Multiple Unit Volume special fixed price because their purchases are NOT tied to a specific volume on a single Purchase Order. HP volume pricing can be tied to multiple Purchase Orders for their entity - whether it's a University, a City, County, School, School District or Participating State that is planning multiple unit purchases, they can count on the stability of an HP offer and properly forecast the full expense of their purchase and achieve ongoing savings. Discounts for Per Transaction Multiple Unit Discounts are deeper and can go deeper depending on the product, volume and other required items at the time of the purchase. Since technology is ever-changing HP has provided an example seen in the Equipment Pricing Volumes for Evaluation Purposes Only.

2. Cumulative

Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

During the term of a newly awarded contract and based on consistent annual volume increases in comparison to the current 2009-2014 annual volumes each year, HP will evaluate its pricing policies and structures as they apply to each product band category offered on our Pricing Schedule ("PSS") prior to the renewal and each year thereafter. As deemed necessary based on the competitive nature of our industry, HP may offer additional discounts or special discounting for a specific time by a specific product series, peripheral, grouping or band as seen through the current contract term. After review and analysis of the cumulative purchases, if HP elects to provide additional cumulative discounts, these discounts will be passed directly to the WSCA-NASPO participants and procuring entities as additional cost savings on HP products. An example of potential additional cumulative discounting is noted below.

Annual Potential Discount Increase // Potential Additional Discount Per Series or Band // Potential Special Per Series or Band

\$900,000,000.00 to \$1,000,000,000 //	1%	//	5%
\$1,000,000,001 to \$1,200,000,000 //	1%	//	6%
\$1,200,000,000 to \$1,500,000,000 //	2%	//	8%
Over \$1,500,000,001 //	3%	//	10%

3. Other Discounts

Describe additional discounts available.

Storage Band products are typically purchased in a project based solution. HP would agree to make available special volume pricing (Big Deal) upon request for large bulk or Project based purchases.

BAND 5: STORAGE - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	STB-1	1	ABC123	Acme Coyote III	\$ 1,000.00	75.00%	\$ 250.00
Storage	ST1B-1	1	QR483A	STORAGE 1	\$ 21,443.00	28.00%	\$ 15,438.96
Storage	ST2B-1	1	QR483A	STORAGE 2	\$ 21,443.00	28.00%	\$ 15,438.96
Total							\$ 30,877.92

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	ST10-1	3	HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive (H6Z87A)	Upgrade to 12TB Installed Raw Capacity	\$ 1,830.00	28.00%	\$ 1,317.60
Option	ST20-1	4	HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive (H6Z87A)	Upgrade to 16TB Installed Raw Capacity	\$ 1,830.00	28.00%	\$ 1,317.60
Peripheral	ST1P-1	1	CE957A	Black & White Printer	\$ 637.00	28.00%	\$ 458.64
Peripheral	ST1P-2	1	CE399A	Color Printer	\$ 445.94	28.00%	\$ 321.08
Peripheral	ST1P-3	1	C9V73AA#ABA	19" Monitor	\$ 278.00	20.00%	\$ 222.40
Peripheral	ST1P-4	1	A9P21AA#ABA	24" Monitor	\$ 429.00	20.00%	\$ 343.20
Total							\$ 3,980.52

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for ST2B-1	Storage Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases.
Calculate price for 100 units based on volume discount provided for ST2B-1	Storage Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases.
Calculate price for 1000 units based on volume discount provided for ST2B-1	Storage Band products are typically purchased in a project based solution. HP would agree to provide special volume pricing (Big Deal) available upon request for large bulk or Project based purchases.

BAND 5: STORAGE - Market Basket Pricing

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
0S-1	1	Warranty Upgrade-2 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Part Number HA104A1 1N7 List Price of \$935.00 providing a price of \$748.00
0S-2	1	Warranty Upgrade-3 yr	HP Care Packs for Uplifted or extended warranty is 20% off HP US List Price - Part Number HA104A3 1N7 List price of \$2,721.00 providing a price of \$2,176.80
0S-3	1	Warranty Upgrade-AD	Not applicable to this product; HP Care Packs for upgrades such as Accidental Damage Protection is 20% off HP US List Price
0S-4	1	Break Fix - Non Warranty	Maintenance contracts available for non warranty providing 18% plus additional aggregated discounts up to 25% additional discounting or \$135 to \$175 per hour plus materials and no contracted non warranty (Post Sales) Desktops only is \$350 up to \$700 per hour rates plus materials. Specific details can be seen on the Services section of the PSS Discount Summary.
0S-5	1	Image Loading	Factory Image Load at 10% off HP US List or Custom on-site Image Load at 7% off HP US List for Custom Services
0S-6	1	Image Consulting	Factory Image Consulting at 10% off HP US List or Custom Image Consulting on-site at 7% off HP US List for Custom Services
0S-7	1	Asset Tagging	Factory Asset Tagging at 10% off HP US List or Custom Asset Tagging at 8% off H US List for Custom Services; Part Number HA840A1 List Price of \$11.00 providing a price of \$9.90
0S-8	1	Installation	HP Care Pack Installation at 20% off HP List or Custom Installation at 7% off HP US List for Custom Services - Part Number HA114A1 5J0 List Price of \$2,850.00 providing a price of \$2,280.00
0S-9	1	General Consulting	General consulting based on specifics if available is at 7% off HP US Commercial List Price; Part Number H7B28A1 List Price of \$13,400.00 providing a price of \$12,462.00
0S-10	1	Training	HP Care Packs for Training at 20% off HP US List Price or Custom training service at 7% off HP US List Price for Custom Services; Part Number UC818E List Price of \$100.00 providing a price of \$80.00
0S-11	1	Staging/Deployment	HP Care Pack for Installation/Staging/Deployment at 20% off HP List Price or Custom Services at 7% off HP US List Price for Custom Services; Part Number HA114A1 5A6 List Price of \$1,675.00 providing a price of \$1,340.00

BAND 5: STORAGE - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
Base Equipment (Hardware)				
ST1B-1	STORAGE 1 SKU:	QR483A	STORAGE 1 LIST PRICE:	\$ 21,443.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
	Architecture	Specify	HP 3Par Proprietary Architecture	System Specification
	Raw Disk Capacity - Base	4 TB	HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive	H6Z87A
	Effective Capacity - Maximum	128 TB	Up to 1.1 Petabytes Raw with 4 controllers	System Specification
	Maximum Cache	32 GB	32GB-64GB	System Specification
	Minimum number of Drives	4	8	System Specification
	Raid Options	1, 3, 5, 10	Array exceeds Requirements RAID: 0,10,50,60	System Specification
	Back end disk channel interface	SAS	SAS	System Specification
	Drive Types Supported	SATA , SAS	SAS	System Specification
	Sdrives Supported - fully expanded	60	480 disk	System Specification
	Shelves	1 shelf	Ability to support up to 20 shelves	System Specification -included with solution
	Protocol Support	TCP/IP	TCP/IP	System Specification -included with solution
	Chassis - rack mount rails	Yes	Yes	System Specification -included with solution
	<i>Controller type</i>	<i>Specify</i>	HP 3PAR Gen4 ASICs	System Specification- included with solution
	<i>Controller Host Interface - speed and number of ports</i>	<i>Specify Speed and Number</i>	Fibre Channel Host Ports 4 - 24 ports 10Gb/s iSCSI and FCoE Host Ports 0 - 8 ports	System Specification
	<i>Controllers - Dual Controller Support</i>	<i>Yes or No</i>	Yes	System Specification
	<i>Storage Replication Support</i>	<i>Specify</i>	HP 3PAR 7450 Replication Software Suite Drive E-LTU	BC893AAE
	<i>Chassis - Height (U)</i>	<i>Specify height (U)</i>	42U	System Specification
	<i>Chassis - Rack Hole Type</i>	<i>Specify round or square</i>	Square	Square
	<i>Power single phase standard</i>	<i>Specify</i>	Single Phase high voltage	AF556A
	<i>Power - Three Phase availability</i>	<i>Yes or no</i>	No	System Specification
	<i>Power - Redundancy</i>	<i>Yes or no</i>	Yes	System Specification- included with solution
	<i>Power Type</i>	<i>Specify</i>	NEMA	System Specification- included with solution
	<i>Power - BTU Rating</i>	<i>Specify</i>	Maximum <u>For 1200 W Power Supply:</u> 3530 BTU/hr (at 100 VAC), 4600 BTU/hr (at 200 VAC) <u>For 750 W Power Supply:</u> 2925 BTU/hr (at 100 VAC), 2812 BTU/hr (at 200 VAC) <u>For 460 W Power Supply:</u> 1794 BTU/hr (at 100 VAC), 1725 BTU/hr (at 200 VAC)	System Specification- included with solution

ST1B-1	Power - Amps/Voltage	Specify	Rated Line Voltage 100 to 120 VAC 200 to 240 VAC Rated Input Current <u>For 1200 W Power Supply:</u> 10 A (at 100 VAC), 4.9 A (at 200 VAC) <u>For 750 W Power Supply:</u> 8.9 A (at 100 VAC), 4.3 A (at 200 VAC) <u>For 460 W Power Supply:</u> 5.5 A (at 100 VAC), 2.6 A (at 200 VAC) Rated Input Frequency 50 to 60 Hz Rated Input Power <u>For 1200 W Power Supply:</u> 930 W (at 100 VAC), 1348 W (at 200 VAC) <u>For 750 W Power Supply:</u> 857 W (at 100 VAC), 824 W (at 200 VAC) <u>For 460 W Power Supply:</u> 526 W (at 100 VAC), 505 W (at 200 VAC)	System Specification- included with solution
	Power - Watts	Specify	Rated Line Voltage 100 to 120 VAC 200 to 240 VAC Rated Input Current <u>For 1200 W Power Supply:</u> 10 A (at 100 VAC), 4.9 A (at 200 VAC) <u>For 750 W Power Supply:</u> 8.9 A (at 100 VAC), 4.3 A (at 200 VAC) <u>For 460 W Power Supply:</u> 5.5 A (at 100 VAC), 2.6 A (at 200 VAC) Rated Input Frequency 50 to 60 Hz Rated Input Power <u>For 1200 W Power Supply:</u> 930 W (at 100 VAC), 1348 W (at 200 VAC) <u>For 750 W Power Supply:</u> 857 W (at 100 VAC), 824 W (at 200 VAC) <u>For 460 W Power Supply:</u> 526 W (at 100 VAC), 505 W (at 200 VAC)	System Specification- included with solution
	Warranty on above hardware and software	Manufacturer Warranty - Minimum one year	(3 years parts exchange, 3 years labor and 3 years onsite, next business day response)	System Specification- included with solution
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
ST10-1	Upgrade to 12TB Installed Raw Capacity	Provide description and SKU	HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive (H6Z87A)	\$ 1,830.00

BAND 5: STORAGE - Market Basket Specs				
Responder Name:				
Hewlett-Packard Company				
BOLD font is a minimum requirement that the offering must MEET OR EXCEED, <i>blue italic font does not have a minimum</i> , please provide the offered specification in either instance.				
Please fill in the yellow cells.				
Base Equipment (Hardware)				
ST2B-1	STORAGE 2 SKU:	QR483A	STORAGE 2 LIST PRICE:	\$ 21,443.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
	Architecture	Specify	HP 3Par Proprietary Architecture	System Specification
	Raw Disk Capacity - Base	8 TB	(2)HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive	H6Z87A
	Effective Capacity - Maximum	256 TB	Max raw capacity limit for HP 3PAR StoreServ 7400 - 1100TB	System Specification
	Maximum Cache	64 GB	32GB-64GB	System Specification
	Minimum number of Drives	8	8	System Specification
	Raid Options	1, 3, 5, 10	Array exceeds Requirements RAID: 0,10,50,60	System Specification- included with solution
	Back end disk channel interface	SAS	SAS	System Specification
	Drive Types Supported	SATA, SAS	SAS	System Specification
	Sdrives Supported - fully expanded	60	480 disk	System Specification
	Shelves	1 shelf	Ability to support up to 20 shelves	System Specification -included with solution
	Protocol Support	TCP/IP	TCP/IP	System Specification -included with solution
	Chassis - rack mount rails	Yes	Yes	System Specification
	<i>Controller type</i>	<i>Specify</i>	HP 3PAR Gen4 ASICs	System Specification- included with solution
	<i>Controller Host Interface - speed and number of ports</i>	<i>Specify Speed and Number</i>	Fibre Channel Host Ports 4 - 24 ports 10Gb/s iSCSI and FCoE Host Ports 0 - 8 ports	System Specification
	<i>Controllers - Dual Controller Support</i>	<i>Yes or No</i>	Yes	System Specification
	<i>Storage Replication Support</i>	<i>Specify</i>	HP 3PAR 7450 Replication Software Suite Drive E-LTU	BC893AAE
	<i>Chassis - Height (U)</i>	<i>Specify height (U)</i>	42U	System Specification
	<i>Chassis - Rack Hole Type</i>	<i>Specify round or square</i>	Square	Square
	<i>Power single phase standard</i>	<i>Specify</i>	Single Phase high voltage	AF556A
	<i>Power - Three Phase availability</i>	<i>Yes or no</i>	No	System Specification
	<i>Power - Redundancy</i>	<i>Yes or no</i>	Yes	System Specification- included with solution
	<i>Power Type</i>	<i>Specify</i>	NEMA	System Specification- included with solution
	<i>Power - BTU Rating</i>	<i>Specify</i>	Maximum For 1200 W Power Supply: 3530 BTU/hr (at 100 VAC), 4600 BTU/hr (at 200 VAC) For 750 W Power Supply: 2925 BTU/hr (at 100 VAC), 2812 BTU/hr (at 200 VAC) For 460 W Power Supply: 1794 BTU/hr (at 100 VAC), 1725 BTU/hr (at 200 VAC)	System Specification- included with solution

ST2B-1	Power - Amps/Voltage	Specify	Rated Line Voltage 100 to 120 VAC 200 to 240 VAC Rated Input Current <u>For 1200 W Power Supply:</u> 10 A (at 100 VAC), 4.9 A (at 200 VAC) <u>For 750 W Power Supply:</u> 8.9 A (at 100 VAC), 4.3 A (at 200 VAC) <u>For 460 W Power Supply:</u> 5.5 A (at 100 VAC), 2.6 A (at 200 VAC) Rated Input Frequency 50 to 60 Hz Rated Input Power <u>For 1200 W Power Supply:</u> 930 W (at 100 VAC), 1348 W (at 200 VAC) <u>For 750 W Power Supply:</u> 857 W (at 100 VAC), 824 W (at 200 VAC) <u>For 460 W Power Supply:</u> 526 W (at 100 VAC), 505 W (at 200 VAC)	System Specification- included with solution
	Power - Watts	Specify	Rated Line Voltage 100 to 120 VAC 200 to 240 VAC Rated Input Current <u>For 1200 W Power Supply:</u> 10 A (at 100 VAC), 4.9 A (at 200 VAC) <u>For 750 W Power Supply:</u> 8.9 A (at 100 VAC), 4.3 A (at 200 VAC) <u>For 460 W Power Supply:</u> 5.5 A (at 100 VAC), 2.6 A (at 200 VAC) Rated Input Frequency 50 to 60 Hz Rated Input Power <u>For 1200 W Power Supply:</u> 930 W (at 100 VAC), 1348 W (at 200 VAC) <u>For 750 W Power Supply:</u> 857 W (at 100 VAC), 824 W (at 200 VAC) <u>For 460 W Power Supply:</u> 526 W (at 100 VAC), 505 W (at 200 VAC)	System Specification- included with solution
	Warranty on above hardware and software	Manufacturer Warranty - Minimum one year	(3 years parts exchange, 3 years labor and 3 years onsite, next business day response)	System Specification- included with solution
Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
ST20-1	Upgrade to 16TB Installed Raw Capacity	Provide description and SKU	HP 3PAR StoreServ M6720 4TB 6G 7.2K LFF(3.5-in) SAS Nearline Hard Drive (H6Z87A)	\$ 1,830.00

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Hewlett-Packard Company

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum*, please provide the offered specification in either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

BLACK & WHITE PRINTER

ST1P-1	PERIPHERAL 1 SKU:	CE957A	PERIPHERAL 1 LIST PRICE:	\$ 637.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
ST1P-1	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LJ Pro 400 Color Printer M451dn	LJ Pro 400 Color Printer M451dn
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CE957A	CE957A#BGJ
	Print speed (ppm)	20	21 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 - 2,000	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	32 MB	128 MB	included with system
	Print resolution	600dpi	600x600	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 Year	included with system

COLOR PRINTER

ST1P-2	PERIPHERAL 2 SKU:	CE399A	PERIPHERAL 2 LIST PRICE:	\$ 445.94
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#
ST1P-2	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	LaserJet Pro 400 Printer M401dne	LaserJet Pro 400 Printer M401dne
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	CF399A	CF399A#BGJ
	Print speed (ppm)	20	35 ppm	included with system
	Minimum recommended print volume	250 pages per month	750 to 3,000 pages	included with system
	Network Connection	Yes	Yes	included with system
	Two sided printing	Automatic	Automatic	included with system
	Memory	128 MB	256MB	included with system
	Print resolution	600dpi	1200 x 1200 dpi	included with system
	Paper size	Letter	Letter	included with system
	Paper trays	250 sheets	300 sheets	included with system
	Energy Star compliance (verified at www.energystar.gov)	Yes	Yes	included with system
	Warranty	minimum one (1) year warranty	1 year	included with system

PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Hewlett-Packard Company

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum*, please provide the offered specification in either instance.*Please fill in the yellow cells.*

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

ST1P-3	PERIPHERAL 3 SKU:	C9V73AA#ABA	PERIPHERAL 3 LIST PRICE:	\$	278.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
ST1P-3	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	EliteDisplay E201 20-inch LED Backlit Monitor	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	C9V73AA#ABA	C9V73AA#ABA	
	Screen size (diagonal measure)	19 inches	20 in widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	1440 x 900	1600 x 900	included with system	
	Brightness	250 Nits / cd/m2	250 Nits / cd/m2	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	5 ms (on/off)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	VGA interface	VGA interface required	VGA interface	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	Display Port (DP) Interface	include DP interface	DisplayPort interface included	included with system	
	Cables	include DVI cable	HP DVI to DVI Cable	DC198A	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	ROHS compliant	included with system	

24" MONITOR

ST1P-4	PERIPHERAL 4 SKU:	A9P21AA#ABA	PERIPHERAL 4 LIST PRICE:	\$	429.00
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Mfg SKU#	
ST1P-4	<i>Manufacturer Name</i>	<i>Specify manufacturer</i>	HP	not applicable	
	<i>Manufacturer Base Model Name</i>	<i>Specify the base model name</i>	HP Compaq LA2405x 24-inch LED Backlit LCD Monitor	not applicable	
	<i>Manufacturer Base Model #</i>	<i>Specify the base model number</i>	A9P21AA#ABA	A9P21AA#ABA	
	Screen size (diagonal measure)	24 inches	24 in widescreen, diagonally measured	included with system	
	Format	Wide-Format, WSXGA compatible	Wide-Format, WSXGA compatible	included with system	
	Resolution	1920 x 1080	1920 x 1200	included with system	
	Brightness	250 Nits / cd/m2	250 nits (cd/m2)	included with system	
	Contrast	400 to 1	1000:1	included with system	
	Response Time	8 ms	5 ms (on/off)	included with system	
	Pixel Policy	ISO-13406-2	ISO 9241-307 certified (replaces ISO-13406-2 standard)	included with system	
	<i>VGA interface</i>	<i>Specify whether VGA interface is included</i>	VGA interface included	included with system	
	DVI interface	DVI interface required	DVI interface	included with system	
	<i>Display Port (DP) Interface</i>	<i>Specify whether DP interface is included</i>	DisplayPort interface included	included with system	
	<i>Cables</i>	<i>Specify whether DVI cable is included</i>	DVI cable included	included with system	
	Warranty	minimum one (1) year warranty	Three year warranty	included with system	
	Mounting Hole Pattern	VESA Compliant	VESA Compliant	included with system	
	Stand	Height-adjustable stand	Height-adjustable stand	included with system	
	Energy-Star	Energy Star compliant per v4.1 Tier II standard	Energy Star compliant (per Displays Specification Version 6.0, which supersedes v4.1)	included with system	
	<i>Security lock slot</i>	<i>Specify whether monitor has security lock slot</i>	Security lock slot included	included with system	
	EPEAT	EPEAT BRONZE level	EPEAT gold level	included with system	
	<i>Environmental</i>	<i>Specify whether monitor is RoHS compliant</i>	RoHS compliant	included with system	

BAND 5: STORAGE - SERVICES - Market Basket Specs

Responder Name:

Hewlett-Packard Company

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	Description	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
ST1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Storage 1	HP offers 1-year and 3-year uplifted support options	HA104A1 1N7
ST1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Storage 1	HP 3-year 4-hour 24x7 HW Support	HA104A3 1N7
ST1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Storage 1	Not applicable	Not applicable
ST1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Storage 1	This falls under HP's time and material services	This falls under HP's time and material services
ST1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	This option is available through HP's Factory Express Services for simply image options otherwise image load would be done on-site.	Custom part number is provided for this type of service
ST1S-6	Image Consulting	Develop custom software image solution.	Image Consulting would be provided on-site and would be available as a custom service	Custom part number is provided for this type of service
ST1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	HP has many options available covering asset tagging at the factory. The standard asset tagging HP printed option is provided.	HA840A1
ST1S-8	Installation	Describe equipment installation services available	HP Installation and Startup Service will configure the storage and verify communication with the server	HA114A1 5J0
ST1S-9	General Consulting	Describe Consulting services available	HP offers general professional units of service	H7B28A1
ST1S-10	Training	Describe Training Services Available	HP offers training units of service.	UC818E
ST1S-11	Staging/Deployment	Describe staging/deployment services	Staging and deployment falls under HP's installation and startup services (see below)	Staging and deployment falls under HP's installation and startup services (see below)
ST1S-12	System and Server Configuration	Describe system and server configurations services	HP Installation and Startup Service will configure the storage and verify communication with the server	HA114A1 5A6
ST1S-13	Rack and Stack Configuration	Describe Rack and Stack configurations services	HP Installation and Startup Service will configure the storage and verify communication with the server	HA114A1 5A6